

BlackBerry AtHoc Managed Service – Alert Management

Program Description (Hosted System on BlackBerry AtHoc Cloud with Alerting Functionality, System Maintenance and Alert Management), (“AT.xxx.MSAM.CL”)

This document provides a general description of the services to be provided. BlackBerry reserves the right to periodically change information in this document. For the purposes of this Program Description “Customer” means the entity receiving the services.

INTRODUCTION

BlackBerry AtHoc Managed Service Alert Management is designed to provide a 24/7/365 capability for BlackBerry to send Alerts on behalf of the Customer. This function will be administered remotely.

RESPONSIBILITIES AND KEY AREAS OF FOCUS

Throughout the length of the subscription term, a BlackBerry AtHoc Customer Success representative will work with the Customer to achieve the following:

- 24/7/365 access to our Managed Services Hotline (to be made available via the customer portal) where experienced BlackBerry crisis communications professionals can initiate alert notifications and manage reporting on behalf of the Customer.

PROGRAM COMPONENTS

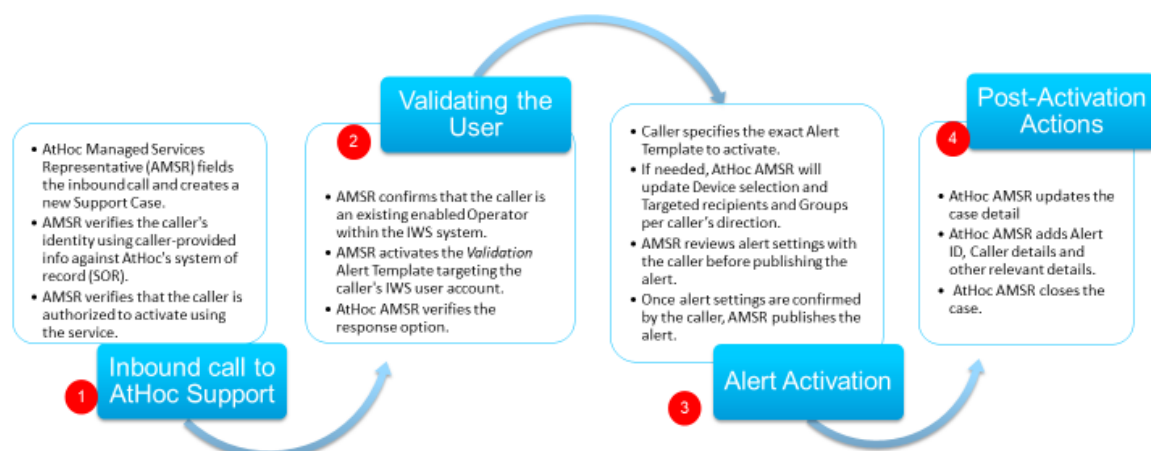
ALERT MANAGEMENT

The BlackBerry AtHoc Managed Service team is available 24/7/365 to send an alert on behalf of the Customer. This service covers up to ten (10) alerts per month and will follow the process below to support the Customer's alerting needs. End-to-end alert activation time is determined by the amount of time spent on customization of the alert, with faster times possible for an alert scenario requiring no changes, or increased times for scenarios requiring updates prior to sending.

The Alert Management Process - Pre-Work required

- Customer provides BlackBerry AtHoc Managed Service team a list of Customer personnel authorized to direct BlackBerry to send alerts on the Customer's behalf. List will include full name, work email address and contact phone numbers (work and mobile) of personnel who are allowed to send direct alerts on behalf of Customer as well as the BlackBerry AtHoc system name and ID. This information allows quick verification at the time of alerting.
 - BlackBerry creates contact records for each of these personnel.
- BlackBerry and Customer create a new alert template used for validating the caller within each organization when an activation is requested. (These alerts do not count against the ten (10) per month).
- BlackBerry will configure templates in coordination with the Customer to have the most common/critical templates built out to enable rapid release.
- BlackBerry will number and name templates and create a catalog of alerts that will be used by the Customer Success representative and the BlackBerry AtHoc Managed Service team to identify the alert template to be sent out.
- BlackBerry grants access to the Customer's hosted system for each BlackBerry AtHoc Managed Service team member to allow for alerting.
- BlackBerry provides training for the BlackBerry AtHoc Managed Service team on the Customer system and use cases following implementation to develop an understanding of the Customer's requirements.

Alert Management Hotline Activation Process



Hotline Calling Steps:

- Customer calls BlackBerry AtHoc Managed Service hotline at the phone number provided in the customer portal and identifies him/herself/themselves and states which alert template they want activated
- AtHoc Managed Services Representative (AMSR) fields the call and creates a support case
- AMSR verifies the Customer caller as authorized to direct alerts from the customer personnel list
- AMSR sends validation alert to Customer caller
- Customer caller responds to the alert. This completes validation
- AMSR opens the alert requested by the Customer and makes modifications as directed
- AMSR reviews the final alert with the Customer (and may send the alert to the customer caller to verify content if requested by the caller)
- Customer caller approved message content, targeting and duration
- AMSR publishes the alert
- AMSR provides reports to caller as required (responses, etc.)
- AMSR sends follow-up alerts as directed by the caller
- AMSR update case detail and closes case

Notes - In addition to the AMSR(s), the Customer Success Representative assigned to the account is authorized to send alerts on behalf of the Customer.

DURATION

The BlackBerry AtHoc Managed Service (Alert Management only) is a program which continues throughout the length of the subscription, usually in increments of 1, 2 or 3 years. Renewals of the subscription will ensure continuous coverage with no lapse in service.

LIMITATIONS & EXCLUSIONS

- Delivery of this Project requires the Customer to have a fully implemented BlackBerry AtHoc solution.
- The ten (10) alerts per month to be sent by BlackBerry included in the service will be forfeited if not used during the month
- Except as specified herein, BlackBerry is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities.

CUSTOMER RESPONSIBILITIES – FURTHER TO THOSE NOTED ABOVE

- Having a lead representative available as the main point of contact for BlackBerry and the Customer Success Representative throughout the period of performance of the contract.
 - This person shall have the authority to make decisions or obtain decisions from others expeditiously.

- b. Providing appropriate and sufficient remote access to the system as is reasonably required by BlackBerry to enable it to perform its obligations under the BlackBerry AtHoc Managed Service program.
- c. Making the necessary arrangements to allow BlackBerry to perform the services.
- d. Ensuring adequate backup copies are made of data and operating and application software such that the Customer's system and files which are solely under Customer's control.

BlackBerry Services offers additional consulting and educational offerings. To learn more about these offerings, please go to: <https://www.blackberry.com/ca/en/services/blackberry-enterprise-consulting> and <https://www.blackberry.com/ca/en/services/blackberry-cybersecurity-consulting/overview>.

Note: The services described in this Program Description are subject to the terms and conditions of the BlackBerry Solution License Agreement and the BlackBerry AtHoc Technical Support Services Program Description available at: <http://www.blackberry.com/legal>