

# BlackBerry Enterprise Consulting – PS - Consulting Fees per Day

## Program Description (“Consulting Fees per Day” or the “Engagement”), (“PS.DPLYMT.SVC.DAY”)

This document provides a general description of the services to be provided. BlackBerry reserves the right to periodically change information in this document; however, such changes will only apply to services contracted for after such change is made. For the purposes of this Program Description “Customer” means the entity receiving the services.

## PS CONSULTING FEES PER DAY

### INTRODUCTION

The BlackBerry Enterprise Consulting Program, PS Consulting Fees per Day, provides a resource to help Customers maximize the value of their BlackBerry Solution. Customers can access BlackBerry Subject Matter Experts, Technical Specialist, Architects, Developers, and Project Managers (the “BlackBerry Consultants”) on a per-day basis. These resources can assist the Customer in the deployment, use, and operation of their solutions. The solutions can include BlackBerry Unified Endpoint Manager (UEM), BlackBerry Dynamics, BlackBerry Enterprise Mobility Server (BEMS), BBM Enterprise, and BlackBerry Workspaces. The Engagement provides the resource(s) on a fixed rate per-day basis with a pre-defined maximum number of days, as set out in the applicable order with BlackBerry (“Contract Term”).

### RESPONSIBILITIES AND KEY AREAS OF FOCUS

Customer needs and focus will change. Having BlackBerry experts on the team enables additive and flexible resources to support multiple facets of an organization’s BlackBerry software deployment.

The BlackBerry Consultants are technically skilled to complete BlackBerry software implementation tasks and will be part of the Customer’s extended team for the Contract Term.

The Engagement is unstructured and has no deliverables attached.

### LIMITATIONS & EXCLUSIONS

- a. Customer must use the services set out in this Engagement by the date set out in the applicable order or within six (6) months of purchase (“**Expiry Date**”), as tracked and reported on by BlackBerry. Any services not used by the Expiry Date, shall be forfeited and no refunds or credits will be provided.
- b. Working time is defined as Monday to Friday (excluding local bank/statutory holidays), 9am-5pm, with a 60-minute break for lunch.
- c. BlackBerry is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities.
- d. When the Customer requires troubleshooting or issue resolution, then the technical support issue may be handed over to the BlackBerry Technical Support team for further investigation as part of the Customer’s technical support/maintenance subscription. Any cases pending with BlackBerry Technical Support will not impact the Engagement closure.
- e. If the Customer wishes to purchase additional consulting time and/or renew the Engagement, the Customer must make such purchase no less than thirty (30) days before the Expiry Date, otherwise BlackBerry cannot guarantee resource availability or continuity. Note, any subsequent purchase of resources may be at a different rate and subject to different terms per the then-applicable agreement between BlackBerry and the Customer.

### CUSTOMER RESPONSIBILITIES

- a. Making the necessary arrangements to allow BlackBerry to perform the services.
- b. If the services are performed at Customer’s site, providing necessary access to its site including, but not limited to, appropriate access to Customer premises, computer systems and other facilities. In addition, Customer will provide all equipment required in the execution of duties i.e. laptop, desk, secure working space with suitable seating arrangements.
- c. Providing any requirements for screening or security clearance of key BlackBerry Consultants in advance of the Engagement start date.

- d. Appointing a contact person to supply BlackBerry with any necessary or relevant information and who shall have the authority to make decisions or obtain decisions from others expeditiously.
- e. Maintaining a valid BlackBerry Technical Support Services subscription with BlackBerry for the duration of the Engagement.
- f. Providing BlackBerry with Engagement-relevant documentation in a timely manner upon request by BlackBerry.
- g. Ensuring the Customer Engagement Manager and team members are assigned and available to meet for the Engagement kick-off at Engagement start date.
- h. Ensuring key stakeholders are available in a timely manner to undertake tasks such as change control and documentation review.
- i. Ensuring any hardware requirements are met.
- j. Providing full and free access, remote or otherwise, to the system elements of Customer's system which are within scope, together with such information and assistance as is reasonably required by BlackBerry to enable it to perform its obligations under the Engagement.
- k. Ensuring adequate backup copies are made of data, operating and application software such that the Customer's system and files may be restored in the event of corruption or other similar loss due to the performance of the Engagement or for any other reason, howsoever caused.
- l. Unless expressly stated otherwise, restoring all data, operating and application software in the event of system failure or virus attack, regardless of the cause.
- m. The Customer shall provide at least five (5) business days' notice for the cancellation or postponement of any work already scheduled as part of the Engagement. BlackBerry reserves the right to charge additional fees to Customer for any time lost due to cancellation or postponement resulting from Customer not meeting their responsibilities as defined herein.

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 Professional Services Agreement at <https://www.blackberry.com/us/en/legal/professional-services-agreement>.