

BlackBerry Enterprise Consulting – PS - Add-on - Direct Connect

Program Description (“Add-on Direct Connect” or “Project”), (“PS.ADD.DC”)

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 - ADD-ON - DIRECT CONNECT

INTRODUCTION

The BlackBerry Enterprise Consulting Program, PS - Add-on - Direct Connect, assists the Customer on configuring their BlackBerry Dynamics applications with Direct Connect. BlackBerry Dynamics applications on users’ devices, by default, send data to the BlackBerry Dynamics Network Operation Center (NOC). The Direct Connect feature of BlackBerry Dynamics can be configured to allow BlackBerry Dynamics applications to bypass the connection to the NOC and to connect directly to a BlackBerry Proxy instance behind an organization’s firewall.

RESPONSIBILITIES AND KEY AREAS OF FOCUS

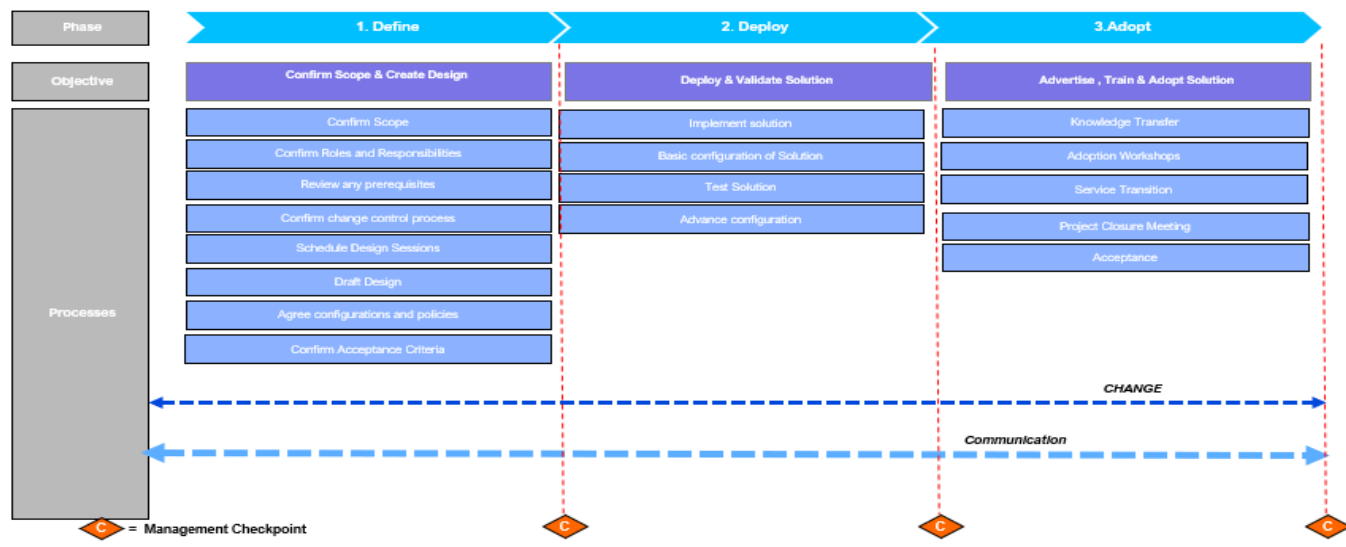
BlackBerry Dynamics, Add-on Direct Connect, has several benefits:

- Enhanced control because application data is under an organization’s control, flowing directly to and from an internal network, when an organization needs its sensitive data restricted to national and/or corporate boundaries.
- BlackBerry Dynamics, Add-on Direct Connect, is a low-latency configuration allowing BlackBerry-secured applications to communicate directly with the BlackBerry Proxy server, thereby reducing data round trips to optimize bandwidth utilization for applications including, but not limited to, Hypertext Transfer Protocol (HTTP) video streaming.
- Reduced round trip time (RTT) lets applications refresh faster, contributing to a better overall user experience.

This Project covers the implementation of BlackBerry Dynamics, Add-on Direct Connect, for a Customer’s existing BlackBerry Unified Endpoint Management (“UEM”) installation.

PROJECT STRUCTURE

The Project includes the following sequenced tasks to be delivered in agreement between Customer and the BlackBerry Project Manager:



The Project phases are broken down as follows:

Phases	Task Description	Deliverable
1. Define	<p>The BlackBerry Technical Consultant will meet with the Customer post Project purchase to formally launch the Project.</p> <p>The agenda for the technical kick-off workshop will include:</p> <ul style="list-style-type: none"> Review of Direct Connect Review of Project scope Review of the different Direct Connect options, the relevant prerequisites and the impact on final architecture High-level Project milestones, including constraints, change approval and window process, and major change freeze <p>The objective of the technical kick-off workshop is to review Project structure and schedule.</p> <p>The final deliverable from this phase is an updated Architecture Solution Design (ASD) document capturing the requirements of the Direct Connect design</p>	<p>Technical kick-off workshop</p> <p>Design session</p> <p>Updated ASD</p>
2. Deploy	<p>The BlackBerry Technical Consultant will lead the configuration of the Customer's platform.</p> <p>This phase of the Project will include the following</p> <ol style="list-style-type: none"> The BlackBerry Technical Consultant review of all prerequisite conditions for Direct Connect, as communicated to the Customer during the preceding phase of the Project. Work with the Customer's firewall team to ensure correct and secure data flow from devices to the chosen BlackBerry Proxy cluster Configuration of Direct Connect <p>Post configuration, the BlackBerry Technical Consultant will:</p> <ul style="list-style-type: none"> Confirm data is flowing between devices and organization infrastructure via Direct Connect Confirm in the event of a Direct Connect failure, the agreed failover or backup process functions 	<p>Configure as per ASD</p> <p>Updated As Built document</p>

Phases	Task Description	Deliverable
3. Adopt	<p>As part of the post implementation review the BlackBerry Technical Consultant and Customer will meet to:</p> <ul style="list-style-type: none"> Review Project accomplishments Discuss final deployment configuration, where to locate additional product documentation and how to engage BlackBerry Technical Support Send the Customer the Project closing documentation, which includes satisfaction survey and Project sign off form Answer questions and/or provide guidance about the Project closing documentation Resolve any issues, that are within the Project scope, that the Customer identifies within the Project closing documentation <p>The Customer will:</p> <ul style="list-style-type: none"> Complete the receipt and acceptance email and submit it to the BlackBerry Technical Consultant within three (3) business days of the Project close as further detailed in the Professional Services Agreement. 	<p>Receipt and acceptance email</p> <p>Customer satisfaction survey</p>

DURATION

Customer must use the services set out in this Program Description 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. BlackBerry's ability to perform services is subject to Customer fulfilling the obligations set out below. A more detailed Project timeline will be confirmed during the Define Phase.

PROJECT MANAGEMENT

BlackBerry Project Management resource will be assigned to the Project as required to perform the following:

Key roles and responsibilities:

- Project kick off workshop
- Run end user communications and adoption workshop
- Run Project closure and transition to BlackBerry Technical Support workshop
- Maintain and communicate Project risks and issues log
- Weekly Project status meetings and Project tracker

LIMITATIONS & EXCLUSIONS

- This Project covers the deployment of only the licensed solutions. Additional offerings may be purchased as add-ons, otherwise additional consulting work not contained in this Program Description is deemed out of scope.
- Working time is defined as Monday to Friday (excluding local bank/statutory holidays), 9am-5pm, with a 60-minute break for lunch.
- BlackBerry is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities.
- Only server software generally available at the time of the Project start will be in scope and deployed. There will be no upgrade provided where a new version of software is released during the Project. Where this is required the Customer will need to complete a change request which will include any additional fees.
- Where Customer requires troubleshooting or issue resolution in excess of what is already allocated within each phase of the Project, then this will be handed over to the BlackBerry Technical Support team for further in-depth investigation as part of Customer's technical support/maintenance subscription, and is deemed outside the scope of the Project. All cases pending with BlackBerry Technical Support will be documented at Project closure, however will have no bearing on Project closure or acceptance.
- Only third-party software and infrastructure identified during the technical kick-off and design phase will be in scope for deployment of the licensed solutions. There will be no change to design or implementation where third-party

software or infrastructure has been changed by the Customer during the course of the Project, or this will incur additional cost.

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 Project 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 Project.
- f. Providing BlackBerry with Project-relevant documentation in a timely manner upon request by BlackBerry.
- g. Ensuring the Customer Project Manager and team members are assigned and available to meet for Project kick-off at Project 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 Project.
- 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 Project 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 Project. 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.
- n. Providing end user education and enablement of end user mobile devices.

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>.