

Copyright and Trademark Policy

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BlackBerry respects intellectual property. We expect others to do the same. As set out in the BBM Channels Content Guidelines and the BlackBerry Online Community Standards users of BBM Channels must ensure that they have obtained the appropriate permissions to use any content that they make available through BBM Channels. Users must ensure that the posting of any content on BBM Channels does not violate the intellectual property rights of another person or entity. Any Channel that does so may, among other things, be permanently suspended under BBM Channel's Copyright and Trademark Policy.

If you believe that your copyright or trademark rights are being infringed by third-party content on BBM Channels, please notify us using this procedure. In responding to your complaint, we may remove this content. BlackBerry may also, in circumstances it determines appropriate, terminate its relationship, including any relevant accounts, with the third-party content owner. In other cases, a complaint may be found to be materially incomplete or inadequate and may not be processed.

It is always good to communicate with the person you have an issue with! If you have an issue with a particular Channel, please be sure you notify the Channel owner directly. We may forward your complaint to the owner of the alleged infringing content. We may also disseminate and publish your complaint, or the information contained in it, to the extent necessary to process your complaint.

Required Complaint Information

To be processed, your complaint must contain the following information.

1. **Identify the third-party content on BBM Channels that you believe is infringing your copyright or trademark rights.** Please provide us with sufficient information to enable us to readily locate and identify the infringing material. It is good to include the URL or Channel PIN of the alleged infringing content. Screen shots are even better.
2. **Identify your copyright or trademark that is alleged to be violated.** For example, you could include: (i) a copy of your copyright and/or trademark registration; (ii) an image of the product or service associated with your intellectual property; and, where applicable, (iii) a representative list of the content you claim is being infringed.
3. **Declare that the third-party content infringes your copyright or trademark rights.** Please include the following statement: "I believe in good faith that [name of third-party content] infringes [name of complainant]'s [copyright and/or trademark] rights and that the use of [name of third-party content] is not authorized by the rights holder, its agent or the law." In addition, please feel free to add any specific details regarding the infringement that you feel would be helpful in processing your complaint.
4. **Swear you are authorized to act for the intellectual property owner.** Include the following statement: "The information in this notification is accurate and I swear under penalty of perjury that I am [the owner /or/ authorized to act on behalf of the owner] of an exclusive right that is

allegedly to be infringed."

5. **Identify who you are.** Provide your contact information sufficient to allow us to contact you. This should include your full name, address, telephone number, and, if available, an email address at which you may be contacted.
6. **Sign the complaint.** Sign the complaint and print/type your name and title under your signature.

We may not respond to complaints that do not contain the information listed above.

Complaints should be addressed to:

IP Complaint Agent, BlackBerry, 295 Phillip St. Waterloo, ON, Canada N2L 3W8

A complaint may be sent either by email ipcomplaints@blackberry.com or by fax 519-888-1975. If you are sending your complaint by email, please ensure you are forwarding a scanned signed version of your complaint.

We also have a phone number for any complaint questions or comments: 519-597-4006.

You don't need a lawyer to file a complaint, but please be aware that BlackBerry cannot provide you with legal advice. Please note that BlackBerry will not substitute itself for a judge and will only proceed to remove or block access to content on the basis of the elements available to it. In addition, please bear in mind that intentionally alleging that legitimate content is illicit in order to obtain its removal or withdrawal may be sanctioned and that you may incur liability for such actions.