

Impersonation/Imposter Policy

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Impersonation is prohibited by the BBM Channels Content Guidelines and the BlackBerry Online Community Standards. Any BBM Channel that impersonates any person or entity, or falsely states or otherwise misrepresents its affiliation with a person or entity, or is using a false identity to mislead others may be permanently suspended under BBM Channel's Impersonation/Imposter Policy.

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 also forward your complaint to the owner and we may also disseminate and publish your complaint, or the information contained in it, to the extent necessary to process the complaint.

If you have a good faith belief that a BBM Channel is impersonating any person or entity, or is otherwise using a false identity to mislead others, please let the BBM Channel owner know. You may also let us know. Please provide us with as much information as possible to assist us in reviewing and evaluating your complaint, including the following information:

1. ***The name and PIN of the BBM Channel(s) at issue.*** We need your help to enable us to readily locate and identify the Channel you believe to be an impersonation or an imposter. If possible, send us pictures/screen shots.
2. ***Details about why you believe the Channel is an impersonation or an imposter.*** The more information we have, the easier it is for us to process your complaint.
3. ***Identify who you are and provide us with your contact information.*** This should include your full name, address, telephone number and email address.

Your complaint should be sent via email and address to BBMCimpersonationcomplaints@blackberry.com.

You don't need a lawyer to file a complaint, but please be aware that BlackBerry cannot provide you with legal advice. 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.