



# **BlackBerry AtHoc Software Assurance & BlackBerry AtHoc Technical Support Services**

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**Program Description - 2025**



# BlackBerry AtHoc Software Assurance and BlackBerry AtHoc Technical Support Services

## Program Description (“BlackBerry AtHoc Technical Support Services Program Description”)

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## Introduction

Unleash the power of your Critical Event Management (CEM) solution with trusted services and support from BlackBerry. BlackBerry Business Services are here to support customers globally – directly or through a partner – with advice, analysis, implementation, and migration expertise.

This document describes the levels of the BlackBerry AtHoc Software Assurance and BlackBerry AtHoc Technical Support Package (“**SA/TS Package**”), which is a package of services that provides customer organizations with direct access to the technical experts at BlackBerry in order to help achieve maximum uptime and stability of your procured BlackBerry AtHoc solution and services, including:

- AtHoc Alert: deliver critical information quickly and reliably, and receive feedback
  - AtHoc Networking Alerting System (“**NAS**”): send email, desktop alert, SMS (text messaging) notifications.
  - AtHoc Telephone Alerting System (“**TAS**”): send voice notifications by dialing work, home, and mobile telephones.
  - AtHoc Smart Device Application.
- AtHoc Account: gain real-time visibility into the safety and status of your personnel.
- AtHoc Collect: gather critical information from your personnel to achieve situational awareness.
- AtHoc Connect: communicate and collaborate with other organizations.
- AtHoc Situation Response: create and activate plans, incidents, and collaboration
- AtHoc Integration: interface directly with hardware like an alarm or outdoor speaker system (aka. Giant Voice).
- BlackBerry AtHoc Software Service: subscribe for Software as a Service (“**SaaS**”) hosted with BlackBerry.
- BlackBerry AtHoc Communication Service: subscribe for emergency and non-emergency notification transmission using telephony and communications.

With a flexible choice of program levels and optional services designed to meet the needs of customer organizations - regardless of the size and complexity of a customer’s BlackBerry AtHoc deployment - there are support and service options that will help provide a customer’s organization with increased productivity.

### Customer Support Contact Information

[BlackBerry AtHoc Customer Support Portal](#)

By subscribing to a SA/TS Package, customers may receive the following benefits:

- Manufacturer-based technical support that provides a single point of expert support for all BlackBerry AtHoc products and services
- Flexible and scalable support options that are designed to meet the evolving needs of your organization
- Prioritization of critical issues ahead of non-critical tasks, to ensure critical issues are addressed as quickly as possible.
- BlackBerry AtHoc Software Assurance, which provides Upgrade and/or Update rights (See Annex 2)
- Access to the BlackBerry AtHoc Customer Support Portal, an online self-service area that features a deep Knowledge Base, an online platform for Operators and Administrators self-training, product documentation, an FAQ, and case management system.

**Note:** Support coverage starts on the first day a customer receives system information and access credentials. Services must be used and will only be provided during the applicable term of a SA/TS Package. Professional services (i.e., installation, configuration, training) must be used within 12 months from initial order and will be forfeited if not used.

## BlackBerry AtHoc SA/TA Package Overview

### Technical Support Package

Feature	Premium Support
Coverage and Access	24x7x365 issue submission via Telephone and/or BlackBerry AtHoc Customer Portal <sup>2</sup>
BlackBerry AtHoc Customer Support Portal	Included
Named Contacts	100
Tech-to-Site Assistance <sup>3 4</sup>	Option to purchase at current rates for on-premises installation or integrations (see further details below)

### Software Assurance

Feature	Premium Support
BlackBerry AtHoc Maintenance & Minor-Version Software Assurance	Included
BlackBerry AtHoc Major-Version Software Assurance	Included

## Eligibility for a SA/TS Package

To be eligible for a SA/TS Package, customers must:

- Purchase coverage for all software and licenses, subscriptions and value-added services or support for all licensed components of the BlackBerry AtHoc solution, including BlackBerry AtHoc Crisis Communication Suite (which includes Alerts, Account, Collect, Connect, Integration and Smart Device Activation), BlackBerry AtHoc Software Service, and BlackBerry AtHoc Communication Service. Note, customers cannot cover some software licenses, subscriptions and value-added services on support and go unsupported on others.
- Renew their SA/TS Package subscription on time to ensure there is no lapse in coverage. Should a lapse occur, and the customer wishes to renew the coverage, the new subscription effective date will be the day following the original expiration date.
- Purchase a SA/TS Package commensurate with the period of performance of the licensed components of the BlackBerry AtHoc solution, which shall be for a minimum period of 12 months. For new subscriptions and renewals of existing subscriptions, packages must be purchased with a minimum 12-month term. For existing customers with an active, on-going SA/TS Package, any further purchases of SA/TS packages (for example, when purchasing additional licensed components of a BlackBerry AtHoc solution) can be pro-rated to align to a customer's then current SA/TS Package.



# BlackBerry AtHoc Technical Support Services

## Service Features

### Support Level

The BlackBerry AtHoc Technical Support Services program provides Premium Support to all customers with an active BlackBerry AtHoc solution subscription. The methods of accessing the BlackBerry AtHoc Technical Support team and expected response time<sup>1</sup> for issues reported vary based on the Severity of the issue. The SA/TS Package will be delivered in English only.

For a further description of the applicable severity levels see the chart below under the title Response and Escalation Summary Chart.

### Submitting Issues and Response Process

Customers can engage BlackBerry AtHoc Technical Support analysts via telephone or submit issues electronically through the BlackBerry AtHoc Customer Support Portal twenty-four (24) hours-a-day, seven (7) days a week<sup>2</sup>, including holidays.

Please note, for issues significantly impacting business operations, customers should initiate such critical service requests by telephone. For lower severity issues, customers are required to submit the support issue electronically in the BlackBerry AtHoc Customer Support Portal.

When organizations contact the BlackBerry AtHoc Technical Support team, a service request is initiated. Each service request is assigned a unique service request number which the BlackBerry AtHoc Technical Support team uses to track the issue. The service request number will be provided either at the end of a call or via an automated email message receipt. Named Contacts (described below) must refer to this service request number for all communications relating to that specific issue.

Once the ticket is created and in order for BlackBerry to investigate and initiate troubleshooting, the first level support analyst will establish the nature and severity of the issue, advise of the contact call back time, and request supporting information and data as needed.

To ensure that we provide the best support to our customers, BlackBerry offers Severity Based Routing, which enables us to manage and respond to a customer's issues based on severity.

All requests for support are initially deemed to be 'issues' by the BlackBerry AtHoc Technical Support team. When an issue is reported, a customer indicates its impact to their organization to assist the assigned BlackBerry AtHoc Technical Support representative to classify the issue's severity. A customer's most critical issues will be prioritized, and the customer will be connected with an expert support representative to minimize downtime. By submitting the request online through the BlackBerry AtHoc Customer Support Portal, a customer can provide key diagnostic data and details of the issue, enabling BlackBerry AtHoc support to improve response time.

Except as described below, support is limited to telephonic and email support.

### BlackBerry AtHoc Customer Support Portal

The "BlackBerry AtHoc Customer Support Portal" is a secure online resource center available to customers with a SA/TS Package. The BlackBerry AtHoc Customer Support Portal requires a unique login and password which will be provided to each Named Contact by email when the SA/TS Package is purchased.

The BlackBerry AtHoc Customer Support Portal provides access to self-service tools and resources to help troubleshoot common issues. All customers are encouraged to use the BlackBerry AtHoc Customer Support Portal to create service





requests electronically and to access service request status, self-service options, technical documentation, and additional system resources.

In addition, Named Contacts (defined below) may access the following tools:

- **Create Service Requests**

Service requests submitted electronically through the BlackBerry AtHoc Customer Support Portal will be addressed by priority as per the Severity Based Routing guidelines provided below under the Response and Escalation Summary Chart.

- **Manage Service Requests**

In addition to creating requests, Named Contacts may view, and add comments to open service requests associated with their support subscription.

- **View Support Subscription Details**

Named Contacts may view details about: their organization's support subscriptions, subscription expiration dates, active Named Contacts, and other subscription information.

BlackBerry appreciates the value of our customers being educated and knowledgeable about the BlackBerry enterprise software they manage and support. Named Contacts will gain access to web-based training modules within the BlackBerry AtHoc Customer Support Portal. The web-based training modules will be tailored to BlackBerry software components covered under the SA/TS Package subscription.

## Named Contacts

Customers can designate a certain number of select individuals, based on subscription level, to submit technical support issues to BlackBerry and have full access to the BlackBerry AtHoc Customer Support Portal ("**Named Contacts**"). Examples of Named Contacts may include IT Managers, BlackBerry enterprise software Administrators, Operators, and Help Desk staff members who are responsible for helping manage the BlackBerry AtHoc solution.

BlackBerry may send periodic notifications to each Named Contact using the contact information provided during enrolment. Such notices may include, but are not limited to, program changes, software release notifications, product newsletters, surveys, webcast invites, and BlackBerry AtHoc solution offers. Named Contacts may indicate at any time that they no longer wish to receive such notices. Up to 100 Named Contacts are included with the option to purchase more.

**Note:** Additional charges may apply should individuals from a customer's organization who are not listed as Named Contacts contact the BlackBerry AtHoc Technical Support team using the customer's BlackBerry AtHoc Technical Support Services code.

## Tech-to-Site Assistance <sup>3 4</sup>

BlackBerry may at its discretion offer technical assistance for on premise installations and integrations on-site at a customer's facilities at the then-current service rates, provided that BlackBerry has determined such failure to be: (a) of Severity High; (b) caused by the BlackBerry AtHoc software, and (c) unfeasible to correct via remote assistance. A member of the BlackBerry team will be dispatched for on-site assistance within two (2) business days of such a determination if the customer site is located in the continental U.S., or within three (3) business days for all other locations, subject to obtaining any required travel visa or similar country-access documentation, flight availability, and any other applicable public health, government, and/or travel restrictions or limitations outside BlackBerry control. Once on-site, the customer must provide the BlackBerry resource with access and any required security clearances necessary to access the work site and/or systems to work on the issue(s).

For a more detailed services description of Tech-to-Site Assistance, see Annex 1. Such technical assistance will be provided in coordination with customer assistance, including site access and any needed language translation assistance.

Customers have the option to purchase such assistance at current rates for on-premises installation or integrations and may be charged for, travel, living, or other expenses for which BlackBerry shall submit receipts and/or evidence of expenditure when claiming reimbursement of such expenses.

## BlackBerry AtHoc Software Assurance

BlackBerry AtHoc Software Assurance allows customers with a valid SA/TA package subscription to receive minor version updates and major version upgrades to the BlackBerry AtHoc software covered by such SA/TA package, as set out below:

- **BlackBerry AtHoc Maintenance & Minor-Version<sup>5</sup>**

BlackBerry AtHoc Maintenance & Minor-Version Software Assurance provides bug fixes and patches for third-party software and minor revisions to the BlackBerry AtHoc software. Note, a minor version release of the covered software provides functional enhancements at the platform-level that do not materially advance the software's capabilities. A minor version will typically be identified by a change in the second version number of the software, e.g. 7.1 to 7.2. This type of release is commonly referred to as a "Maintenance Release" or "Service Pack".

- **BlackBerry AtHoc Major-Version**

BlackBerry AtHoc Major-Version Software Assurance provides a customer the latest functional enhancements at the platform level which materially advances the software's capabilities. A major version will typically be identified by a change in the first version number of the software, e.g. 7.x to 8.x. A customer will be entitled to major revisions only for the specific software product(s) it licenses.

BlackBerry AtHoc has the right to cease providing any of the foregoing forms of BlackBerry AtHoc Software Assurance for specific versions of the software. For further information on End of Support see Annex 2.

**Note:** New Product Releases and modules are not included in BlackBerry AtHoc Software Assurance. A "New Product Release" is a software release that contains new features or substantial additional functionality, which BlackBerry may determine in its sole discretion, is subject to additional license fees or terms.

## Response and Escalation Summary Chart

Issue classifications are outlined in the table below:

Severity	Impact	Service Level Agreement
<b>Severity High</b> Critical Business Impact	A “ <b>Severity High</b> ” issue is defined as an issue that causes a total loss of service for which no procedural workaround exists. This problem is critical to a customer’s ability to operate and may affect a majority of the existing users.  <b>Note:</b> BlackBerry AtHoc Support Team members are paged twenty-four (24) hours a day, seven (7) days a week for critical issues; Customers must agree to be available for engagement 24x7 until relief has been provided.	Phone: Up to 15 min  Electronic: 30 minutes (during local business hours of customer’s head office)
<b>Severity Medium</b> Significant business impact	A “ <b>Severity Medium</b> ” issue is defined as an issue that causes a material degradation of service to BlackBerry AtHoc customers. A customer’s key business process is impaired but not disabled, with most customer employees continuing operation but in a significantly restricted fashion.	Phone or Electronic: 2 hours
<b>Severity Low</b> Moderate business impact	A “ <b>Severity Low</b> ” issue is defined as an issue that has slightly compromised the ability of a customer to conduct business. The customer can continue to conduct business and productivity loss is minor, with most customer employees not impacted. The situation may be temporarily circumvented with an established work-around.	Phone or Electronic: 24 hours

**Note:** Severity classifications may be updated at BlackBerry’s discretion during the lifecycle of an issue if the impact to the customer changes.

**Note:** The foregoing response times are estimates only and shall not be considered a representation or warranty under any agreement the customer may have with BlackBerry including this BlackBerry AtHoc Technical Support Services Program Description.



## BlackBerry AtHoc Software Service Availability

Customers can subscribe to the BlackBerry AtHoc Software Service, a “SaaS” offering hosted by BlackBerry, according to the following service availability levels. Note, this section is not applicable to on-premises installations of the BlackBerry AtHoc solution.

### 1. Service Availability

BlackBerry will make commercially reasonable efforts to maintain the operation and availability of the following services at least 99.95% of the time in any calendar quarter during the term of a customer subscription (“**Service Level**”), excluding commercially reasonable downtime:

- **BlackBerry AtHoc Software Service Downtime Calculation**

“**Downtime**” refers to that period of time in which the servers providing the BlackBerry AtHoc Software Service are unavailable, resulting in the Service Level not being achieved in a given calendar quarter, excluding any period of unavailability arising from the Service Level Exclusions set out in Section 2 below. Downtime is measured based solely on the BlackBerry AtHoc Software Service server-side error rate.

- **SMS, Email & Telephony notifications sent through the BlackBerry AtHoc Software Service Downtime Calculation**

“**Downtime**” refers to that period of time in which the SMS, Email or Telephony notifications are not being sent out from the service, resulting in the Service Level not being achieved in a given calendar quarter, excluding any period of unavailability arising from the Service Level Exclusions set out in Section 2 below. Downtime is measured based solely on the BlackBerry AtHoc Software Service server-side error rate. The service will be considered satisfied if a first delivery attempt is made.

### 2. Service Level Exclusions

The Service Level and the calculation of Downtime excludes availability or operational issues resulting from: equipment not owned and operated by BlackBerry or located at BlackBerry’s facilities; outages to BlackBerry AtHoc Software Service server network connections not owned and operated by BlackBerry or located at BlackBerry’s facilities; acts and/or omissions of a customer, customer’s employees, or any third party or its employees; and a customer’s or third party systems, services or software (including without limitation any installations of BlackBerry software at the customer’s premises). The Service Level and the calculation of Downtime also excludes: issues associated with a customer’s license management; issues associated with initial activation of a customer or its employee’s mobile devices; scheduled or emergency maintenance windows; suspension of the BlackBerry AtHoc Software Service pursuant to the terms of the BBSLA; free BlackBerry AtHoc Software Services, including, without limitation, demos, trials or pilots; technical support services provided by BlackBerry or a third party; or anything else not within the sole control of BlackBerry including without limitation, force majeure events. In no event shall BlackBerry be responsible for delivery notification failures resulting from: (i) busy, SIT (system interruption tone), or no-answer conditions; (ii) inbound call restrictions or limitations relating to the particular recipient; (iii) use of the Service via an unauthorized platform or in conflict with the terms and conditions set out herein, the BBSLA and/or the Professional Service Agreement; (iv) telecommunications failures resulting from or caused by a customer’s, a recipient’s, or any third-party carrier’s network, equipment, system, employees, or agents; or, (v) other events beyond BlackBerry’s reasonable control (e.g., force majeure).

### 3. Maintenance

Server and network infrastructure redundancy will be used to minimize scheduled or planned downtime where practical. BlackBerry regularly conducts maintenance and will keep the customer apprised of maintenance windows that result in anticipated actual downtime at least two (2) weeks in advance. Actual scheduled or planned downtime will normally not exceed thirty (30) minutes and will normally not occur more frequently than once a week. BlackBerry will use commercially reasonable endeavors to provide prior notice of any unscheduled maintenance that may result in downtime.

# BlackBerry AtHoc Communication Service Subscription Terms

In addition to purchasing a SA/TS Package subscription, customers can purchase a BlackBerry AtHoc Communication Service Subscription that is provided according to the following service level terms and the applicable BBSLA.

## BlackBerry AtHoc Communication Service

### 1. Definitions

**“Emergency Notification”** means notification that provides information to employees, contractors or agents, about a potential or ongoing emergency situation that may require action to protect health, safety, or property.

**“Non-emergency Notification”** means notification other than an Emergency Notification, such as a notification that provides information to employees, contractors, or agents, about an IT issue.

**“Notification Delivery System”** means the system provisioned by BlackBerry providing the subscribed communication service to a customer.

### 2. Lines-Based Telephony Service

**Shared lines:** Shared telephony lines are shared amongst all customers. Should any shared line use exceed the system’s available capacity at any time, BlackBerry may allocate its available capacity equitably and will obtain additional capacity as soon as possible.

**Reserved lines:** Reserved telephony lines are lines that each customer may use until a reserved-line customer sends a notification. Upon sending the notification, the reserved-line customer will be allocated each of its reserved lines. In the unlikely event that a line is already in use by another customer for a call, it will be allocated after the call finishes. BlackBerry will maintain more lines than required by reserved-line customers to ensure system availability.

All outbound telephonic notifications, and all inbound calls to retrieve or respond to notifications, require use of lines when in progress and are subject to transaction fee charges based on a customer’s Line-Based Telephony subscription.

### 3. Delivery Performance

Notification delivery speed depends on the configuration and capabilities of the system, including: the BlackBerry AtHoc solution configuration and its network throughput relaying notifications to BlackBerry AtHoc notification delivery systems, the delivery channel (e.g., phone call, email, SMS, desktop notification), the communication path within the channel, and the recipient network environment and device (e.g., mobile phone, desktop, etc.).

Below is a summary of: (a) typical factors that may impact performance; and (b) performance characteristics that BlackBerry most commonly observes:

Delivery Step or Delivery Channel	Typical Performance for Sending Notifications (actual receipt time will vary)	Typical Factors Impacting Performance
Activating the alert in the BlackBerry AtHoc solution and preparing notifications for delivery	<p>After an alert is activated, the BlackBerry AtHoc system begins processing, preparing notifications, and sending them for delivery by BlackBerry AtHoc Notification Delivery Systems. Typical times for preparing and processing are:</p> <ul style="list-style-type: none"> <li>• 5 seconds to send up to 5,000 recipients</li> <li>• 14 seconds for up to 25,000 recipients</li> <li>• 26 seconds for up to 50,000 recipients</li> <li>• 48 seconds for up to 100,000 recipients</li> <li>• 139 seconds for up to 300,000 or more recipients</li> </ul> <p>Depending on the performance factors described here, actual time to relay notifications for delivery may vary.</p>	BlackBerry AtHoc system configuration (if on-premise), number of recipients targeted, network latency, and available bandwidth and capacity of networks (e.g., mobile carrier, Internet, and enterprise WAN and path to BlackBerry Notification Delivery Systems) to handle the load.
SMS Text Messaging	<p>The BlackBerry AtHoc SMS Notification Delivery System can send up to 18,000 SMS Text pages per minute to SMS aggregators. Each page contains up to 160 single byte characters or 70 double byte characters.</p> <p>In addition, BlackBerry AtHoc SMS Text notifications are prioritized over marketing/mass send SMS notifications should any backlog occur at our Tier 1 provider.</p>	Factors specific to mobile environments, such as mobile carrier capacity and congestion levels, local cellular tower available capacity, base station signal (e.g., range, weather interference) and mobile device readiness (e.g., breakage, no battery charge, phone number blocking).
Mobile Application	The BlackBerry AtHoc Mobile Notification Delivery System can send up to 30,000 mobile push messages per minute to Apple Push Notification Services (APNS), BlackBerry Push Proxy Gateway (BPPG), and to Google Cloud Messaging (GCM) combined. Apple and Google do not provide any service guarantees.	Factors specific to mobile environments, such as mobile carrier capacity and congestion levels, local cellular tower available capacity, base station signal (e.g., range, weather interference) and mobile device readiness (e.g., breakage, no battery charge, personal data usage plan).
Email	The BlackBerry AtHoc Email Notification Delivery System can send up to 24,000 digitally signed PKI emails per minute to a mass email distribution service.	Customer's email server capacity and the configured server response to requirements for processing large amounts of incoming email, current load on the customer email servers, and/or customer email server spam and malware filter response and capacity.

Delivery Step or Delivery Channel	Typical Performance for Sending Notifications (actual receipt time will vary)	Typical Factors Impacting Performance
Voice Telephony	BlackBerry AtHoc Telephony Notification Delivery System makes voice phone notifications per the capacity (number of lines) ordered and provisioned to the customer.	Many factors may impact performance including a carrier's path capacity, carrier telephony PBX, customer telephony PBX or cellular tower capacity to handle large number of concurrent voice calls, call duration (message length, number, and length of response options), and the subscriber's subscription for Line-Based Telephony Service. Voice calls may also be subject to carrier anti-robo-call techniques which may impede delivery.
Desktop Notification	The BlackBerry AtHoc solution is designed and configured to handle a specified number of concurrent online BlackBerry AtHoc desktop notification applications. Notification delivery is made within a configured polling interval - typically 3 minutes - where all online desktop applications retrieve pending messages within the polling interval.	Installation of the desktop application and desktop readiness, as well as the customer network capacity and current congestion, LAN, WAN, and communication path to the BlackBerry system serving the desktop notification applications.

These typical factors and others will influence performance differently for each installed or provisioned system, because each customer organization's mobile and enterprise IT environment is different. BlackBerry does not control the entire system. Accordingly, actual notification delivery throughput will vary, and BlackBerry cannot assure delivery of any one message or notification by a certain time.

## Customer Responsibilities and Out of Scope Services

Below is a description of customer responsibilities and out of scope services. Some of these items are not applicable to the BlackBerry AtHoc Software Service.

### Customer Responsibilities

Customer shall be responsible for the following:

- **Communication service costs**

Customer is responsible for third-party communication service costs, including, but not limited to costs such as the customer's ISP, wireless carrier mobile service, and push notification service, as well as the telephony and SMS services described in the BlackBerry AtHoc Communication Service Subscription Terms section above. BlackBerry Account Managers can provide periodic data transaction usage reports for customers to ensure they are tracking usage against purchased communication transaction packages, upon request. In addition, since costs for integrating with third-party hardware or software (e.g., giant voice or alarm systems) assumes a system compatible with the BlackBerry AtHoc solution, the customer is responsible for any additional costs required to make third-party hardware or software compatible with the BlackBerry AtHoc solution. BlackBerry can provide information on currently compatible third-party hardware or software, upon request. BlackBerry will provide best practices during implementation and training to minimize communications service costs while maximizing alerting and other purchased functionality.

- **Support responsibilities**

After the BlackBerry AtHoc Technical Support team has determined the nature of a customer issue, BlackBerry may require customers to provide records, such as log files or configuration files to effectively troubleshoot and resolve an issue. If the requested information is not provided, or not provided in a timely manner, BlackBerry's ability to address the reported issue within the specified Response Time Targets will be impacted.

All Customer personnel involved in support of the BlackBerry enterprise software products and systems at the customer's locations must be familiar with the processes outlined in this program description. Further, these individuals must have received the required user training on the BlackBerry AtHoc solution they are supporting.

Customer Responsibilities	On-Premise Customer	Software-as-a-Service (SaaS) Customer
Performing daily/weekly operator preventive maintenance tasks (e.g., performing system backup)	x	
Providing BlackBerry with accurate information about systems and software being operated in order to allow accurate and efficient troubleshooting of submitted issues	x	x
Maintaining system and supporting Hardware/VMs (including IIMs) to ensure product compatibility, connectivity and security (e.g., through current OS patches, updates, security fixes, etc.)	x	
Monitoring and adhering to BlackBerry AtHoc Advisories, or informing BlackBerry AtHoc of any issues in doing so	x	x
Providing BlackBerry remote access to view system when troubleshooting issues	x	
Ensuring that Named Contacts associated with an account are verified on a regular basis and any changes to assigned Named Contacts is communicated to BlackBerry in writing	x	x
Preparing the site and environment for installations or integrations	x	x
Assigning and maintaining user privileges	x	x
Loading data	x	x
Archiving, backing up, recovering, and executing test plans periodically	x	
Assisting BlackBerry to research and verify compatibility of recommended software patches	x	
Performing basic, initial issue isolation and identification before reporting an issue to BlackBerry Technical Support	x	x
Participating in evaluating issue escalation priorities, when necessary	x	x

Customer Responsibilities	On-Premise Customer	Software-as-a-Service (SaaS) Customer
Coordinating, facilitating, and participating in periodic support reviews and technology meetings	x	x
Providing reasonable notification of schedule changes for implementation activity	x	x
Reviewing system change activity prior to implementation	x	
Providing a testing or staging environment outside the production environment to test changes before implementation	x	x
Following its own established change management procedures	x	

## Out of Scope Services

Services that are not described above are deemed outside the scope of SA/TTS Packages and are chargeable to the customer on a per occurrence basis at then-current rates. If customer requests any of these services, BlackBerry AtHoc Technical Support will inform the customer, in advance, that the service being requested may be subject to additional charges. Examples of services not covered by SA/TTS Packages include, but are not limited to the following:

## Customer Responsibility Issues

- System administrator functions that are the customer's responsibility including, but not limited to:
  - Installation/configuration/testing/tuning of third-party software, applications, components or products.
  - Backup and restoration of customer's system(s) and related data.
  - Management of customer-tailored parameters.
  - Creation/modification of scripts that are unique to the customer's environment.
  - Backup and retention of Operator Audit Trail entries. BlackBerry purges all Operator Audit Trail log entries over six (6) months old, and these entries will no longer be available through the UI.
- Classroom and other product training including customized operational/technical procedures.
- Support when malware is detected on customer's systems - BlackBerry assumes no responsibility for data loss when asked to assist customer with the cleaning of malware, or for any other reason, howsoever caused.
- Direct support for end users who are not Named Contacts. Only Named Contacts can interact with BlackBerry AtHoc Technical Support.

## Software Issues

- Services relating to unsupported software support, database implementation, population, and administration, execution of data loading procedures, data archiving and recovery.
- Service issues related to unsupported software products once the cause has been isolated to the unsupported product and communicated to the customer.
- Software reloads for any component of the BlackBerry AtHoc solution and restoring software to an operational level as defined in the product specifications.
- Services issues resulting from the causes that may include but are not limited to:



- Customer or any third party's negligence, misuse, or abuse;
  - Failure to operate equipment in accordance with BlackBerry's recommended specifications;
  - Failure to perform regular preventive maintenance activities;
  - Acts of third parties;
  - Improper implementation or operation of software; and
  - Failure to perform those actions as prescribed by BlackBerry during technical troubleshooting.
- Custom programming or custom application development for customer.

### ***Hardware and Network Issues***

- Services related to unsupported hardware support, including issues with customer or third-party networks, infrastructure, and other hardware issues. Third-parties include ISP, wireless carriers, aggregators.
- BlackBerry has no obligation to support or replace third-party products (including hardware, software, and components of third-party giant voice or alarm systems) or services related to an integration with the BlackBerry AtHoc solution where the customer has replaced, updated, changed, or modified the integration or third-party product or results of the service.

## Annexes

### Annex 1 to the BlackBerry AtHoc Technical Support Services program description

During the term of the SA/TS Packages, a customer may purchase Tech-to Site assistance (referred to as “**TTS Services**”), as further described below, on a per Technical Issue (as defined herein) basis, which TTS Services will be delivered to the customer by a BlackBerry resource (the “**BlackBerry Resource**”).

#### 1. Technical Issue Definition and Scope of Tech-to-Site Services

##### a) Technical Issue and Submission Process

- i) Technical Issues are specifically limited to BlackBerry AtHoc Software and IIM hardware (as further defined in Annex 2 below). For clarity BlackBerry AtHoc Software does not include any third-party software.
- ii) BlackBerry reserves the right to review and verify each submitted issue is a valid “**Technical Issue**” covered under the customer SA/TS Package. A Technical Issue that can be resolved remotely or that is not otherwise covered under the SA/TS Package may be rejected by BlackBerry. If BlackBerry determines that the Technical Issue could be resolved remotely without dispatching a BlackBerry Resource, then BlackBerry may continue to troubleshoot the issue remotely and advise the customer as to what the issue may be and how it may be resolved.
- iii) If BlackBerry validates/approves the Technical Issue, BlackBerry will electronically contact the customer to confirm the assignment and deployment of a BlackBerry Resource to the customer’s location.
- iv) BlackBerry will assign and deploy, at BlackBerry’s sole discretion, a BlackBerry Resource to the customer’s location to provide the TTS Services. The BlackBerry Resource will perform only the TTS Services to resolve the identified Technical Issue and no other services will be provided by the BlackBerry Resource at the customer’s location.
- v) An agreed upon Statement of Work (“**SOW**”) outlining BlackBerry tasks, customer tasks and projected timeline to complete the tasks is required prior to scheduling the Tech-to-Site travel.

##### b) Scheduling of TTS Services

- i) A BlackBerry Resource will be dispatched for on-site assistance within two (2) business days of such a determination if the customer site is located in the continental U.S., or within three (3) business days for all other locations, subject to obtaining any required travel visa or similar country-access documentation, flight availability, and other travel restrictions outside of BlackBerry’s control. Upon arrival in the city of the customer’s location, the BlackBerry Resource will report directly to the customer’s location. All travel arrangements, including transport to the customer’s location will be arranged by BlackBerry.
- ii) The BlackBerry Resource is limited to performing the TTS Services for up to a maximum of eight (8) hours within a twenty-four (24) hour period (a “**Working Day**”). The BlackBerry Resource will perform the TTS Services within as many Working Days as required in order to resolve the Technical Issue.
- iii) The BlackBerry Resource is limited to performing the TTS Services related to the approved Technical Issue. If the customer requires additional services, then the customer will have to submit a separate Technical Issue for BlackBerry’s review and approval.

##### c) TTS Services

For each BlackBerry approved Technical Issue, BlackBerry will be responsible for (i) analysis; and (ii) using commercially reasonable efforts to resolve the Technical Issue.

#### d) Technical Issue Resolution

The resolution of the Technical Issue will be considered concluded, as determined by the BlackBerry Resource in their sole discretion, when the identified Technical Issue is no longer reproducible during the BlackBerry Resource's visit to the customer's location.

Once the Technical Issue is deemed concluded, the BlackBerry Resource will inform the customer of the work done and the Technical Issue will be deemed completed. The BlackBerry Resource will no longer be available at the customer's location.

## 2. Out-of-Scope for TTS

The following are NOT included in the scope of the TTS Services, in addition to the out-of-scope services identified above (collectively "**Out of Scope Issues**"):

- Physical contact and direct changes to the customer's messaging system servers
- Physical contact and direct changes to the customer's BlackBerry AtHoc solution environment
- Physical contact and direct changes to the customer's existing or proposed network infrastructure

If a requested Technical Issue contains an Out-of-Scope Issue, then BlackBerry will reject the request. If an identified Technical Issue is determined to be an Out-of-Scope Issue by the BlackBerry Resource while at the customer's location, then the customer must provide a sign off for the Technical Issue and the BlackBerry Resource will not remain at the customer's location.

## 3. Customer's Responsibilities for TTS

a) **Point of Contact:** The customer must designate personnel to act as the single point of contact, who shall have the authority to make decisions or obtain decisions from others expeditiously, for the BlackBerry Resource ("**Customer's Contact**") applicable to the identified Technical Issue. Customer's Contact will be responsible for, but not limited to, the following:

- i) be onsite at the customer's location at the time of the BlackBerry Resource's arrival;
- ii) provide the BlackBerry Resource with appropriate screening or security clearance and credentials to work onsite at the customer's location;
- iii) provide, as needed, any documentation, guidelines or policies, including but not limited to the customer's health and safety policies, for the BlackBerry Resource to review in order to be permitted to work onsite at the customer's location; and
- iv) be responsible for managing any of the customer's technical and operational personnel and tasks required during the on-site visit.

b) In addition to the customer's obligations as set forth in the BlackBerry Professional Services Agreement, the customer will be also responsible for the following:

- i) provide, as needed, personnel knowledgeable in the customer's current systems;
- ii) provide the customer's business user representatives as required by BlackBerry;
- iii) provide visual access to necessary work site and systems;
- iv) provide access to other materials and resources in a timely manner, relevant to the TTS Services as may be needed by BlackBerry;

- v) provide a suitable and safe work area / space with desks, chairs, telephones and all other required equipment ("Working Space"). Such Working Space shall conform with all appropriate and applicable health and safety regulations;
- vi) provide LAN connections which enable access to the Internet for BlackBerry AtHoc Resource;
- vii) assume responsibility for the management of all third party vendors;
- viii) provide access with proper licenses to all necessary tools and third party products required by BlackBerry Resources to complete the assigned tasks;
- ix) provide language translation assistance (if applicable); and
- x) assist with any required travel visa or similar country-access documentation.

#### **4. Qualification of BlackBerry Resource**

BlackBerry will provide a BlackBerry Resource to perform the TTS Services with the following experience:

- Experience troubleshooting the BlackBerry AtHoc solution; and
- Experience providing technical support to large corporate information technology (IT) departments.

## ANNEX 2 TO THE BLACKBERRY ATHOC TECHNICAL SUPPORT SERVICES PROGRAM DESCRIPTION

By purchasing a SA/TS Package with coverage of BlackBerry AtHoc on-premises software, a customer is entitled to BlackBerry Software Assurance. BlackBerry AtHoc Software Assurance provides Upgrades and Updates<sup>5</sup>, for the BlackBerry AtHoc software for which customer has purchased coverage for, during the term of the SA/TS Package, subject to the terms and conditions contained in this Annex.

An “**Upgrade**” is a new major version release of the covered software that provides functional enhancements at the platform-level which materially advance the software’s capabilities. Upgrades will typically be identified by a change in the first version number of the software, e.g. BES 10.x to BES 12.x.

An “**Update**” is a minor release that provides new and/or additional features or functionality. Updates will typically be identified by a change in the second version number of the software, e.g. BES 12.0 to BES 12.1. An Update may also be referred to as a “Feature Release” or “Service Pack”.

New Product Releases are not included in BlackBerry Software Assurance. A “**New Product Release**” is a software release that contains new features or substantial additional functionality, which BlackBerry may determine in its sole discretion, is subject to additional license fees or terms.

### IP Integration Module

By purchasing a SA/TS Package with coverage of BlackBerry IP Interface Module (“**IIM**”) hardware, a customer is entitled to a technical refresh of the IIM (new unit) every five (5) years. To be eligible, the IIM must have been covered under SA/TS continuously for five (5) years.

In the event that an IIM is replaced prior to five (5) years, a new five (5) year technical refresh period starts from the date of replacement. BlackBerry will provide remote support for the installation of the technical refresh IIM. Customer may request on-site support at the then current professional services rates.

### End of Support

BlackBerry AtHoc Technical Support follows a Software Support Lifecycle policy to determine which BlackBerry enterprise software versions are eligible for support. Please visit the following website to view product support timelines for all BlackBerry Software: <https://www.blackberry.com/us/en/support/software-support-life-cycle/terminology>.

### Upgrade and Update Availability

Upgrades and Updates will be available in BlackBerry’s normal course of making such Upgrades and Updates generally available to the public; however, there is no assurance that BlackBerry will make any Upgrades or Updates available during the term of the customer’s BlackBerry AtHoc solution subscription. BlackBerry Software Assurance is subject to the terms, conditions and limitations of the BlackBerry Solution License Agreement (“**BBSLA**”) and any applicable Addenda or Amendment. Updates and Upgrades are licensed to a customer subject to the BBSLA and any applicable Addenda or Amendment.

### Additional Terms, Conditions and Limitations

1. Upgrades and Updates, if any, will be made available electronically and will not be shipped on physical media.
2. Additionally, in order to receive BlackBerry AtHoc Software Assurance benefits, a customer must:

- a) cover all software and licenses, subscriptions, and value-added services consistently on a BlackBerry AtHoc Technical Support subscription. The customer cannot cover some software licenses, subscriptions and value-added services on support and go unsupported on others.
  - b) renew their support subscription on time to ensure there is no lapse in coverage. Should a lapse occur, and the customer wishes to renew the coverage late, the new subscription effective date will be retroactive to the day following the original expiration date.
- 3. If a customer owns BlackBerry AtHoc on-premises software that is not currently covered by a SA/TS Package, and customer wishes to establish BlackBerry AtHoc Software Assurance benefits, the customer must purchase SA/TS Package coverage. In such a case, the annual subscription start date will be the most recent of:
  - a) the day after the last active SA/TS Package subscription expired; or
  - b) the date the on-premises software was purchased.
- 4. No refunds or credits will be provided to a customer if no Upgrades or Updates are made available or if the customer chooses not to Upgrade or Update the software, or if the customer wishes to terminate the SA/TS Package subscription;
- 5. BlackBerry will have the right to cease providing any of the foregoing BlackBerry AtHoc Software Assurance for specific versions of software, as long as it notifies the impacted customer at least twelve (12) months in advance of the cessation date. Please see the End of Support section above for more information.
- 6. BlackBerry may refuse to provide customer Updates and Upgrades and/or terminate customer's SA/TS Package subscription if customer fails to pay any fees in a timely manner, or is otherwise in breach of the terms and conditions contained herein, the BlackBerry Professional Services Agreement, the BBSLA, or any applicable addenda or amendments thereto.

## Footnotes

- <sup>1</sup> Response times are estimates only and shall not be considered a representation or warranty under any agreement with BlackBerry including without limitation the BBSLA, the BlackBerry Professional Services Agreement or this BlackBerry AtHoc Technical Support Services Program Description.
- <sup>2</sup> Availability of the BlackBerry AtHoc Customer Support Portal may be restricted during maintenance and technical upgrades.
- <sup>3</sup> Service only offered where available.
- <sup>4</sup> A separate set of terms and conditions specific to the use of this service may need to be executed between the customer and BlackBerry.
- <sup>5</sup> Subject to availability.

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