

BlackBerry Dynamics – Direct Connect Add-On

Program Description (“BlackBerry Dynamics – Direct Connect Add-on”)

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.

INTRODUCTION

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. BlackBerry Dynamics Direct Connect has several benefits:

- Enhanced control because application data is always under an organization’s control, flowing directly to and from an internal network, an important feature when an organization needs its sensitive data restricted to national and/or corporate boundaries.
- Improved network performance because BlackBerry Dynamics 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 like HTTP video streaming.
- Better user experience because the reduced round trip time (RTT) lets applications refresh faster, contributing to a better overall user experience.

This program description covers the implementation of Direct Connect as part of an existing BlackBerry Unified Endpoint Management (“UEM”) engagement (the “Engagement”).

PHASES

Initiate	At the formal launch the Engagement, the BlackBerry Technical Consultant will introduce Direct Connect into the agenda of the technical kick-off workshop to ensure: <ul style="list-style-type: none"> • That the different Direct Connect options are explained with the relevant prerequisites and the impact on final architecture is clarified • Any high-level Engagement milestones, including constraints, change approval and window process, and major change freeze impacted by Direct Connect are identified
Design	During the design phase, a BlackBerry Technical Consultant will ensure that the Architecture Solution Design (ASD) document captures the requirements of the selected Direct Connect design
Install & Configure	During the configuration of the customer’s BlackBerry platform the BlackBerry Technical Consultant will: <ul style="list-style-type: none"> • review all the prerequisites for Direct Connect • work with the customer’s firewall team to ensure correct and secure data flow from devices to the chosen BlackBerry Proxy cluster • configure Direct Connect
Validate	After the configuration, the BlackBerry Technical Consultant will confirm that: <ul style="list-style-type: none"> • data is flowing between devices and organization infrastructure via Direct Connect • in the event of a Direct Connect failure, the agreed failover or backup process functions
Close	As part of the post implementation review, the BlackBerry Technical Consultant and customer will review Engagement accomplishments with regards to Direct Connect

SKU

PS.ADD.DC

DELIVERABLE ACCEPTANCE CRITERIA

BlackBerry may present interim deliverables to the customer for review throughout the Engagement. Should BlackBerry present an interim deliverable, the customer will review, and either accept, or document specific corrective items in writing within three (3) business days. In the absence of any comments, deliverables produced by BlackBerry will be deemed accepted after three (3) business days.

LIMITATIONS & EXCLUSIONS

- 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 third-party software and infrastructure identified during the initiate and design phase will be in scope for the deployment of Direct Connect. 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 Engagement, or this will incur additional cost.

CUSTOMER RESPONSIBILITIES

- a. The customer must provide appropriate resources to attend applicable meetings on the commencement date.
- b. The customer must provide BlackBerry representatives with information and resources to successfully execute work. This can include, without limitation, providing access and credentials to systems, completing installation prerequisites, providing Engagement resources, and attendance in planning, execution, or training meetings.
- c. Customer will ensure resources are available in a timely manner to undertake tasks such as change control and documentation review.
- d. Customer has necessary escalation and communication channels to resolve any blockers in a timely manner, including dependencies on third parties and customer's other vendors, suppliers, and consultants.
- e. Where customer requires troubleshooting or issue resolution in excess of what is already allocated within each phase of the Engagement, 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 Engagement. All cases pending with BlackBerry Technical Support will be documented at Engagement closure, however will have no bearing on Engagement closure or acceptance.
- f. If BlackBerry Enterprise Consulting should travel to a customer location for the delivery of this engagement, there will be additional travel and expense costs. These travel and expense costs can be paid for prior to the Engagement, or at actuals, at Engagement completion.
- g. The customer shall provide at least forty-eight (48) hours' notice for the cancellation or postponement of any work already scheduled as part of the Engagement. In such scenario of a cancellation or postponement and/or if customer fails to meet or fulfil any of the specified customer responsibilities or requirements in this Engagement and such failure results in a delay in the Engagement in any way, BlackBerry reserves the right at its sole discretion to terminate the Engagement without refund, or to charge the customer for additional resources at BlackBerry's current daily rate of \$2,500 USD for the delay period.
- h. Customer must have a right to use the software and licenses. This requires that the customer must have purchased or converted, and have the appropriate license rights to the target environment.
- i. Hardware requirements are a responsibility of the customer, and it is the customer's responsibility to ensure the hardware requirements are met prior to the upgrade in accordance with BlackBerry's Software and hardware requirements to accommodate the current version of BlackBerry Software being installed.
- j. The customer is responsible for third party software, hardware, or services outside of the BlackBerry software installer. The customer is responsible for installations/upgrades/configurations/etc. identified by BlackBerry in the initiation phase. BlackBerry is not responsible for issues that result of the customer not completing the prerequisites for installation, or third-party service outages and issues that prevent the BlackBerry representative from performing the installation in accordance with BlackBerry standards.
- k. End user education and enablement of end user mobile devices.

BlackBerry may subcontract all or a portion of the services and/or have the services performed by one of its affiliates.

BlackBerry Enterprise Consulting offers additional consulting and educational offerings. To learn more about these offerings, please go to: <https://ca.blackberry.com/enterprise/enterprise-consulting> and <https://www.blackberry.com/ca/en/services/professional-services/blackberry-cybersecurity-consulting>

Note: the services described in this Program Description are subject to the terms and conditions of the Business Services by BlackBerry Terms at <https://ca.blackberry.com/legal/technical-support-terms>.

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE CONTENT OF THIS DOCUMENT, AND ALL INFORMATION PROVIDED HEREIN IS PROVIDED "AS IS". EXCEPT AS EXPRESSLY AGREED TO BY BLACKBERRY IN AN AGREEMENT BETWEEN BLACKBERRY AND YOU FOR SERVICES, IN NO EVENT SHALL BLACKBERRY OR ANY OF ITS SHAREHOLDERS, AFFILIATES, DIRECTORS, OFFICERS, EMPLOYEES, AGENTS OR SUPPLIERS, BE LIABLE TO ANY PARTY FOR ANY DIRECT, INDIRECT, SPECIAL OR CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES FOR ANY USE OF THIS DOCUMENT, INCLUDING WITHOUT LIMITATION, RELIANCE ON THE INFORMATION PRESENTED, LOST PROFITS, LOST DATA, OR BUSINESS INTERRUPTION, ARISING IN CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE, EVEN IF BLACKBERRY WAS EXPRESSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

© 2018 BlackBerry Limited. All rights reserved. The BlackBerry and BlackBerry families of related marks, images and symbols are the exclusive properties of BlackBerry Limited. BlackBerry, 'Always On, Always Connected', the "envelope in motion" symbol and the BlackBerry logo are registered with the U.S. Patent and Trademark Office and may be pending or registered in other countries. All other brands, product names, company names, trademarks and service marks are the properties of their respective owners. The handheld and/or associated software are protected by copyright, international treaties and various patents, including one or more of the following U.S. patents: 6,278,442; 6,271,605; 6,219,694; 6,075,470; 6,073,318; D, 445,428; D, 433,460; D, 416,256. Other patents are registered or pending in various countries around the world.

<p>BlackBerry Corporation 3001 Bishop Drive, Suite 400 San Ramon, California USA 94583</p> <p>Tel: (925) 931-6065 Fax: (925) 931-6061</p> <p>Website: http://www.BlackBerry.com Email: info@blackberry.com</p>	<p>BlackBerry Limited 2200 University Ave. E Waterloo, Ontario Canada N2K 0A7</p> <p>Tel: (519) 888-7465 Fax: (519) 888-6906</p> <p>Website: http://www.BlackBerry.com Email: info@blackberry.com</p>
<p>BlackBerry UK Limited Ground Floor, The Pearce Building West Street Maidenhead, Berkshire United Kingdom SL6 1RL</p> <p>Tel: +44 (0)1784 477465 Fax: +44 (0)1784 477455</p> <p>Website: http://www.BlackBerry.com Email: info@blackberry.com</p>	<p>BlackBerry Singapore Pte. Limited 47 Scotts Road Goldbell Towers #09-00 Singapore 228233</p> <p>Tel: +65 6879 8700</p> <p>Website: http://www.BlackBerry.com Email: info@blackberry.com</p>