

BlackBerry Enterprise Consulting – Professional Service Day(s)

Program Description (“BlackBerry Enterprise Consulting – Professional Service Days”)

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.

PROFESSIONAL SERVICE DAY(S)

INTRODUCTION

For customers who want to review their current BlackBerry solution, ensure they are compliant or obtain advice on best practices, BlackBerry Enterprise Consulting provides Professional Service Days on a fixed, daily rate basis (the “Engagement”).

The daily rate covers a 9am-5pm day, with a 60 minute break for lunch, Monday to Friday (excluding bank/statutory holidays), and the time can be used to suit a customer’s needs.

Many customers request BlackBerry Enterprise Consulting to conduct a review of their current solution and then advise on areas that are not related to the BlackBerry portfolio of products or advise on how to improve using best practice methods. Any recommendations will be provided in email format only.

The amount of time BlackBerry Enterprise Consulting spends with the customer depends on how complex the customer’s environment is, the amount of users, the amount of locations and the customer’s goals for the Engagement. The Professional Services day(s) cannot be broken down into smaller units of time or distributed over a longer period.

DELIVERABLE ACCEPTANCE CRITERIA

The Engagement is unstructured and has no deliverables attached.

SKU

PS.DPLYMT.SVC.DAY

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. 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.
- f. The customer shall provide at least forty-eight (48) hours’ notice for the cancellation or postponement of any work already scheduled as part of this Engagement.
- g. BlackBerry Enterprise Consulting 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.
- 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

its assessment. 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>.

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All services shall be deemed to be delivered, and in no event, shall BlackBerry be obligated to deliver further services beyond sixty (60) days after the date specified in the applicable contract and/or order form.

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