

EXTERNAL FAQs – Carriers & Partners: BlackBerry End of Life (EOL) of Infrastructure Services Impacting BlackBerry OS, BlackBerry 10, BES5 and IBL/ESBL

- **Why is BlackBerry deciding to end of life (EOL) these infrastructure offerings?**

In 2016, BlackBerry Executive Chairman and CEO John Chen announced that the company’s transition to a software company was complete. Since then, we’ve made great strides executing on our business strategy and today, we are focused on providing intelligent security software and services to enterprises and governments around the world.

Since pivoting to an enterprise software and cybersecurity company, we have received questions about our plans to provide ongoing support for BBOS and BB10 devices. In 2017, we committed to providing at least two more years of support for BB10 and at least two years of BlackBerry network access for BBOS devices. We will now be taking steps to end of life or terminate infrastructure services associated to devices running BlackBerry 7.1 OS and earlier, BlackBerry 10 and BlackBerry PlayBook OS 2.1 and earlier.

On January 4, 2022, devices running on these service offerings will no longer operate. We have chosen to extend our service until then as an expression of thanks to our loyal partners and customers.

The termination of these service offerings and infrastructure will also impact functionality for applications such as BlackBerry Link, BlackBerry Desktop Manager, BlackBerry Blend, BlackBerry Protect and Enhanced Sim Based Licensing (ESBL) / Identity Based Licensing (IBL).

- **What services will be terminated and what will be impacted?**

After the EOL Date, devices running BlackBerry 7.1 OS and earlier software (such as Curve, Bold), BlackBerry 10 software (Z series, Q series, P’9982, P’9983, Passport, Classic, Leap), and BlackBerry PlayBook OS 2.1 and earlier (BlackBerry PlayBook) will no longer reliably function. Applications (BlackBerry Link, BlackBerry Desktop Manager, BlackBerry Blend and BlackBerry Protect) will also have limited functionality as a result.

For a full list of service offerings that are affected, please see the table below and additional information will be available soon at blackberry.com/legacyfaq.

We will be unable to provide ESBL/IBL method of purchasing licenses after the services are terminated.

Service Offering	Function
Relay	Connects BBOS, BlackBerry 10 devices to BlackBerry services
Provisioning	Manages entitlements for BBOS, BlackBerry 10 devices to BlackBerry services
BlackBerry Internet Service – Email (BISE)	Provides third party email integrations to BBOS devices
BlackBerry Internet Service – Browsing (BISB)	Supports web browsing for older BBOS devices
BlackBerry Web Proxy	Supports web browsing for newer BBOS devices
BlackBerry Push Data Service	Used by services to send push notifications to BBOS, BlackBerry 10 devices
Software Loading Service	Supports device software delivery
BlackBerry Messenger (BBM) – Consumer *	Instant messaging for BBOS, BlackBerry 10 consumer users
BlackBerry Protect	Allows consumers to lock, locate or wipe BBOS, BlackBerry 10 devices remotely
BlackBerry World	Application distribution services
BlackBerry ID*	Identification service for BlackBerry 10, BlackBerry 7.1 OS and earlier, and BlackBerry PlayBook 2.1 OS and earlier
Enhanced Sim Based Licensing (ESBL), Identity Based Licensing (IBL)	Alternative utility-based licensing model to provide entitlements for BlackBerry services

* **Note:** no impact to BBM for Enterprise and BBM Enterprise Individual Use (BBMe), which will continue to be available and will leverage BlackBerry ID on other platforms.

- **Who will be impacted by EOL of the services?**

Service providers and partners who are still actively supplying the above listed services to their subscribers, customers on a service provided by an IBL/ESBL partner and all customers who are still using legacy devices (running BlackBerry 10, BlackBerry 7.1 OS and BlackBerry PlayBook OS and earlier software) and the services above will be impacted.

- **When are the services ending?**

The legacy services will be terminated effective January 4, 2022.

- **What are Carriers responsible to pay for between now and the EOL Date?**

All subscribers provisioned on the BlackBerry provisioning system will be charged between now and the EOL Date. If you wish billing (and the service) to stop, you will need to contact ServicesEOLSupport@blackberry.com and deprovision all subscribers on the BlackBerry provisioning system. If you have any questions, please contact ServicesEOLSupport@blackberry.com

- **Where can Carriers see a list of subscribers currently being charged for?**

Please see the detailed invoice that is available on Workspaces at the start of each month. If you have any questions, please contact ServicesEOLSupport@blackberry.com

- **Who can Carriers contact with technical questions about deprovisioning subscribers?**

Please contact ServicesEOLSupport@blackberry.com

- **Will BlackBerry Android devices still work after the EOL Date?**

BlackBerry Android devices will not be impacted by the EOL of infrastructure services unless they are assigned an IBL/ESBL license. If any iOS or Android device, including BlackBerry Android devices, has an IBL/ESBL license assigned, the customer will need to obtain a standard license to cover their use of BlackBerry Enterprise services with that device.

- **What are the migration options to move off these services prior to the EOL date?**

Customers will need to move to new devices.

Due to their dependency on the legacy infrastructure that is being decommissioned, BBOS devices and BES5 servers will no longer function properly after the shutdown. Enterprise customers will need to move from BBOS to newer devices (e.g. Android or iOS based) and from BES5 to UEM (available in both on-premise and cloud deployments) to manage those devices, and BlackBerry Suites for licensing.

Additional Enterprise product and service notifications are planned and will be distributed separately.

The BlackBerry sales team is eager to assist Enterprise customers and will work to provide them with attractive pricing on the software.

Our Professional Services (“PS”) team is available to assist you in the review and scoping of your customers’ specific needs as well as with assistance in their migration. Additionally, for PS Partners, our Professional Services team is also available to train your PS team on the delivery of these BlackBerry Services Engagements.

IBL/ESBL- We will be unable to provide this method of purchasing licenses after the service terminates.

IBL/ESBL partners should reach out to their responsible Channel Account Managers. The BlackBerry Channel team will work with IBL/ESBL partners to explore future MSSP models and are helping to build a transition plan. BlackBerry acknowledges the investments partners made in the past to implement interfaces into our IBL/ESBL infrastructure to offer a utility subscription model.
