

**ADDENDUM TO THE BLACKBERRY SOLUTION LICENSE AGREEMENT (“BBSLA”)
FOR BLACKBERRY WORK ARTIFICIAL INTELLIGENCE (“AI”) FEATURES (“AI ADDENDUM”)**

1. **Scope and Applicability.** This AI Addendum applies solely to Customer’s access to and use of AI Features (as defined below) within BlackBerry Work as deployed, managed, and/or accessed through Customer’s licenses to BlackBerry UEM and any related features or components (collectively, the “**UEM Solution**”). For purposes of this AI Addendum and the BBSLA, the UEM Solution is a “BlackBerry Solution.” Capitalized terms used herein but not defined in this AI Addendum shall have the meanings set forth in the BBSLA. Enabling, accessing, or using any AI Feature shall constitute Customer’s acceptance of this AI Addendum.

2. **AI Features; AI Output.** The BlackBerry Solution may include optional or integrated artificial intelligence or automated capabilities (“**AI Features**”). AI Features generate machine-produced outputs, which may include suggestions, summaries, predictions, reports, recommendations, classifications, analyses, inferences, and other generated content or results (“**AI Output**”). For clarity, while the BlackBerry Solution may include AI Features, AI Output does not constitute BlackBerry Software, BlackBerry Services, or Documentation; however, any AI Output generated from or as part of the BlackBerry Solution remains subject to the terms and conditions of this AI Addendum and the BBSLA, including, without limitation, the confidentiality, data protection, intellectual property, and limitation of liability provisions.

AI Output is generated through automated processes and may not be accurate, complete, or fit for any particular purpose, and is not reviewed or validated by BlackBerry. AI Output may reflect limitations inherent in automated systems, including limitations related to available data or model performance.

Customer acknowledges and agrees that if Customer or its Authorized Users access or use any AI Features: (a) Customer shall exercise reasonable judgment and oversight in connection with such use; (b) AI Features and AI Output are intended to assist users, but not to replace human judgment, oversight, or professional decision-making, and shall not be relied upon for any purpose, including in hazardous, safety critical, mission critical, or high risk scenarios; and (c) Customer and its Authorized Users are solely responsible for implementing appropriate safeguards and independently reviewing AI Output prior to reliance, use, or distribution of such AI Output.

3. **Restrictions on Use.** Customer and its Authorized Users shall not submit or input into the AI Features any data the submission or processing of which is prohibited by applicable law, regulation, or binding contractual obligation, or for which Customer does not have the legal right or required consents to use in connection with the AI Features. Customer may not access or use the AI Features or AI Output in any country where, or in any manner which, such access or use is prohibited by applicable laws or regulations.

4. **Disclaimers; Limitations of Liability.** AI FEATURES AND AI OUTPUT ARE PROVIDED “AS IS”. In addition to, and without limiting, any other disclaimers or limitations in the BBSLA, BlackBerry makes no representations, warranties, or conditions of any kind, express, implied, statutory, or otherwise, regarding the AI Features or any AI Output, including accuracy, completeness, safety, reliability, or fitness for a particular purpose. Without limiting the foregoing, BlackBerry makes no representation or warranty that the AI Features or AI Output will be uninterrupted, error free, or accurate.

In addition to, and subject to, the limitations of liability, exclusions, and disclaimers set forth in Section 8 (Limitation of Liability) of the BBSLA, and to the maximum extent permitted under applicable law, Customer acknowledges and agrees that BlackBerry shall have no liability arising out of or relating to: (a) any AI Output, (b) any use of, reliance on, or inability to use AI Features or AI Output; or (c) any decisions, actions, or omissions based in whole or in part on AI Output.

Customer assumes all risk associated with the use of AI Features and AI Output. Nothing in the BBSLA or this AI Addendum creates any obligation for BlackBerry to review, monitor, validate, correct, or improve any AI Output.

Nothing in this Section 4 shall be construed to exclude liability to the extent such exclusion is not permitted under applicable law. Subject to the foregoing, this Section 4 applies notwithstanding any failure of essential purpose and shall survive termination or expiration of the BBSLA.

5. **Third Party Items.** Customer acknowledges that AI Features may rely on Third Party Items, including artificial intelligence models, services, libraries, or components. BlackBerry is not responsible or liable for Third Party Items, including their availability, accuracy, legality, security, operation or outputs, or for any errors, omissions, failures, interruptions, defects or results arising from or attributable to such Third Party Items. Customer shall comply with any additional terms, restrictions, or acceptable use requirements imposed by the providers of such Third Party Items, as may be identified by BlackBerry from time to time.

BlackBerry does not control the internal operation of any on-device operating system or platform components (including on-device libraries and software development kits) and shall have no responsibility or liability for any limitations, vulnerabilities, constraints, or failures inherent or arising from such systems or components, including constraints imposed by the operating system or device platform.

6. **Modifications; Suspension.** BlackBerry may, at its sole discretion and at any time, and to the maximum extent permitted by applicable law and without liability to Customer, modify, enhance, update, suspend, or discontinue any AI Features (including underlying models, functionality, or availability), including, without limitation, to address safety, security, compliance, performance, operational requirements, risk management considerations, or third-party dependencies.

Customer acknowledges and agrees that AI Features are evolving technologies and that modification, suspension, or discontinuation of the AI Features is an inherent risk of their use. BlackBerry shall have no obligation to provide advance notice of any modification, update, suspension, or discontinuation of AI Features, nor to provide substitute functionality, support, refunds, credits, or compensation in connection therewith. Any such modification, suspension, or discontinuation shall not constitute a breach of the BBSLA, nor give rise to any claim against BlackBerry, including any claim for loss of data, loss of use, business interruption, or loss of anticipated benefits, subject to any non-waivable rights under applicable law.

7. **Use of AI Output for Model Training.** BlackBerry does not use AI Output generated from Customer's use of AI Features to train publicly available or third-party artificial intelligence models.

8. **Order of Priority.** In the event of a conflict between this AI Addendum and the BBSLA, this AI Addendum shall prevail solely with respect to AI Features and AI Output described herein. Except as expressly set forth in this AI Addendum, all terms and conditions of the BBSLA shall remain unchanged and in full force and effect.