*** BlackBerry.

BlackBerry Limited Accessibility Conformance Report

VPAT® Version 2.0 – October 2017

Name of Product/Version: BlackBerry® AtHoc v7.x

Product Description: BlackBerry® AtHoc is a Commercial Off the Shelf software product used for crisis and urgent communication, including Emergency Alerting, Personnel Accountability, and collecting data from field personnel.

Platform: Web for central management console and self-service portal application, with notifications issued to a range of optional personal devices including desktop email or iOS/ Android devices via text message or email.

Date: Jan 18, 2018

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Notes:

This Accessibility Conformance Report covers the following functionality of BlackBerry AtHoc:

- SMS Text Alert Messages
- o Email Alert Messages
- Desktop Alert Messages
- Phone Alert Messages

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- Desktop Client Application
- Self Service web based application
- The following functionality has not been assessed as part of this report:
 - Management System The Management System is the web interface of BlackBerry AtHoc that is used to send alerts to end users or to administer the system. These functions are available only to a restricted select group of employees.
 - IP Integration Module The IIM is a hardware appliance that is used to integrate BlackBerry AtHoc with an existing analog mass notification device, such as a PA System or Giant Voice device. These hardware devices are located in maintenance or monitoring spaces.
 - 3rd Party Integrations There are a few types of integrations that can be written against the BlackBerry AtHoc system through the Software Development Kit. For example, syncing contact details from HR/LDAP systems, or sending alerts from an existing incident management system. Any such integration is not covered in this report.

Evaluation Methods Used: Manual mobile device application testing was conducted with a smartphone utilizing the integrated screen reader and virtual device keyboard on the smartphone where applicable. Testing for conformance against WCAG success criteria was conducted utilizing a combination of automated testing software and manual application testing. Testing is based on general product knowledge.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report	
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-	Level A (Yes)	
WCAG20-20081211/	Level AA (Yes)	
	Level AAA (No)	
Section 508 as published in 2017, at http://www.Section508.gov	(Yes)	
EN 301 549 Accessibility requirements suitable for public procurement of ICT	(No)	
products and services in Europe, at http://mandate376.standards.eu/standard	(140)	

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- Supports with Exceptions: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- Not Applicable: The criterion is not relevant to the product.
- Not Evaluated: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

Web Content Accessibility Guidelines (WCAG 2.0) Report

Tables 1 and 2 also document conformance with:

• Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the <u>WCAG 2.0 Conformance Requirements</u>.

Table 1: Success Criteria, Level A & Level AA

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except in situations listed in		

Criteria	Conformance Level	Remarks and Explanations
following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:		recorded audio applies (such as phone alerts).
 <u>Prerecorded Audio-only:</u> An alternative for time-based media is provided that presents equivalent information for prerecorded audio- only content. 		
• <u>Prerecorded Video-only</u> : Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.		
1.2.2 Captions (Prerecorded) (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Not Applicable	
1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Not Applicable	
1.3.1 Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Supports	
1.3.2 Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Supports	
1.3.3 Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.	Supports	
1.4.1 Use of Color (Level A) Color is not used as the only visual means of conveying information,	Supports	Although color is utilized to depict alert severity, it is not used as the only means, as the severity level is also

Criteria	Conformance Level	Remarks and Explanations
indicating an action, prompting a response, or distinguishing a visual element.		depicted via text.
1.4.2 Audio Control (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.	Supports with Exceptions	The self-service web-based application does not include any audio functionality. The Desktop Client will play an audio file as part of the alert if that configurable alerting option is utilized. By design, the operator can choose the audio and the length of play in order to attract attention to the emergency alert. The Desktop Client application does not provide a user configurable audio setting. However, operator configuration options permit the operator to either turn off the audio to the desktop, or the application can be installed on Windows 7 or above, which provides a volume control per application.
1.4.3 Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for situations listed in WCAG 2.0 1.4.3.	Supports with Exceptions	This requirement applies to the Self-Service portal and to notifications presented via respective platforms. The only text in the Self-Service portal that does not meet the minimum required contrast ratio is incidental text within an image that contains other visual content.
1.4.4 Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Supports	BlackBerry AtHoc leverages the inherent mobile or desktop platform features to facilitate the resizing of text.
 1.4.5 Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: Customizable: The image of text can be visually customized to the user's requirements; Essential: A particular presentation of text is essential to the information being conveyed. 	Supports	The only images of text utilized within BlackBerry AtHoc are company logos and branding images.
2.1.1 Keyboard (Level A) All functionality of the content is operable through a keyboard interface	Supports	

Criteria	Conformance Level	Remarks and Explanations
without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.		
2.1.2 No Keyboard Trap (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.	Supports	
2.2.1 Timing Adjustable (Level A) For each time limit that is set by the content, at least one of the instances in WCAG 2.0 2.2.1 is true.	Supports	There is a session time limit and there is a time limit to respond to alerts. The session timeout can be customized during installation. Operators who send the alerts can set a time limit for responding to alerts, but the system can be configured to not have a time limit. Having a limit may be required by the organization, but can be set for several hours.
 2.2.2 Pause, Stop, Hide (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true: Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. 	Not Applicable	BlackBerry AtHoc does not utilize such animations.
2.3.1 Three Flashes or Below Threshold (Level A) Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.	Not Applicable	BlackBerry AtHoc does not contain any flashing content.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)		Applies to Self-Service portal which contains a link to
A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	Supports	skip navigation and repetitive links. This link is visible at the first tab position on the page.
2.4.2 Page Titled (Level A)Web pages have titles that describe topic or purpose.	Supports	
2.4.3 Focus Order (Level A) If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	Supports	
2.4.4 Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	Supports	
2.4.5 Multiple Ways (Level AA) More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.	Supports	
2.4.6 Headings and Labels (Level AA)Headings and labels describe topic or purpose.	Supports	
2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Supports	
3.1.1 Language of Page (Level A) The default human language of each Web page can be programmatically determined.	Supports	Language of each page is automatically defined by the language selected in the global settings for the device being utilized for the notifications and requires support of that particular language by the screen reader being utilized on the device.
words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Supports	Language of parts is automatically defined by the language selected in the global settings for the device being utilized for the notifications and requires support of that particular language by the screen reader being utilized on the device. There is only one place where a page will have mixed language by default, this is the language selector control.
3.2.1 On Focus (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
When any component receives focus, it does not initiate a change of context.		
3.2.2 On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.	Supports	All settings require explicit save.
3.2.3 Consistent Navigation (Level AA) Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	Supports	
3.2.4 Consistent Identification (Level AA) Components that have the same functionality within a set of Web pages are identified consistently.	Supports	
3.3.1 Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Supports	All errors for input are shown to the user.
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Supports	
3.3.3 Error Suggestion (Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Supports	All errors contain the next step to take, if not self-explanatory.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: 1. Reversible: Submissions are reversible. 2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. 3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Supports	All delete operations for user-controlled data updates via the Self-Service portal require a confirmation. All changes to a user profile are also checked for input errors.
4.1.1 Parsing (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs		
are unique, except where the specifications allow these features.		
4.1.2 Name, Role, Value (Level A) For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.		

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	BlackBerry AtHoc leverages the mobile device platform features inherent from either iOS or Android, including integrated screen readers, for alerts being issued on mobile devices. The AtHoc self-service portal facilitates keyboard navigation when utilized in conjunction with assistive technologies such as screen readers.
302.2 With Limited Vision	Supports	BlackBerry AtHoc leverages the mobile device platform features inherent from either iOS or Android, including integrated screen readers and different font and

Criteria	Conformance Level	Remarks and Explanations
		constrast options, for alerts being issued
		on mobile devices. The AtHoc self-service
		portal facilitates keyboard navigation
		when utilized in conjunction with assistive
		technologies such as screen readers.
302.3 Without Perception of Color	Supports	As described above in 1.4.1
		BlackBerry AtHoc facilitates alert option
302.4 Without Hearing	Supports	notifications via text that do not require
		user hearing.
		BlackBerry AtHoc facilitates alert option
302.5 With Limited Hearing	Supports	notifications via text that do not require
		user hearing.
		BlackBerry AtHoc facilitates alert option
302.6 Without Speech	Supports	notifications via text that do not require
		user speech.
		BlackBerry AtHoc leverages the mobile
		device platform accessibility features
		inherent from either iOS or Android, or
302.7 With Limited Manipulation	Supports	Windows/ MacOS platform accessibility
		features (including keyboard navigation)
		for desktop notifications and for use of the
		self-service portal.
		BlackBerry AtHoc leverages the mobile
		device platform accessibility features
302.8 With Limited Reach and Strength		inherent from either iOS or Android, or
	Supports	Windows/ MacOS platform accessibility
		features (including keyboard navigation)
		for desktop notifications and for use of the
		self-service portal.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Operators are instructed to keep AtHoc
222 221 321 221 321 221 221 221 221 221	1.16.6.22	alerts brief and simple.

Chapter 4: Hardware

Notes: Not Applicable – Section Removed.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Not Applicable	
502.2.2 No Disruption of Accessibility Features Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports	BlackBerry AtHoc leverages the mobile device platform accessibility features inherent from either iOS or Android, or the desktop platform accessibility features from MS Windows or MacOS.
502.3 Accessibility Services Platform software and software tools that are provided by the platform developer shall provide a documented set of accessibility services that support applications running on the platform to interoperate with assistive technology and shall conform to 502.3. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services.	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Supports	
502.3.2 Modification of Object Information States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	
502.3.3 Row, Column, and Headers If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Supports	
502.3.4 Values Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Supports	

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values		
Values that can be set by the user shall be capable of being set	Supports	
programmatically, including through assistive technology.		
502.3.6 Label Relationships		
Any relationship that a component has as a label for another component,	Supports	
or of being labeled by another component, shall be programmatically	Supports	
determinable.		
502.3.7 Hierarchical Relationships		
Any hierarchical (parent-child) relationship that a component has as a		
container for, or being contained by, another component shall be	Supports	
programmatically determinable.		
502.3.8 Text		
The content of text objects, text attributes, and the boundary of text	Supports	
rendered to the screen, shall be programmatically determinable.		
502.3.9 Modification of Text		
Text that can be set by the user shall be capable of being set	Supports	
programmatically, including through assistive technology.		
502.3.10 List of Actions		
A list of all actions that can be executed on an object shall be	Supports	
programmatically determinable.		
502.3.11 Actions on Objects		
Applications shall allow assistive technology to programmatically execute	Supports	
available actions on objects.		
502.3.12 Focus Cursor		
Applications shall expose information and mechanisms necessary to track	Supports	
locus, text insertion point, and selection attributes of user interface		
components.		
502.3.13 Modification of Focus Cursor		
Focus, text insertion point, and selection attributes that can be set by the		
user shall be capable of being set programmatically, including through the		
use of assistive technology.		
502.3.14 Event Notification		
Notification of events relevant to user interactions, including but not	Supports	
limited to, changes in the component's state(s), value, name, description,		
or boundary, shall be available to assistive technology.		

Criteria	Conformance Level	Remarks and Explanations
Platform Accessibility Features Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below: A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided.	Not Applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor. EXCEPTION: Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.	Supports	BlackBerry AtHoc leverages the mobile device platform accessibility features inherent from either iOS or Android, or the desktop platform accessibility features from MS Windows or MacOS.
503.3 Alternative User Interfaces Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Not Applicable	
503.4.2 Audio Description Controls Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable") Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility. EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code.	Not Applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	
504.2.2 PDF Export Authoring tools capable of exporting PDF files that conform to ISO 32000- 1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).	Not Applicable	
504.3 Prompts Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	
Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
Documentation shall list and explain how to use the accessibility and		
compatibility features required by Chapters 4 and 5. Documentation shall	Supports	
include accessibility features that are built-in and accessibility features		
that provide compatibility with assistive technology.		
602.3 Electronic Support Documentation		
Documentation in electronic format, including Web-based self-service		
support, shall conform to Level A and Level AA Success Criteria and	See WCAG 2.0 section	See information in WCAG section
Conformance Requirements in WCAG 2.0 (incorporated by reference, see		
702.10.1).		
602.4 Alternate Formats for Non-Electronic Support Documentation		
Where support documentation is only provided in non-electronic formats	Supports	Contact Accessibility@blackberry.com
alternate formats usable by individuals with disabilities shall be provided		Contract <u>Indeedstating Contracting to the Contracting Contracting</u>
upon request.		
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
ICT support services shall include information on the accessibility and	Supports	
compatibility features required by 602.2.		
603.3 Accommodation of Communication Needs		
Support services shall be provided directly to the user or through a	Supports	Contact Accessibility@blackberry.com
referral to a point of contact. Such ICT support services shall	Supports	Contact Accessionity @ blackberry.com
accommodate the communication needs of individuals with disabilities.		

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