



BlackBerry 10 and BlackBerry OS

Critical Issue Advisory

The end of life for BlackBerry 10 and BlackBerry OS is January 4, 2022

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Summary

In 2017, BlackBerry committed to providing at least two more years of support for BlackBerry 10 (BB10) and at least two years of BlackBerry network access for BlackBerry OS (BBOS) devices. The end of life for BlackBerry 10 and BlackBerry OS is January 4, 2022. BlackBerry chose to extend our service until this date as an expression of thanks to our loyal partners and customers.

Impact

On January 4, 2022, devices running on these operating systems will no longer reliably function, including for data, phone calls, SMS and 911 calls. The termination of these service offerings and infrastructure will also impact functionality for applications such as Enhanced Sim Based Licensing (ESBL) / Identity Based Licensing (IBL), BlackBerry-hosted email addresses, BlackBerry Link, BlackBerry Desktop Manager, BlackBerry Blend, and BlackBerry Protect (which allows consumers to lock, locate or wipe BBOS, and BlackBerry 10 devices remotely).

This end of life notification also applies to customers using BlackBerry 10 in a dark site environment. While some functions of BlackBerry 10 devices may still work after the end of life date, as detailed above, they may not do so reliably.

There is no impact to the new [BlackBerry Protect](#) which is an AI-based endpoint security solution.

Following the shutdown of legacy services and infrastructure on January 4, 2022, an issue has been identified related to BBM Enterprise group messaging. For more information on how this affects BBM Enterprise users, visit support.blackberry.com to read article [KB90949](#).

Recommendation

Customers that are using any of the impacted devices can contact their wireless carrier for help with transitioning to other devices. For additional information about the changes mentioned in this advisory, customers should refer to [this page](#) on BlackBerry's website, which summarizes the changes and provides answers to some questions that you may have.

For more information on how this effects BlackBerry UEM and its administrators, visit support.blackberry.com to read article [KB90941](#).

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