

# Esri Canada Maintenance Program for Address Manager Web Application

## Background

Address Manager is an Esri Canada product. It is a configurable web application template designed to manage an inventory of civic addresses and ensure their accuracy, completeness, and compliance with NENA's NG9-1-1 requirements. It can be used by municipalities to optimize the creation, maintenance, and use of authoritative address information, while minimizing errors and inconsistencies to meet the most demanding uses of civic addresses.

This Maintenance program document defines the software maintenance and support services available to subscribing Address Manager customers (licensees) in Canada.

## Maintenance Program

Esri Canada provides Canadian licensees with maintenance and technical support for Address Manager during the product license term. Maintenance and support services consist of the following benefits: maintenance items (provided on a when-and-if available basis) which may include subsequent version releases of the licensed software, service packs, upgrades and updates, and technical support.

**What Is Included.** Maintenance and support include the following:

- Access to unlimited telephone, email and web-based technical support through Esri Canada technical support services available from 8 a.m. to 8 p.m. (ET) Monday through Friday, by telephone (877) 441-0337 and email ([support@esri.ca](mailto:support@esri.ca)) or online ([myesri.com](http://myesri.com)). Statutory holidays are excluded.
- Software downloads and new software releases are accessible to Address Manager customers via two options:

### Option A: Hosted Address Manager Template

- Software updates and patches are managed by Esri Canada on our hosting web server.
- Esri Canada will update the Address Manager hosting environment when deploying patches and new versions.
- Updates and patches will be scheduled and announced by Esri Canada. Esri Canada will deploy updates and patches to the Esri Canada web server. Emails will be sent to the primary contact informing customers when the update will be scheduled.
- Updates will be performed outside of business hours (8 am ET to 5 pm ET). A short service disruption is necessary.

### Option B: On-Premises Address Manager License

- Customer is responsible for updating their environment when patches and/or new releases are delivered.
- Software updates, patches, and supporting files will be downloadable from a secure site.
- Customer may request professional services for installing software updates and patches.

**Software Releases and Updates.** Software updates are provided as part of the maintenance and support program.

**Maintenance Program Renewal and Expiration.** Esri Canada will notify the licensee when the Address Manager product term license period is set to expire and will mail a quote to the licensee. If the licensee does not submit payment prior to the termination date, then the product license term will expire. Technical support will be extended for an additional 30 days and the licensee will no longer be eligible to receive any software updates released after the product license term has expired and all other maintenance and support benefits will terminate.

If a purchase order or payment is received during the extended 30-day technical support period, all maintenance and support benefits will be reinstated. However, if no order or payment is received, the licensee will no longer be able to receive technical support. In addition, all other maintenance benefits will end with the expiration of the product license term.

Address Manager product term license fees are due and payable annually in advance of the applicable product license term period, for which the licensee shall be entitled to receive maintenance and support based on such payment. Payment terms will be net 30 days.

Upon receipt of the Address Manager product term license fees, Esri Canada ensures the engagement and allocation of its maintenance and support resources in advance of the purchased product term license period and in a manner, as to ensure that maintenance and support shall be available to licensee for the purchased product term license period.

If multiple Address Manager products have been licensed throughout the course of a year by one customer, separate quotes for each product are not issued. Instead, the anniversary date for each product term license is prorated to the anniversary date of the first Address Manager product license term. All Address Manager product term licenses are synchronized to reflect a common product term license start and end date, regardless of when each was first licensed. These prorated dates will be reflected on the Address Manager product term license renewal quote.

The Address Manager product term license quote is due and payable in full. If the product term license has lapsed and the licensee wishes to renew the term license at a later date the license fee may include the fees that the licensee would have paid since the product term license lapsed.

## Technical Support

Our Technical Support services team provides customers with timely, expert assistance. The purpose of Esri Canada's Technical Support Service is to assist in the trouble shooting and proper installation and use of the Address Manager product and to provide a vehicle to report defects and errors in the software.

Esri Canada Technical Support services are available from 8 a.m. to 8 p.m. (ET) Monday through Friday, by telephone (877) 441-0337, email ([support@esri.ca](mailto:support@esri.ca)) or online ([my.esri.com](http://my.esri.com)). Statutory holidays are excluded.

All Technical Support services for Address Manager is subject to Esri's Product Life Cycle Support Policy for ArcGIS Enterprise and/or ArcGIS Online. For more information, please click [here](#) to view the Product Life Cycle policy.

Please note that Esri Canada Technical Support services may be temporarily impacted during the occurrence of a Force Majeure Event. A "Force Majeure Event" means an event or circumstance that is beyond Esri Canada's reasonable control, which includes but is not limited to, an act of God, cyber-attack, major disruption to a public infrastructure system, epidemic or public health emergency event. Esri Canada will take necessary steps to ensure the performance of Esri's Canada's Technical Support services are minimally impacted by the occurrence of a Force Majeure Event.

**Secure Live Remote Support.** If you prefer a more hands-on approach to resolving your case, a technical support representative is equipped with remote support tools to assist you. Each member of the Esri Canada Support Services staff can directly view your system using the secure tools to find an expedient solution to your problem.

**My Esri.** My Esri allows you to track and manage all your support cases and log new issues online for Address Manager. You can view current status, last activity and resolution information for all your interactions with Esri Canada Support Services. My Esri can be found at: [myesri.com](http://myesri.com)

**Response Time.** Esri Canada endeavours to provide a response to customers within 8 business hours of their logging a support request. The problem may not necessarily be solved within that time frame; however, it means that dialogue between the support analyst and user has begun, whether that is for obtaining data, more information, or an initial contact to then research the problem further.

**Issue Resolution Times.** The licensee and its users must provide Esri Canada with such information that Esri Canada may reasonably request regarding the manner of use of the Address Manager product prior to the reported software issue to enable Esri Canada to identify the problem. Esri Canada uses reasonable commercial efforts to attempt to provide a resolution or workaround. However, Esri Canada does not provide a guarantee to do so. The time required to diagnose and resolve a problem depends on many factors, including the type of problem, the information provided, and Esri Canada's ability to reproduce the problem at our site. In all cases, the analysts attempt to resolve the problem as quickly as possible.

**Software Enhancements.** Esri Canada, in accordance with the License Agreement, welcomes suggestions for enhancements to the Address Manager product, although there is no guarantee any suggestion will be included in a future release. Users are encouraged to submit ideas to the Address Manager product team.

**Modified Software.** Esri Canada cannot support modified software. Any sample applications that ship with the Address Manager product are provided for demonstration purposes and are considered unsupported. Patches received outside a product's life cycle deliverables are considered unsupported.

**Hardware and Peripherals.** Technical assistance through Esri Canada's technical support services is not available for hardware, graphic cards, monitors, plotters, graphic printers, digitizers, modems, and other similar peripherals, except to answer questions on how standard devices interface with the Address Manager product.

**NOTE REGARDING PURCHASE ORDERS:**

**Other than non-conflicting deliverables descriptions, quantities, pricing and delivery instructions, any terms contained in a customer purchase order or other customer ordering document will not apply and are of no effect.**

**No such terms shall apply or override the terms of this Maintenance Program document irrespective of the date of issuance of the purchase order or other customer ordering document or any performance or action by us, unless we expressly agree in writing.**

## Contacting Esri Canada

### Technical Support

Tel: Toll Free (877) 441-0337

[support@esri.ca](mailto:support@esri.ca)

<http://esri.ca/technicalsupport>

Hours: 8 a.m. to 8 p.m. (ET) Monday through Friday, except on statutory holidays

### Customer Care (Software orders & Renewal processing)

Tel: Toll Free (800) 447-9778 or locally (416) 441-6035

Fax: Toll Free (866) 625-4577 or Locally (416) 441-0681

[customercare@esri.ca](mailto:customercare@esri.ca)

<http://esri.ca/customercare>

Hours: 8 a.m. to 6 p.m. (ET) Monday through Friday, except on statutory holidays

### Corporate Offices

12 Concorde Place, Suite 900

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Fax: (416) 441-6838

[info@esri.ca](mailto:info@esri.ca)

[www.esri.ca](http://www.esri.ca)

Hours: 8 a.m. to 5 p.m. (ET) Monday through Friday, except on Esri Canada holidays