

Esri Canada Maintenance Program for Cityworks Products

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

Maintenance Program

Esri Canada provides Canadian licensees with maintenance and technical support for eligible Cityworks products 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 includes 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) or online (myesri.com). Statutory holidays are excluded.
- Software downloads and new software releases are accessible via the MyCityworks Self-Service Portal (mycityworks.com)
- Access to relevant online documentation and training content is also available through the MyCityworks Self-Service Portal (mycityworks.com)

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 applicable Cityworks 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.

Cityworks 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 on the basis of such payment. Payment terms will be net 30 days.

Upon receipt of the Cityworks 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 Cityworks software 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 Cityworks product license term. All Cityworks 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 Cityworks product term license renewal quote.

The Cityworks 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 will include the fees that the licensee would have paid since the product term license lapsed.

Technical Support

Our Technical Support services team is dedicated to providing 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 Cityworks software 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) or online (my.esri.com). Statutory holidays are excluded.

All Technical Support services for Cityworks products are subject to the Cityworks Product Support Policy which is available to existing Cityworks customers through the MyCityworks Self-Service Portal (mycityworks.com) and is also available upon request from Esri Canada.

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.

MyCityworks Self-Service Portal: The Cityworks Self-Service Portal is available to all registered customers current on maintenance for their eligible Cityworks products and provides the following features:

- Cityworks software downloads
- Product documentation
- Extensive knowledge base for Cityworks products
- Community forum for asking and answering user questions
- Ideas site for offering and voting on product enhancements

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 both Esri and Cityworks software products. 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

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 Escalation. Esri Canada's Support Services group escalates suspected software bugs and highly complex problems to Azteca Systems. These calls continue to be managed by the Esri Canada Support Services group. Users do not have direct contact with the Cityworks specialists. Escalation is at the discretion of the Esri Canada Support Services group.

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 Cityworks 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. Azteca Systems welcomes suggestions for enhancements in Cityworks software. Although there is no guarantee any suggestion will be included in a future release. Users are encouraged to use the ideas site on MyCityworks.com to log their enhancement ideas and to vote on suggestions for enhancements from other users.

Modified Software. Esri Canada cannot support modified software. Sample applications that ship with Cityworks products 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 of how standard devices interface with Cityworks software products.

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

<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

<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

Toronto, ON M3C 3R8

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Fax: (416) 441-6838

info@esri.ca

www.esri.ca

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