

# Esri Canada Maintenance Program for Esri Products

## Overview

The purpose of this Maintenance Program document is as follows:

- Describe Esri Canada's software maintenance program and its benefits
- Describe the services provided by Esri Canada Technical Support
- Provide Esri International User Conference registration information
- Describe Esri's Product Life Cycle Support Policy

Esri Canada Maintenance allows you to:

- Reduce the time, effort and cost of operating your Esri licensed software products
- Budget with confidence with no need to worry about purchasing new Esri software product releases because they are included in the maintenance program
- Enrich your data
- Ensure critical business workflows run smoothly

Esri Canada Maintenance includes:

- Fast, cost-effective access to the latest Esri technology
- Access to the ArcGIS Platform with apps, data and sharing from ArcGIS Online
- Unlimited access to a large collection of self-paced e-Learning resources
- Technical support for your Esri licensed software products from skilled and experienced analysts
- Advanced and exclusive notification of software promotions

And, depending on the Esri software products that you have licensed, it may include:

- Complimentary registration to the Esri International User Conference
- The opportunity to preview and test beta versions of Esri software products prior to general release

## Esri Canada's Software Maintenance Program & Benefits

ArcGIS is the world's most powerful mapping and analytics platform for transforming your organization. The only thing more important than investing in this transformative technology is protecting that investment. The Esri Canada Maintenance Program has been designed to do just that.

Typically, maintenance for the first year is included when you purchase a new Esri software product license. After that, you can renew your maintenance program subscription annually. Maintenance program subscriptions can be purchased on an annual basis in advance of the maintenance program subscription period attributed to such subscription purchase.

By renewing your ArcGIS maintenance, you will be able to take full advantage of all the latest functionality and enjoy an increased return on your investment in your GIS. You will also have peace of mind knowing that any logged critical issues will be responded to promptly by the Esri Canada Technical Support team should the need arise.

Esri Canada Maintenance gives you fast and cost-effective access to the latest Esri technology to keep your GIS workflows running smoothly. It allows you to upgrade easily by conveniently downloading new software from the My Esri portal as it suits your needs.

Additionally, when it comes to troubleshooting, problem diagnosis and resolution, our Technical Support team is second to none. With maintenance, you have access to personnel who have industry-recognized certifications and in-depth training that can assist with the resolution of complex technical issues via telephone, email or My Esri. relating to your use of Esri licensed software products

Maintenance benefits for your eligible Esri licensed software products are available until the product is retired.

To find out whether the Esri software product you purchased offers maintenance and to see a listing of the accompanying benefits, visit the Web site below and select a product. All products are listed alphabetically.

<http://www.esri.com/apps/products/maintenance/qualifying.cfm>

Read the [Product Life Cycle Support Policy](#) section of this document for more information and to view Product Life Cycle information for a specific Esri licensed software product.

### **Maintenance for Multiple Licenses of ArcGIS for Desktop and Extensions**

If you have multiple licenses of a particular Esri software product, you can save on software maintenance with Esri's two-tiered primary and secondary maintenance subscriptions. Primary and secondary maintenance applies to both concurrent use and single use software product licenses.

## **Primary Maintenance**

Many Esri software products offer a two-tiered maintenance program structure. If you have more than one license of a particular software product, such as Desktop Advanced, you can take advantage of the two-tiered maintenance program that offers primary and secondary maintenance options.

Primary and secondary maintenance is offered for both concurrent use and single use software product licenses, primarily for ArcGIS for Desktop core software and ArcGIS for Desktop extensions.

Primary maintenance includes 12 months of technical assistance support for one authorized caller and updates for one license. Primary maintenance is applicable to the first Esri software product license. The first of every 10 Desktop licenses (Advanced, Standard and Basic) and/or its extensions that you purchase is considered a primary license (i.e., copies 1, 11, 21, 31 and so on).

An authorized caller is an individual designated by the customer licensee who can contact Esri Canada to request technical assistance support (e.g., to report software problems or request assistance with software use) for use of Esri licensed software products.

## **Secondary Maintenance**

Secondary maintenance offers many of the advantages of primary maintenance and is available at a lower cost. With secondary maintenance, you receive software product updates and technical assistance support through the Esri software product license covered under primary maintenance. This allows you to install and use software product updates sent to your organization to update the software product license covered under primary maintenance, and request technical assistance support through the registered authorized caller at your site.

Secondary maintenance is only available if the pre-requisite primary license(s) is current in maintenance. Up to nine secondary software maintenance options can be purchased for each primary maintenance option. Secondary maintenance options do not include complimentary Esri International User Conference registrations or documentation updates.

A list of your primary and secondary licenses can be found on your paid annual software maintenance invoice.

## **Maintenance Renewal and Expiration**

Esri Canada will notify the customer licensee when the then-current annual maintenance program subscription term for the Esri licensed software products is scheduled to expire and will submit a renewal quote to the customer licensee. If the licensee does not submit payment prior to the expiration date of such annual maintenance program subscription term, then the annual maintenance program subscription will expire.

Technical assistance support will continue to be available for an additional thirty (30) day grace period ("**Technical Assistance Support Grace Period**"), however, the customer

licensee will no longer be eligible to receive any maintenance benefits including software product updates released after the applicable annual maintenance program subscription term has expired.

Any other maintenance entitlements that are contingent on a current maintenance program subscription will also be terminated. Please note that your access rights to certain ArcGIS Online product entitlements and functionality is directly dependent on your maintenance program subscription being current and as a result the non-timely renewal of your maintenance program subscription will automatically result in the degradation of your ArcGIS Online product user rights.

If a purchase order or payment is received during the Technical Assistance Support Grace Period, the customer licensee's maintenance program subscription and all associated benefits and entitlements will be reinstated. However, if no order or payment is received during the Technical Assistance Support Grace Period, the customer licensee will no longer be able to receive technical assistance support beyond the Technical Assistance Support Grace Period.

If the customer licensee's maintenance program subscription has lapsed without renewal and the customer licensee seeks to reinstate maintenance, the fees to reinstate maintenance will include the then-current annual maintenance program subscription fee and will include additional fees that customer licensee would have paid since the expiration date of the lapsed maintenance program subscription period.

Maintenance program subscription fees are due and payable annually in advance of the applicable maintenance program subscription period for which the customer licensee shall be entitled to receive maintenance and technical assistance support based on such payment. Payment terms are Net 30 Days.

Upon receipt of the maintenance program subscription fees, Esri Canada ensures the engagement and allocation of its maintenance program resources and personnel in advance of the purchased maintenance program subscription period and in a manner as to ensure that maintenance and technical assistance support shall be available to the customer licensee for the purchased maintenance program subscription period. All maintenance program subscription fees are therefore deemed liquidated upon Esri Canada's engagement and/or allocation of its maintenance program resources and personnel for the purchased maintenance program subscription period.

If multiple Esri software products have been licensed throughout the course of a year by the customer licensee, separate maintenance renewal quotes for each product are not issued. Instead, the maintenance anniversary date for each product license is prorated to the anniversary date of the first product licensed with maintenance. All licensed Esri software products offering a maintenance subscription are synchronized to reflect a common maintenance program subscription start and end date, regardless of when each was first licensed. These prorated dates will be reflected on the maintenance program subscription renewal quote.

The annual maintenance program subscription fees specified in the renewal quote are due and payable in full as provided in the renewal quote. To be eligible to receive Esri Canada's maintenance benefits on each licensed product, the customer licensee is required to be fully paid up and current in its maintenance program subscription payments for all Esri software products licensed to the customer licensee and used by the customer licensee in the maintenance program subscription period.

## Technical Support

Authorized callers are entitled to request the following technical assistance support services offered through the Esri Canada Technical Support program:

### Unlimited Telephone and Email Support

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

Please note that the availability of 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 support case a technical support representative is equipped with remote support tools to assist you. Each member of the Technical Support services staff can directly view your system using the secure Live Meeting 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 your supported software products. You can view the status, last activity and resolution information for all your support cases with Esri Canada Technical Support services. My Esri can be found at: <http://my.esri.com>

### Esri Online Support Center

The Esri Online Support Center is a dynamic Web site that communicates new technical information to the Esri user community through updated product documentation, blog posts, technology announcements and more. The Esri Online Support Center can be found at: [support.esri.com](http://support.esri.com)

### Esri Support App – Canada

Authorized callers can create and manage their support cases either by telephone or web using the mobile app. The Esri Support App – Canada is available for download on Android and iOS devices.

## Knowledge Base

The extensive knowledge base provides easily accessible solutions to technical questions. An advanced search engine enables you to rapidly search the entire knowledge base for the information you need. To access the knowledge base:

- Go to [support.esri.com](http://support.esri.com)

## Esri Community

The Esri Community of global users are intended to provide you with a place to discuss your GIS questions with your peers. This is a helpful venue to ask questions and share knowledge about technical details and techniques for accomplishing tasks. To access the user forums:

- Go to [community.esri.com](http://community.esri.com)

## Product Documentation

Documentation includes how-to's, FAQs, tutorials, tips and tricks, functionality matrixes, best practices and updates on Esri's past and current products. To access product documentation:

- Go to [support.esri.com](http://support.esri.com)

## Standard Response Time

Esri Canada will respond to a technical support request during Esri Canada's Technical Support operating hours. Esri Canada will make commercially reasonable efforts to respond to the logged request according to the severity level of the technical issue as shown in the table below. The problem may not necessarily be solved within that time frame, however, it means that dialogue between the Technical Support analyst and user has begun, whether that is for obtaining data, more information, or an initial contact to then research the problem further.

An authorized caller can request that the Esri Canada Technical Support analyst change the severity level of the logged support case, but requests for critical and high-severity levels must be made via telephone.

Severity Level	Target Response Time	Severity Level Criteria
Critical	4 business hours	<ul style="list-style-type: none"><li>• A system outage or a critical incident of a severe nature that is affecting many users in a production system.</li><li>• Causes a critical and significant impact to business operations.</li><li>• No workaround is available.</li></ul>
High	6 business hours	<ul style="list-style-type: none"><li>• A significant incident or performance issue that is causing a non-critical impact to business operations resulting in the degradation of the system to a level affecting many users in a production system.</li></ul>

		<ul style="list-style-type: none"> <li>Some components of the system are in operation and alternative workflows are available to the business.</li> </ul>
Medium	8 business hours	<ul style="list-style-type: none"> <li>Minor incident or intermittent failures in the system.</li> <li>The system is operational with a minor impact to business operations.</li> </ul>
Routine	16 business hours	<ul style="list-style-type: none"> <li>A low-level deficiency which does not impact users or the use of the system or business operations.</li> <li>A request for information/training related to a particular subject.</li> </ul>

### Issue Resolution Time

The customer licensee and its users must provide Esri Canada with such information that Esri Canada may reasonably request regarding the manner of use of the applicable product prior to the reported software technical issue to enable Esri Canada to identify the problem. Esri Canada uses reasonable commercial efforts to attempt to provide a resolution or workaround within an acceptable time frame. However, Esri Canada does not provide a guarantee to do so. Problem resolution times can vary depending on the type and complexity of the problem. In all cases, the analysts attempt to resolve the problem as quickly as possible. In many cases, suggestions are offered within a few hours. If a question requires research or configuration of hardware/software, the resolution time will lengthen to a few days. On occasion, it may take longer.

### Issue Escalation

Esri Canada's Technical Support group escalates suspected software bugs and highly complex problems to Esri, the licensor of Esri software products. These calls continue to be managed by the Esri Canada Technical Support group. Customer licensees do not have direct contact with the Esri specialists. Escalation is at the discretion of the Esri Canada Technical Support group. Although Esri will make commercially reasonable efforts to repair software errors, it will not provide a guarantee to do so.

### Software Enhancements

Esri Canada welcomes suggestions for enhancements to Esri software for review and consideration by Esri. Suggestions will be considered for the next release, but are not guaranteed to be included in a future release. Esri has established the ArcGIS Ideas Web site, where you can contribute your ideas to Esri and have the community discuss and vote on those ideas. Visit the ArcGIS Ideas Web site at: <http://ideas.arcgis.com/>

### Unsupported Software

Esri Canada cannot support non-Esri modified software. Sample applications that ship with each product respectively 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 Esri software.

## **Confidentiality**

All data, conversations and support cases are confidential in nature. Esri Canada will treat all support cases as confidential, using the same degree of care, but no less than reasonable care, as Esri Canada uses to protect its own confidential information of a similar nature. Esri Canada will typically delete or destroy all customer digital data provided to triage the support case after 90 days of closing a support case, unless otherwise requested by the customer licensee in writing. This obligation to delete or destroy excludes information retained in backup media or other archival records maintained in the ordinary course of business by Esri Canada.

## **Non-installation of Software Patches, Updates and Hot fixes Required for Product Support Purposes**

Software patches, updates and hot fixes will be provided by Esri Canada to the customer licensee for product support purposes when warranted depending on cycle phase. For certain support issues as determined at Esri Canada's discretion and duly communicated to the customer licensee, Esri Canada's ability to meet its technical support contractual obligations to the customer licensee shall be dependent on or conditional upon the customer licensee's installation of such software patches, updates and hot fixes delivered by Esri Canada. In such cases, failure by the customer licensee to install the required patch, hot fix or update of the licensed software shall relieve Esri Canada of its applicable technical support contractual obligations to the customer licensee.

## **Esri International User Conference Registration**

Complimentary conference registrations are offered as part of certain standard Esri Canada maintenance programs. If your maintenance is current (paid up-to-date), you may be eligible for complimentary conference registrations. See the [Product Qualification page](#) to find out if your product qualifies.

Complimentary registrations are offered under Esri Canada's standard commercial and standard federal government maintenance programs. These registrations may be offered based on rules different from the ones stated below for nonstandard maintenance programs, Enterprise Agreements (EA) and any customized contracts. Specifically, the rules for registration information for federal government contracts and educational site license contracts differ from contract to contract. These rules also do not apply to licenses and maintenance contracts that are part of the Esri Partner Network.

Complimentary registrations are nontransferable. Esri reserves the right to make changes to these rules and policies without prior notice.



Only the standard maintenance programs explicitly stated on the Product Qualification page provide this benefit.

Staging Server Licenses and Developer Subscriptions do not qualify for a complimentary User Conference registration. ArcGIS Developer Subscription (Enterprise Level) qualifies for a complimentary registration for the Developer Summit.

Esri Canada reserves the right to withhold complimentary registrations from customers who are substantially in arrears with Esri Canada.

A separate registration form must be submitted for each person who plans to attend the conference.

Registrations are assigned complimentary status in the order they are received. If the installation number listed on the registration form does not meet the above guidelines, or if the number of attendees from each site exceeds the number of complimentary registrations available, necessary registration fees apply.

Presenting a paper, submitting a poster or software application, or having other involvement with the conference does not automatically exempt you from Esri User Conference fees. All presenters must register and pay the appropriate fees (or maintenance) to attend the conference.

## **Esri Product Life Cycle Support Policy**

The Esri Product Life Cycle Support Policy provides customers with information regarding the level of technical and software support Esri will provide customers during the lifespan of a software product. The Esri Product Lifecycle is a progression of life cycle phases starting with the initial release of a new software product (or a new version of a software product) and ending with the retirement of that version of the product. Each phase of the life cycle includes specific, but different, technical and software support.

Product life cycles also vary by the type of product. For example, most on premise software products go through a four phase life cycle, whereas online products usually have a three phase life cycle, and content products usually just follow a two phase cycle.

The Policy Type and Product Life Cycle Support Phases are described below. To view the complete description of the Esri Product Life Cycle Support Policy including the technical and software support that is provided during each phase go to the following link: <http://downloads2.esri.com/support/TechArticles/Product-Life-Cycle.pdf>

Note: This policy does not impact a user's right or ability to use any of the software products; it only applies to the availability of software and technical support resources.

## Policy Type

### Calendar-based product life cycle

ArcGIS Software Products follow the calendar-based product life cycle. Most calendar-based life cycle phases are one or two years in duration.

### Version-based product life cycle

The product moves from one phase to the next when a new version of the product is released.

## Product Life Cycle Support Phases

There are up to four phases to the product lifecycle.

- General Availability (all)
- Extended (four-phase life cycles only)
- Mature (three- and four-phase life cycles)
- Retired (all)

However, not all products will necessarily go through all four phases. The following chart describes the phases associated with each type of product.

Product Type	Policy Type	General Availability	Extended	Mature	Retired
Software	Calendar-based	Yes	Yes	Yes	Yes
Developers	Calendar-based	Yes	Yes	Yes	Yes
SaaS	Version-based	Yes	No	No	Yes
SaaS Content	Version-based	Yes	No	Yes	Yes
Apps	Version-based	Yes	No	No	Yes
Data	Version-based	Yes	No	Yes	Yes
Solutions	Version-based	Yes	No	Yes	Yes

To view Product Life Cycle information for a specific product, follow this link and select the product: <http://support.esri.com/en/content/productlifecycles>

## Transition Announcements

Esri will announce product life cycle support transitions on its Product Life Cycle pages. Esri may also announce transitions outside of a specific release event.

**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 – Option 1

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

<http://esri.ca/technicalsupport>

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

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

Tel: Toll Free (877) 441-0337 – Option 2

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

<http://esri.ca/customercare>

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

### **Corporate Offices**

12 Concorde Place, Suite 900

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