

Esri Canada Maintenance Program for Public Safety - *GeoXchange*™

Background

The Esri Canada Public Safety - *GeoXchange* product is a data ingestion, validation and aggregation solution designed specifically for exchanging authoritative GIS data among various stakeholders responsible for aggregating Next Generation 9-1-1 GIS data.

For data providers, such as municipalities, provinces, and government agencies the Public Safety - *GeoXchange* streamlines data submission to the local aggregator, improves data quality and eliminates duplication for managing NG9-1-1 GIS data.

For aggregators, the Public Safety - *GeoXchange* automates the ingestion, aggregation, and validation of authoritative GIS data for compliance with the NG9-1-1 GIS Data Model specification.

This Maintenance program document describes the product maintenance and technical assistance support services available to Public Safety - *GeoXchange* customers (licensees) entitled to receive such maintenance and support in Canada.

Maintenance Program

Maintenance and technical support for the first year is included when you purchase a new Public Safety - *GeoXchange* product license. After that, you can renew your maintenance program subscription annually. By renewing your Public Safety - *GeoXchange* maintenance, you'll be able to take full advantage of all the latest product functionality and enjoy an increased return on your investment in your solution. You'll also have peace of mind knowing that any critical issues will be addressed promptly should the need arise. Maintenance program subscriptions can be purchased on an annual basis in advance of the maintenance program subscription period attributed to such subscription purchase.

Maintenance and support services for your licensed product consists of the following benefits and entitlements:

- Major and minor version releases of the licensed software (when and if available).
- Service packs (when and if available).
- Upgrades, updates and patches (when and if available).
- Technical support - 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.

Maintenance Renewal and Expiration

Esri Canada will notify the licensee when the Public Safety - *GeoXchange* annual maintenance program subscriptions are scheduled to expire and will submit a renewal quote to the licensee. If the licensee does not submit payment prior to the termination date, then that license maintenance term will expire.

Technical support will be extended for an additional thirty (30) days and the licensee will no longer be eligible to receive any product updates released or any other maintenance entitlements after the license maintenance term has expired.

If a purchase order or payment is received during the extended 30-day technical support period, the licensee's maintenance program subscription and all associated benefits and entitlements will be reinstated. However, if no purchase order or payment is received during such extended technical support period, the licensee will no longer be able to receive technical support beyond such extended technical support period and the licensee's Public Safety- *GeoXchange* product license maintenance program subscription will be considered to be fully expired.

If licensee's maintenance program subscription has lapsed without renewal and licensee seeks to reinstate maintenance, licensee must, in addition to the current annual maintenance program subscription fees, pay the amount of back maintenance in an amount equivalent to the value of the maintenance program subscription for such lapsed maintenance program period.

Public Safety - *GeoXchange* maintenance program subscription fees are due and payable annually in advance of the applicable maintenance program subscription 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 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 support shall be available to 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 Public Safety - *GeoXchange* products have been licensed throughout the course of a year by one customer, separate maintenance renewal quotes for each product will not be issued. Instead, the maintenance anniversary date for each Public Safety - *GeoXchange* license is prorated to the anniversary date of the first Public Safety - *GeoXchange* product licensed with maintenance. All licensed Public Safety - *GeoXchange* products offering a maintenance subscription are synchronized to reflect a common maintenance program 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. To be eligible to receive Esri Canada's maintenance benefits on each licensed Public Safety - *GeoXchange* product, the customer is required to be fully paid up and current:

- (i) in its maintenance program subscription payments on all Public Safety - *GeoXchange* products licensed to the customer in the maintenance program subscription period; and
- (ii) in its Esri Canada maintenance program subscription payments for the Esri ArcGIS Enterprise product license required by Esri Canada for the purpose of enabling customer's access to the customer's Public Safety - *GeoXchange* product license(s).

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, the proper installation and use of the Public Safety - *GeoXchange* product.

Authorized callers have available the following services 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) or online at My Esri (<http://my.esri.com>). Statutory holidays are excluded.

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 incident, a technical support representative is equipped with remote support tools to assist you. Each member of the 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 cases with Esri Canada Support Services. My Esri can be found at: <http://my.esri.com>

Product Lifecycle

The Esri Product Lifecycle 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.

The Esri Canada Public Safety - *GeoXchange* product lifecycle follows the Esri ArcGIS Enterprise product lifecycle, a four-phase life cycle. When a release of ArcGIS Enterprise enters a support phase, General Support, Extended Support, Mature Support, or Retired, the Public Safety - *GeoXchange* deployed on the customer site automatically enters the same support phase.

For example, if Public Safety - *GeoXchange* 3.2 is the current deployment on the customer site, but the ArcGIS Enterprise version (for example 9.1) deployed on the customer site is on Extended Support, then the Public Safety-*GeoXchange* deployed is also on Extended Support. The customer can upgrade their ArcGIS Enterprise release to the current General Support release (for example 10.0) and in this example, Public Safety - *GeoXchange* 3.2 automatically enters General Support phase. However, customers may upgrade their ArcGIS Enterprise only when Esri Canada has certified a Public Safety - *GeoXchange* release for that ArcGIS Enterprise release. For example. Upgrading ArcGIS Enterprise from 9.1 to 10.0 is only allowed when Esri Canada has certified Public Safety-*GeoXchange* 3.2 on ArcGIS Enterprise 10.0.

Public Safety - *GeoXchange* Hot Fixes

In some cases where an issue is determined to be a software defect, Esri Canada understands that workflows at times prevent customers from waiting for the next software release or service pack. We do have the capacity to address some software defects outside the standard release cycle in a software patch or hot fix. In these cases, Esri Canada has a framework in place for consistent evaluation of critical client issues to determine the appropriate course of action.

Response Time

Esri Canada endeavours to provide a response to customers within one business day 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 customer has begun, whether that is for obtaining data, more information, or an initial contact to then research the problem further.

Issue Resolution

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 the Esri Canada Public Safety - *GeoXchange* product team. These calls continue to be managed by the Esri Canada Technical Support group.

Software Enhancements

Esri Canada welcomes suggestions for enhancements to Public Safety - *GeoXchange* software and will ensure all suggestions are forwarded to Public Safety - *GeoXchange* product team. Suggestions will be considered, but are not guaranteed to be included in a future release.

Modified Software

Esri Canada cannot support modified software. Sample applications (if available) 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 of how standard devices interface with the Public Safety - *GeoXchange* product.

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 user 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 user, Esri Canada's ability to meet its technical support contractual obligations to the user shall be dependent on or conditional upon the user's installation of such software patches, updates and hot fixes delivered by Esri Canada. In such cases failure by the user 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 user.

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

www.esri.ca/support/support

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

customercare@esri.ca

www.esri.ca

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

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