



Dear Educator:

ESRI is committed to helping educators introduce their students to geographic information system (GIS) technology and use GIS software in their teaching and research by providing low-cost licenses through our special pricing programs. ESRI understands that successful GIS programs need access to the most current software versions at affordable prices.

In the past, two options existed for keeping your software licenses up-to-date: subscribing to our maintenance program or paying an upgrade fee when a new release became available. The maintenance program has always been available for ArcInfo® license holders but may not be familiar to ArcView® users. The purpose of this letter is to explain the maintenance program options available to educators.

ESRI's maintenance program provides software updates and access to technical support through a yearly subscription fee. Customers who subscribe to maintenance for ESRI® software automatically receive new versions of that software upon release and have access to telephone technical support throughout the term of their subscription.

We would like to make clear that the maintenance program is for software updates and technical support—it is *not a mandatory license fee*. If you choose not to pay maintenance, *you can continue to use your software*—your licenses will not time out or expire if maintenance is not paid. However, you will not receive software updates or have access to technical support.

Subscribing to maintenance ensures that you automatically receive all updates; have access to technical support; and in the long run, have lower cost access to the latest version of the software. Also, many educators find it easier to budget for an annual maintenance fee than to receive funds and permission to purchase new software. In this way, the maintenance program can help you keep the costs of your GIS program stable and predictable.

Please let us know if you have any questions or comments about these maintenance program options or ESRI's education programs in general. Contact Ann Marie Masangcay, Higher Education Coordinator, at highered@esri.com, or Judy Laudenbach, Schools and Libraries Marketing Assistant, at k12-lib@esri.com.

Sincerely,
The ESRI Education Team