

Esri® US Software Standard Maintenance Program



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Esri US Software Standard Maintenance Program

An Esri White Paper

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Esri US Software Standard Maintenance Program

Article 1— Introduction

1.1 Purpose

The purpose of this Esri® US Software Standard Maintenance Program ("Program") document is to

- Describe the Program for US customers.
- Provide definitions of Maintenance and support-related terminology used by Esri.
- Describe Maintenance subscription quoting and invoicing procedures.
- Describe the services provided by Esri Support Services.
- List general procedures and conditions including contact information and requirements.

1.2 Program Overview

The Program, also referred to as "Standard Maintenance" or "Maintenance," is the support Esri makes available for unmodified Software to the Software license holder ("Licensee"), including Incident tracking, attempts to correct reported problems, new releases, releases, and enhancements. Maintenance for the first year is automatically included when qualifying Software is licensed. To determine which Software includes first-year Standard Maintenance, consult Esri's Product Qualification web page at <http://www.esri.com/apps/products/maintenance/qualifying.cfm>.

The Program is composed of the following:

- Software Updates
- Esri Support Services
- Registration (where applicable) to the annual Esri International User Conference
- Priority consideration for Esri's Software Beta Program, which allows Licensee to preview and test Software prior to general release
- Subscriptions to *ArcNews*™ and *ArcUser*™
- Notification of Software promotions, when offered

**Article 2—
Definitions and
Descriptions**

Capitalized terms used in this Program document shall have the following definitions:

**2.1 Authorized
Caller(s) or Point(s)
of Contact**

An Authorized Caller or Point of Contact is an individual designated by Licensee who may contact Esri to request technical support (e.g., to report Software Incidents or request assistance with Software use).

**2.2 Customer
Number**

Customer Number means a unique number created and provided by Esri that identifies each Esri customer site. The number is between one (1) and six (6) digits and may also be referred to as an *end user* or *client ID* number on the invoice and/or packing list that is shipped with Esri Software.

2.3 Hot Fix(es)

A Hot Fix is a single fix in one of the specific functional areas deemed critical for a specific site (e.g., when production has stopped). When a business justification review is completed and a complete technical feasibility assessment results in approval, the fix is delivered directly to the customer or to a local distributor, usually via FTP. The documentation delivered with the Hot Fix clearly identifies the Software problems that are addressed by a Hot Fix and any limitations. Hot Fixes are tested by the affected team(s) in a focused manner. Hot Fixes are incorporated into subsequent service packs. Hot Fixes do not add new functionality. Hot Fixes are not functional unless the end user already has the required product release installed.

2.4 Incident

An Incident is the record of a customer request for technical assistance made by phone, web form, or chat. It contains technical notes and documentation of all interactions between the customer and support representative related to the request. Depending on how the request was initiated, an Incident or tracking number is provided by a support representative verbally, by e-mail or chat, confirming the creation of the Incident. The Incident number is used for referencing the request.

**2.5 Maintenance
Renewal Quote(s)**

The Maintenance Renewal Quote is the non-invoice notification, issued ninety (90) days before the expiration of a Maintenance term, to all customers that have current Maintenance subscriptions that are nearing the Maintenance Term expiration date. The quote is sent to the Point of Contact who has been designated to receive all Maintenance-related correspondence from Esri. The quote is sent via e-mail or fax and contains information about the forthcoming Software Maintenance Term, which includes the type of Software licensed and quantity of licenses, the type of Maintenance subscription (Primary or Secondary), the start and end dates of the Maintenance Term, and the anticipated Maintenance renewal fees due for each type of Maintenance subscription. Maintenance Renewal Quotes are valid for ninety (90) days from the date of issuance.

**2.6 Maintenance
Term**

The Maintenance Term is the Maintenance subscription duration as defined by the Maintenance start and end dates, during which customers that have licensed products and have purchased Maintenance are entitled to receive applicable Maintenance benefits.

2.7 Patch(es)

A Patch is a single fix (see Hot Fix) or a set of related fixes in a specific functional area of the software that will affect a large number of customers and needs to be posted on the web for general availability. Once a Patch is released, it will be incorporated into a subsequent service pack release. Patches are tested by the affected teams. Patches do not

add new functionality. Patches are not functional unless the end user already has the required product release installed.

2.8 Primary Maintenance

Primary Maintenance subscriptions include twelve (12) months of technical support for one (1) authorized caller and updates for one (1) license. Primary Maintenance is applicable to the first Software license. For example, the first of every ten (10) ArcInfo licenses and/or any of its extensions acquired is considered a primary license (i.e., copies 1, 11, 21, 31, and so on).

2.9 Secondary Maintenance

Secondary Maintenance subscriptions provide software updates, but technical support is covered under Primary Maintenance and is typically applied to the additional nine (9) software licenses of every ten (10) licenses. However, Licensee may choose to have any combination of Primary and Secondary Maintenance subscriptions as long as a minimum ratio of one (1) primary to nine (9) secondary licenses is maintained. For example, Licensee may choose to have additional Primary Maintenance subscriptions to acquire additional Primary Maintenance benefits such as additional complimentary Esri User Conference registrations or added authorized callers.

2.10 Software License

A Software License is the limited grant of rights to use a Software program or component as defined by the terms and conditions in the Esri software license agreement.

2.11 Software Updates

Software Updates are a collection of files that correct a problem with a Software program or improve the Software through enhancements. Customers current on Maintenance will be notified of software updates. The updates may be downloaded from the Customer Care Portal. Optionally, backup media may be requested for a fee.

2.12 Support Services

Support Services is Software technical support or technical assistance provided by Esri to Licensee and the Esri user community. See Article 3—Support Services for a more detailed description.

Article 3—Support Services

3.1 Support Services

Esri Support Services comprises the following:

- a. *Telephone Support and Incident Reporting/Logging.* If a technical issue arises that Licensee needs help with, Licensee can log an Incident with Esri over the phone. Support hours are Monday through Friday, 5:00 a.m. to 5:00 p.m. (Pacific time). Licensee is not limited to a set number of times telephone support can be contacted. Licensee can reach Esri at 888-377-4575, extension 2. Licensee can also log an incident via chat or web form.
- b. *Secure Live Remote Support.* Esri may interact with Licensee's system using Citrix® GoToAssist tool to assist with technical support.
- c. *Esri Online Support Center.* The Esri Online Support Center is an Esri website that authorized callers for the Licensees can use to get self-help and web-based assisted support. Authorized callers can submit support Incidents, chat with Esri's technical support analysts, track Incidents, and review bug status. The website also provides technical articles, updated product documentation, blogs, links to forums, technology

announcements, and more. The Esri Online Support Center can be found at support.esri.com.

- d. *Esri User Advocacy Group.* The User Advocacy Group (UAG) is a group within Support Services created to improve Esri's ability to understand and respond to technical issues impacting Esri licensees. The UAG encourages feedback from the user community by collecting user information that is presented to development teams to help shape the future direction of Software. The UAG may be contacted through Esri Support Services.
- e. *Hot Fix.* A Hot Fix is defined above under Article 2—Definitions and Descriptions.
- f. *Knowledge Base.* Esri's Knowledge Base is a database of technical articles, web-based help, known bugs, and white papers for Esri Software. These resources can be accessed from support.esri.com under the Knowledge base section.
- g. *Community.* The community section provides the Esri user community the ability to ask questions, collaborate on ideas, share knowledge about technical details, get community-based support, and participate in beta testing through Forums, Ideas, Support blogs, wiki.GIS.com, and ArcGIS® Beta Community. These resources can be accessed from support.esri.com under the Community section.
- h. *Web Help.* Web-based help is an up-to-date version of the help system that was shipped with the product; new information is added and existing topics updated as necessary. Web help can be accessed by navigating to support.esri.com and clicking the Web Based Help link under the Knowledge base section.
- i. *Downloads.* Licensee can download software updates and patches for individual bugs or a compilation of bugs. Data models for various industries are also available for download. These downloads can be accessed from support.esri.com under the Downloads section.
- j. *Customer Care Portal.* The Customer Care Portal allows Licensee to track and manage Licensee's support Incidents and reported Software issues online. Licensee can view current status, submission date, last activity, and resolution information for all Licensees' interactions with Esri Support Services through the Customer Care Portal. The Customer Care Portal can be found at customers.esri.com.
- k. *Support Newsletters.* Licensee and Esri user community can subscribe to *ArcNews*. *ArcNews* articles contain technical and product information designed to enable our customers to work more effectively with Esri Software. To subscribe to *ArcNews*, navigate to esri.com/news/arcnews/index.html.

3.2 Support Services Scope

- Technical assistance provided through Esri Support Services is limited to unmodified Esri Software.
- Sample applications that ship with each product are provided for demonstration purposes and are considered unsupported.

- Patches received outside a product's life cycle deliverables are considered unsupported unless authorized by Esri.
- The technical support resources available during a product's life span are described in the Product Life Cycle Support Policy at help.arcgis.com/en/shared/product-life-cycle/ProductLifeCycle.pdf%20. The four support phases of Esri's Product Life Cycle are outlined in this document. The Life Cycle Support status for each of the Esri Software products can be found at support.esri.com/en/content/productlifecycles.
- Technical assistance through Esri Support Services is not available for hardware, graphic cards, monitors, plotters, graphic printers, digitizers, modems, and other similar peripherals that are not provided by Esri, except to answer questions of how standard supported devices interface with Esri Software.
- These terms and conditions are subject to change by Esri with thirty (30) days' written notice.

3.3 Accessing Support Services

Licensees are required to designate Authorized Callers for all direct Support Services-related communications with Esri. Esri's Product Qualification web page identifies the number of Authorized Callers that Licensee may designate for each software product. If Licensee has an enterprise license or site license agreement with Esri, Authorized Callers will be identified by name in the license agreement. Licensee may replace an Authorized Caller at any time by notifying Esri Support Services.

Licensees within the United States may contact Support Services between 5:00 a.m. and 5:00 p.m. (Pacific time), Monday through Friday, except for Esri holidays. International users should contact their local Esri distributor for these services.

All requests for technical support must contain detailed information about Licensee's Incident. To help expedite a solution, technical specialists expect information that includes Licensee's type and version of Esri Software, hardware platform, and peripherals (if applicable); the version of operating system; a description of the problem; and Licensee's Esri customer number. Please refer to Preparing for Contacting Support Services (section 3.5 below) for additional details. Esri's technical specialist will respond by telephone or e-mail.

Phone: +1-909-793-3774

Toll-Free Phone: +1-888-377-4575, extension 2

Support Web Form: support.esri.com/en/webform

E-mail: support@esri.com

Web: support.esri.com

- a. *By Telephone.* Each reported technical support request is logged as an Incident and given a unique identification number for Licensee's reference and tracking. After an Incident is logged, the caller is connected to a technical specialist who will be dedicated to work on the Incident until it is resolved or determined to be a problem in the Software. If a specialist is unavailable, the call is placed in a dispatch queue. Licensee will then be contacted by the first available technical specialist.

- b. *By Web Form.* Web form support is available to Licensees who do not want to telephone or cannot reach technical support during normal operating hours. Licensee may request support by completing an online web form available at support.esri.com/en/webform. Requests through this channel are received twenty-four (24) hours a day, seven (7) days a week, but are logged and assigned to a technical specialist beginning the next business day. Support requests are answered on a first come, first served basis. All Incidents reported by web form are given the same priority and level of attention as those reported by telephone.
- c. *By Chat.* Another method of contacting technical support is to use online chat. Each valid chat interaction is logged as an Incident and given a unique identification number for Licensee's reference and tracking. Licensee is connected to a technical specialist who will be dedicated to work on the Incident until it is resolved or determined to be a problem in the Software. Chat-based requests are received during business hours. To begin a chat, click the Chat with an Analyst button on the Esri Online Support Center website. The URL is <http://support.esri.com/en/webform-chat>.

3.4 Resolution Time

Resolution times are dependent on factors that are often outside the control of Esri. These factors often include but are not limited to operating system limitations, limitations based on user-designated workflow, security issues, integration with third-party applications that have not been provided by Esri, and customer availability. Usually, Esri is able to answer questions and suggest solutions to Incidents on the same day it receives requests, but the turnaround time for a response may depend on the complexity of the Incident. While it is Esri's goal to provide an acceptable resolution to all incoming issues, Esri cannot predict resolution time.

3.5 Preparing for Contacting Support Services

When contacting Esri for technical assistance, Licensee must be prepared to provide as much of the following information as possible:

- Licensee's Esri Customer Number
- Licensee's Esri Global ID
- The phone number and e-mail address where Licensee can be reached
- The version of the Software Licensee is using
- The version of the operating system Licensee is using
- The database Licensee is using, if applicable
- A description of what Licensee was doing when the problem occurred
- The exact wording of any error messages that appear on the screen
- Any steps taken to resolve the problem

Article 4— Maintenance Renewal and Expiration

4.1 Renewal Notice

Esri will notify Licensee when Maintenance subscriptions are scheduled to expire. If Licensee wishes to renew Maintenance, a quote is mailed to Licensee.

4.2 Maintenance Expiration

If Esri has not received an order or payment prior to the termination date, Licensee will receive a notification stating that the Maintenance Term has expired. Technical support will be extended for an additional thirty (30) days, and Licensee will no longer be eligible to receive any Software Updates that are released after the Maintenance Term has expired. Any other Maintenance activities that are contingent on a current Maintenance subscription will also be terminated.

If a purchase order or payment is received during the extended thirty (30)-day technical support period, all benefits will be reinstated. However, if no order or payment is received, Licensee will no longer be able to receive technical support, and Licensee's Maintenance subscription will be considered to have expired.

Article 5—Payment

5.1 Payment

Maintenance program subscriptions can be purchased in advance on an annual basis. Fees are due and payable annually in advance. Payment terms will be net thirty (30) days.

5.2 Prorating Maintenance Terms

If multiple Software products have been licensed throughout the course of a year by one (1) customer, separate Maintenance quotes for each product are not issued. Instead, the Maintenance anniversary date for each 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 start and end date, regardless of when each was first licensed. These prorated dates will be reflected on the Maintenance Renewal Quote.

5.3 Reinstatement of Lapsed Maintenance Subscriptions

If Maintenance has lapsed, Maintenance reinstatement fees equal to the amount of back maintenance from the date Maintenance lapsed, in addition to the current fees, will need to be paid to reinstate Maintenance.

Article 6—User Conference Registration

6.1 Registration Guidelines

- a. Maintenance for some Esri Software includes registration at Esri's annual User Conference at no additional charge. Unless otherwise agreed to by Esri and Licensee, Esri's Product Qualification web page establishes which products qualify for User Conference registrations and the number of registrations available for each product.
- b. If Licensee has an enterprise license agreement, partner agreement, or other master agreement with Esri, the agreement may provide a different number of User Conference registrations.
- c. Maintenance for ArcGIS extension Software and secondary Maintenance for any Software (except ArcGIS, ArcView®, and ArcEditor™) do not include any entitlement for User Conference registrations. Only the standard Maintenance programs provide this benefit.
- d. For Software licensed on a concurrent or single use basis, the number of registrations available may depend on the total number of concurrent or single use licenses currently covered under a Maintenance subscription. In these cases, the total number

of Maintenance subscriptions is considered regardless of Maintenance type (e.g., Primary or Secondary). In other words, both primary and secondary licenses count toward the total.

- e. Staging Server Licenses and Software obtained under the Esri Developer Network (EDNSM) program do not qualify for User Conference registrations.
- f. Esri reserves the right to withhold User Conference registrations from customers that are substantially delinquent in Maintenance payments due to Esri.
- g. User Conference registrations are assigned to customers in the order that registration forms are received. If the customer 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 User Conference registrations available to the site based on qualifying Maintenance benefits, the customer will be responsible for any additional registration fees.
- h. Presenting a paper, submitting a poster, submitting a Software application, or having other involvement with the conference does not automatically register Licensee or exclude Licensee from User Conference fees. All presenters must register and pay the appropriate fees (or Maintenance) to attend the conference.
- i. A list of Licensee's Software licenses can be found on Licensee's annual Software Maintenance subscription invoice.
- j. User Conference registrations are nontransferable.

Article 7— Contacting Esri

Esri Support Services (Technical Support) Center

Web: support.esri.com/
Phone: +1-909-793-3774
Toll-Free Phone: +1-888-377-4575, extension 2
Support Web Form: support.esri.com/en/webform
E-mail: support@esri.com
Chat: support.esri.com/en/webform-chat
Hours: 5:00 a.m. to 5:00 p.m. (Pacific time), Monday through Friday, except Esri holidays

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Phone: +1-909-793-2853
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E-mail: info@esri.com
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Esri Customer Service

Phone: +1-888-377-4575, extension 5
E-mail: service@esri.com
Web: service.esri.com
Hours: 8:00 a.m. to 5:00 p.m. (Pacific time), Monday through Friday, except Esri holidays



Esri inspires and enables people to positively impact their future through a deeper, geographic understanding of the changing world around them.

Governments, industry leaders, academics, and nongovernmental organizations trust us to connect them with the analytic knowledge they need to make the critical decisions that shape the planet. For more than 40 years, Esri has cultivated collaborative relationships with partners who share our commitment to solving earth's most pressing challenges with geographic expertise and rational resolve. Today, we believe that geography is at the heart of a more resilient and sustainable future. Creating responsible products and solutions drives our passion for improving quality of life everywhere.



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