The plain language explanation of the policy is on the left-hand side.

The Esri Maintenance Program
When a product is current on maintenance, the licensee is entitled to the following benefits:
- Software updates including new releases, updates, and patches
- Technical support
- Registration to the annual Esri User Conference (where applicable)
- Priority consideration for our Beta Program
- Advanced notification of any software promotions

Maintenance for the first year is automatically included when a qualifying product is licensed.

You, the customer, designate the Authorized Caller(s) who can contact Esri for technical support incidents.

A Hot Fix may be developed to address a critical issue with respect to your specific organization's production output. Hot Fixes may be incorporated into future releases.

A Patch is similar to a Hot Fix but is made available to all customers. Patches, like Hot Fixes, are generally released with future updates.

ARTICLE 1—STANDARD MAINTENANCE OVERVIEW

This Esri Standard Maintenance Program document describes Esri's commitment to support a US customer's use of Esri's unmodified Qualifying Products, by providing some or all of the following maintenance benefits: technical support, new version software, hot fixes, patches, software updates, beta programs, and/or Esri User Conference registration ("Maintenance"). Maintenance benefits may vary by product or program. For Maintenance details, contact Esri Customer Service or visit Esri's product qualification web page at http://www.esri.com/software/maintenance/benefits. Esri reserves the right to change the Esri Standard Maintenance Program at any time and, if reasonable under the circumstances, Esri will provide thirty (30) days' prior notice of any material alterations.

ARTICLE 2—DEFINITIONS

The terms used are defined as follows:

a. "Authorized Caller(s)" means the Customer-designated individual who may contact Esri to request technical support (e.g., to report technical issues or request product assistance).

b. "Customer" means the US entity that Esri has licensed Qualifying Products to.

c. "Customer Number" means a unique number created by Esri to identify each Customer's office or site and which will be included on the invoice and/or packing list with any shipment.

d. "Hot Fix(es)" means a single fix in one of the specific functional areas that is critical to Customer (e.g., causing production to stop). Esri will send the Hot Fix to Customer as soon as Esri completes the technical feasibility assessment. Esri will deliver documentation with the Hot Fix that will clearly identify the technical problems addressed and any limitations. Esri conducts limited testing on Hot Fixes before providing them to Customer. Esri will incorporate Hot Fixes into subsequent service packs. Hot Fixes do not add new functionality. Hot Fixes will only function with the associated Esri product type and release.

e. "Maintenance Renewal Quote" means the noninvoice notification issued ninety (90) days before the expiration date. The Maintenance Renewal Quote will be sent via e-mail or fax and will list the type of Esri product(s), the quantity of licenses, the type of Maintenance subscription, the start and expiration dates of Maintenance, and the anticipated Maintenance renewal fees due for each. The Maintenance Renewal Quote is valid for ninety (90) days from the date of issuance.

f. "Patch(es)" means a single fix (see Hot Fix(es)) or a set of related fixes in a specific functional area of the Esri product that will apply to multiple Esri customers. Once a Patch is released, it will be...
in incorporated into a subsequent service pack release. Esri conducts limited testing on Patches before providing them to customers. Patches do not add new functionality. Patches will only function with the associated Esri product type and release.

g. "Qualifying Product(s)" means Esri's unmodified products eligible for some or all of the Maintenance benefits licensed to Customer subject to the terms and conditions of Customer's signed Esri license agreement, if any, or the license agreement found at http://www.esri.com/legal/software-license. A list of Qualifying Products and their associated Maintenance benefits can be found at http://www.esri.com/software/maintenance/benefits.

h. "Software Updates" means a collection of files that enhance or correct a Qualifying Product and which will be available for Customer to download during the Maintenance term.

i. "Technical Support Incident" means the Esri record that contains technical notes and documentation of all related interactions between Customer and Esri Support Services for a given technical issue. Depending on how the request was initiated, Esri will provide verbal, e-mail, or chat confirmation of the Technical Support Incident creation. The Technical Support Incident will be given a unique identification number for reference and tracking.

ARTICLE 3—PAYMENT, RENEWAL, AND EXPIRATION

3.1 Payment. Esri will automatically provide Maintenance for the first twelve (12) consecutive months from the licensed date of Qualifying Products. Thereafter, Customer can purchase Maintenance in advance on an annual basis with payment terms net thirty (30) days, unless otherwise agreed to in another agreement between Customer and Esri.

3.2 Prorating Maintenance Terms. If Customer has acquired multiple Qualifying Products throughout the course of a year, Esri will provide a single Maintenance Renewal Quote with prorated Maintenance fees and a common Maintenance term for all Qualifying Products. The common Maintenance term will start on the renewal date of the first licensed Qualifying Product.

3.3 Maintenance Expiration. Esri will send Customer a notice of expiration one hundred twenty (120) days before the Maintenance term expires. If Esri does not receive a purchase order or payment prior to the expiration date, Esri will send the notification to Customer upon the expiration of the Maintenance term. Esri will continue to provide technical support for an additional thirty (30) days, but Customer will no longer receive Software Updates released after the Maintenance term's expiration. If Customer does not reinstate Maintenance within thirty (30) days of the expiration date, Customer will no longer receive technical support. All other Maintenance benefits and Premium Support Services will end with the expiration of the Maintenance term.

Software Updates are essentially new versions of the software or service packs that are delivered primarily via download from Esri.
Qualifying licensed products on maintenance may entitle the customer to **Esri User Conference** registration passes at no additional charge.

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**3.4 Reinstatement Fee for Lapsed Maintenance.** Esri will reinstate Maintenance if Customer sends a purchase order or payment within thirty (30) days of the expiration date. If Customer does not renew Maintenance within thirty (30) days of the expiration date but at a later date wants to reinstate Maintenance, Maintenance fees will include the Maintenance fees that Customer would have paid since the expiration date.

**ARTICLE 4—ESRI USER CONFERENCE REGISTRATION**

During the Maintenance term, Customer may be eligible for one (1) complimentary registration to attend the Esri User Conference. Unless otherwise agreed to in writing by Esri and Customer, Customer's eligibility will be dependent on the licensed type and quantity of Qualifying Products. Customer may purchase additional registrations. Customer must submit a registration form for each individual attending the conference. Esri User Conference registrations are assigned in the order received and are nontransferable.

**ARTICLE 5—TECHNICAL SUPPORT**

**5.1 Scope of Technical Support.** During the Maintenance term, Qualifying Products will receive the level of technical support corresponding to the respective life cycle phase. The Qualifying Product life cycle phase and the ArcGIS Product Life Cycle Support Policy can be found at [http://support.esri.com/en/content/productlifecycles](http://support.esri.com/en/content/productlifecycles). Esri does not provide technical support for (a) sample applications; (b) patches received outside of a life cycle; or (c) hardware, graphics cards, monitors, plotters, graphics printers, digitizers, modems, and similar peripherals that are not provided by Esri. However, Esri does answer questions about how to interface Esri products with supported devices.

**5.2 Authorized Callers.** Customer may designate a limited number of Authorized Callers per Qualifying Product. Customer may replace Authorized Callers at any time by notifying Esri Support Services. If Customer has an enterprise license or site license agreement with Esri, Authorized Callers will be identified by name in the corresponding agreement.

**5.3 Telephone, Chat, and Web Form.** If Customer needs help with a technical issue, Authorized Caller may contact Esri by phone, chat, or web form.

a. **By Telephone.** Each technical support request will be logged as a Technical Support Incident. After a Technical Support Incident is logged, the caller will be connected to a technical specialist who will be dedicated to work on the technical issue. If a technical specialist is unavailable, the call will be placed in a dispatch queue for the next available technical specialist.

b. **By Chat.** To initiate chat, click the Chat with an Analyst button at [http://support.esri.com/en/webform-chat](http://support.esri.com/en/webform-chat). Chat-based requests can only be made during Esri Support Services operating hours listed in Article 6 below. Each technical support request will be
logged as a Technical Support Incident. After a Technical Support Incident is logged, Authorized Caller will be connected to a technical specialist. If a technical specialist is unavailable, the Authorized Caller can opt to receive an e-mail notification when the next technical specialist is available.

c. **By Web Form.** Authorized Caller may request technical support by completing an online web form available at [http://support.esri.com/en/webform](http://support.esri.com/en/webform). Requests made 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 the next business day. Esri will respond on a first come, first served basis. All Technical Support Incidents reported by web form are given the same priority and level of attention as those reported by telephone.

### 5.4 Esri Online Support Center and Esri Customer Care Portal.
Esri has created a self-help Support website center for Authorized Caller to submit technical issues; chat with technical specialists; track Technical Support Incidents through the Esri Customer Care portal; and view technical articles, updated product documentation, blogs, links to forums, and technology announcements. The Esri Support website can be found at [http://support.esri.com](http://support.esri.com). The Esri Customer Care portal can be found at [http://customers.esri.com](http://customers.esri.com).

### 5.5 Technical Support Incident Reporting/Logging.
For most Qualifying Products, Authorized Caller may contact Esri as many times as needed. All requests for technical support must contain detailed information about the technical issue. Authorized Caller must be prepared to provide as much of the following information as possible:

- The Esri Customer Number
- The Esri Global ID
- The phone number and e-mail address where Authorized Caller can be reached
- The version of the Software and operating system in use
- The database in use, if applicable
- A description of what Customer 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

### 5.6 Secure Live Remote Support.
With Customer's permission and oversight, Esri may interact with Customer's system using Citrix GoToAssist to address technical issues.

### 5.7 Response Time.
Esri will respond to a technical support request during Esri Support Services operating hours. Esri will make commercially reasonable efforts to respond and provide status updates to Authorized Caller according to the severity level of the technical issue as shown in the table below. Authorized Caller may request that the technical specialist change a technical issue severity level, but a request for critical- and high-severity levels must be made via telephone.
<table>
<thead>
<tr>
<th>Severity</th>
<th>Criteria</th>
<th>Response Time</th>
<th>Status Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>▪ Causes a severe impact to business operations (e.g., critical business processes are disabled) ▪ No workaround available</td>
<td>Six (6) business hours</td>
<td>Esri will provide status every business day until closure of the Technical Support Incident.</td>
</tr>
<tr>
<td>High</td>
<td>▪ Causes a noncritical impact to business operations (e.g., significant degradation of quality or handling of data) ▪ No stable workaround available</td>
<td>Eight (8) business hours</td>
<td>Esri will provide status every business day until closure of the Technical Support Incident.</td>
</tr>
<tr>
<td>Medium</td>
<td>▪ Causes a minor impact to business operations</td>
<td>Two (2) business days</td>
<td>Esri will provide status every three (3) business days until closure of the Technical Support Incident.</td>
</tr>
<tr>
<td>Routine</td>
<td>▪ Causes little or no impact to business operations</td>
<td>Two (2) business days</td>
<td>Esri will provide status every five (5) business days until closure of the Technical Support Incident.</td>
</tr>
</tbody>
</table>

5.8 Resolution Time. After the Technical Support Incident is logged, Esri will use commercially reasonable efforts to provide corrections to a technical issue or provide a workaround. While it is Esri's goal to provide an acceptable resolution to technical issues, Esri cannot guarantee that all technical issues can be fixed or resolved.

ARTICLE 6—CONTACTING ESRI

Esri Support Services
Web: [http://support.esri.com/](http://support.esri.com/)
Tel.: 909-793-3774
Toll-Free Phone: 888-377-4575, extension 2
E-mail: support@esri.com
Operating Hours: 5:00 a.m. to 5:00 p.m. (Pacific time), Monday through Friday, except Esri holidays

Esri Corporate Offices
Tel.: 909-793-2853
Fax: 909-793-5953
E-mail: info@esri.com
Operating Hours: 8:00 a.m. to 5:00 p.m. (Pacific time), Monday through Friday, except Esri holidays

Esri Customer Service
Tel.: 888-377-4575, extension 5
E-mail: service@esri.com
Web: [http://service.esri.com](http://service.esri.com)
Operating Hours: 8:00 a.m. to 5:00 p.m. (Pacific time), Monday through Friday, except Esri holidays

Contacting Esri (USA)
Aside from the online forums, you can get technical support via e-mail, chat, or telephone.
Customer Service may be contacted for license entitlement or Maintenance program issues.
International customers should contact their local Esri distributor for assistance.