

Licensing Terms of Use

Documented Changes



Document Updated: E204 – Master Agreement

Date of Update Implementation: October 18, 2019

Overview: The Master Agreement (E204), have been updated to reflect changes due to updated Esri policies, and clarification language derived from Esri Product Management and customer requests.

Sections(s) Impacted: Impacted due to contextual, clarification, grammar or Terms & Conditions changes, which will impact future version use.

General Changes: *Most changes are grammatical changes or updates to wording to allow for better flow of what the statement is supposed to imply. Major changes described below.*

Where: Article 8.0 Advantage Program

Change:

- f. "**Strategic Advisor**" means an Esri consultant assigned to work with Customer to provide Professional Services such as advising Customer on GIS strategies, facilitating annual ~~account~~ planning, and developing and coordinating a collaborative work plan under the Advantage Program.

Why: The definition of Strategic Advisor is being updated in the program to be named Advisor.

Where: Section 8.2 Advantage Program Description

Change:

The Advantage Program is provided on an order-by-order, annual subscription basis and provides strategy and planning support in addition to a menu of items including Professional Services, Training, PSS, and Esri Managed Cloud Services that Customer can select to best meet its needs with guidance from ~~Strategic~~ Advisor. The Advantage Program may change from time to time. The Advantage Program includes the following:

- a. ~~Strategic~~ **Advisor**. Customer will receive up to the number of ~~Strategic~~ Advisor hours ordered. Customer may elect to retain additional ~~Strategic~~ Advisor hours for a supplemental price.

Why: The definition of Strategic Advisor is being updated in the program to be named Advisor.

Where: Section 8.5 Authorization of Learning and Services Credits Use.

Change:

Customer will contact its account manager or ~~Strategic~~ Advisor to consume Learning and Services Credits for a particular request. Esri will submit an Activity Description by email to Customer for confirmation and authorization to use Learning and Services Credits. Customer may authorize the

consumption of Learning and Services Credits by submitting an email. Esri will begin work and deduct the estimated credit amount stated in the Activity Description from the unused Learning and Services Credits available.

Why: The definition of Strategic Advisor is being updated in the program to be named Advisor.

Where: Section 8.10 Invoicing

Change:

a. Esri shall invoice Customer as quoted for the Advantage Program subscription, additional Learning and Services Credits, or ~~Strategic~~ Advisor services upon receipt of Customer's order. Subsequently, Esri will invoice annually at least 30 days in advance of the Advantage Program subscription expiration date. Esri will extend the Advantage Program subscription for a subsequent annual term upon receipt of Customer's payment of the renewal invoice. Esri will invoice fees for additional Learning and Services Credits or ~~Strategic~~ Advisor services upon receipt of Customer's order.

Why: The definition of Strategic Advisor is being updated in the program to be named Advisor.