esri Australia

Software Data Consulting Support Professional Services Training

Policy

Software Maintenance Policy

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1 Introduction

1.1 Purpose

This document details Esri Australia's Software Maintenance Policy.

1.2 Maintenance services

1.2.1 All services and inclusions in our maintenance program are for users who have renewed and paid the annual maintenance fees in advance, or who have a current Enterprise Agreement.

1.2.2 Perpetual software includes a required 365 days of maintenance within the purchase price. Subscription licenses receive the same benefits as maintained perpetual software licenses for the agreed subscription term.

1.2.3 Software Maintenance Services are limited to the Software licences listed in the Maintenance Agreement.

1.3 Product life cycle support policy

1.3.1 Esri Incorporated provides a Product Life Cycle Support Policy that is published on the web site:
http://support.esri.com/en/content/productlifecycles

1.3.2 A list of the relevant life cycle stages for each product version is published on the web site.

1.4 Supported environment policy

1.4.1 Esri Incorporated product teams have a policy of supporting hardware, operating system, compilers, Relational Database Management System versions, and Web servers as collective technologies referred to as an environment.

1.4.2 The Supported Environment for individual products is published online at:
http://support.esri.com.

1.4.3 Supported Environments are listed under the System Requirements for each individual product.

1.5 Software updates

1.5.1 Software version updates, service packs, patches and hot fixes are available when released for software licences under current maintenance. Please be sure to visit the Esri Product Lifecycle Page for more information on product releases and version management.

1.6 Technical support services

1.6.1 Technical Support Services are provided between the hours of 9.00 a.m. and 5:00 p.m. AEST (or AEDT during the daylight savings period), throughout Australia, Monday through Friday (except National Public Holidays).

1.6.2 Technical Support Incident logging is available via the methods indicated below for the hours listed:

Incident Logging Method	Hours of coverage
Phone 1800 447 111	» Staffed 9am-5pm AEST (plus AEDT in summer) weekdays, excluding national public holidays. » Voicemail service all other hours.
Email support@esriaustralia.com.au	
Website https://esriaustralia.com.au/support-submit-request	

1.6.3 Call acknowledgement via email is sent to the person logging the call. This confirms creation of the support incident and provides a unique incident number. Response times for call acknowledgement are as follows:

Incident Logging Method	Acknowledgement timeframe
Phone	Within 1 support hour (elapsed during operating hours)
Email	Within 10 minutes (all hours)
Website	Within 10 minutes (all hours)

1.6.4 Once logged an incident will be assigned to a Technical Support Analyst. The Analyst will take ownership, review the incident, and make contact within the following target response times:

Incident Priority	Target response timeframe
Routine	1 business day
Critical	Next available Analyst

Please note: Target response timeframe of 1 business day is not a committed response time and is a target only. Response timeframes will vary at the discretion of Esri Australia, in alignment with incident severity and volumes.

1.6.5 Every effort is made to resolve incidents in a timely manner; however actual time to resolve will depend on the type of problem and our ability to reproduce it.

1.6.6 Resolution of coding or documentation errors may have to wait for a future software release.

1.6.7 To meet client objectives, technical support cases logged with Esri Australia may be managed outside of Australia.

1.7 Case Management and Reporting

1.7.1 My Esri (http://my.esri.com) allows you to track and manage all your support cases for your supported software products. Basic reporting is provided from MyEsri, which allows you to view and report the status, last activity, and resolution information for all your cases.

1.8 Online resources

1.8.1 Technical Support Services defined in this Policy are in addition to online support resources.

1.8.2 Online support resources are accessible at the following URLs.

- For Esri Australia: http://esriaustralia.com.au/support
- For Esri Incorporated: http://support.esri.com
- For Esri Community: https://community.esri.com/
  - The Esri Community is a global network of Esri users. Often you can find answers to your questions by checking the Community and collaborate with other users to solve problems. It's easy to search and find knowledge articles and solutions.
- For ArcGIS Ideas: https://community.esri.com/t5/custom/page/page-id/arcgis-ideas
  - The ArcGIS Ideas Community is a hub for members and users to submit feature requests or software enhancements to Esri product teams for consideration in upcoming releases. Members can view and vote on these ideas.

1.8.3 In provision of Technical Support Services, we may refer clients to the online support resources listed above.

1.8.4 In the provision of Technical Support Services, we may refer clients to appropriate training materials and/or services – where support incidents are deemed to be as a result of user knowledge.

1.9 Remote access

1.9.1 Esri Australia utilises remote access software to assist in the diagnosis of support incidents. Remote access sessions cannot be started without a physical acknowledgement by the client at the start of each session.

1.9.2 Clients are encouraged to utilise this service as it greatly assists in the resolution of issues.

1.9.3 Use of remote access software is included in the cost of maintenance.

1.10 Esri International User Conference

1.10.1 Esri hosts the annual Esri International User Conference in California, USA. This conference is a unique week-long information exchange between the Esri user community and Esri staff.
1.10.2 Limited complimentary registrations are available for users under current maintenance, dependent on software type, and the number of licences in your organisation.

1.11 Fees and General Terms

1.11.1 Fees are based on the rates in effect at the time payment is due.
1.11.2 Fees for maintenance are non-refundable.
1.11.3 If maintenance has lapsed, a reinstatement fee will apply in order to reinstate maintenance. These fees include the maintenance fee from the date of the last maintenance paid plus the current fees.
1.11.4 Previous versions remain subject to the terms of the Esri software licence agreement and may not be transferred to any other person or entity.
1.11.5 Use of Esri software is subject to the terms and conditions of the Esri Master License Agreement agreed at the time of purchase.
1.11.6 The fees, terms and conditions in this policy are subject to change by Esri Australia without written notice. For the latest version of this Policy, please refer to https://esriaustralia.com.au/standard-support-program.

1.12 Limitations

1.12.1 Technical support is limited to unmodified Esri software.
1.12.2 Technical Support is provided for COTS software including published API's. Technical Support does not cover customisations of solutions, templates, or tools, including unsupported software functionality.