

## ESRI (UK) Limited (“Esri UK”) Support Policy (Version 08/01/19)

This Esri UK Support Policy details:

**A:** the technical support (“**Technical Support**”) made available by Esri UK:

- (i) for standard commercial-off-the-shelf software of Environmental Systems Research Institute, Inc (“**Esri Inc**”) and Esri UK and, where applicable, commercial-off-the-shelf software of other third-party suppliers, such as Schneider Electric Corporation and Safe Software Inc (provided such products are sold to the Customer directly by Esri UK and Esri UK has sold Technical Support to the Customer for such products) (“**Products**”);
- (ii) as part of Esri UK’s ‘Online Service’, where the Customer has access to premium data via the Esri UK Online Service;
- (iii) for an ArcGIS Developer Subscription at a qualifying plan level as detailed in Appendix 5 (“**Developer Support**”); and
- (iv) for an enhanced level of support service at a supplemental cost comprising **Premium Support Services** (“**PSS**”) and optionally **Retired Software Support** (“**RSS**”).

**B:** maintenance for Products, namely software upgrades that are made generally available to all Customer licensees by Esri Inc, Esri UK and/or the applicable third-party supplier, including patches, bug fixes, new versions and new releases (all where applicable) (“**Maintenance**”).

Unless otherwise agreed in writing by the parties, all support is provided subject to Esri UK’s General Terms, available via [www.esriuk.com/legal/terms-and-conditions](http://www.esriuk.com/legal/terms-and-conditions).

### Who can benefit from the Support Policy?

Esri UK’s customers can benefit where they have:

- Purchased a Product that includes one (1) year’s annual Technical Support and Maintenance.
- Renewed annual Technical Support and Maintenance for a Product with Esri UK.
- Received an evaluation copy of a Product from Esri UK that is still within the agreed evaluation period.
- Obtained a Product from Esri UK through the CHEST agreement for academic sites and institutions.
- Subscribed to ArcGIS Online and/or Esri UK Online Service.
- Purchased a Developer Subscription (as detailed in Appendix 5).
- Purchased Products under an Enterprise Agreement, in which case this Support Policy is supplemented by the terms of the applicable Enterprise Agreement.

### What does Technical Support cover?

- Problems that are demonstrable in the currently supported versions of the Products running unaltered on an appropriate hardware and operating system configuration.
- Bugs which have been reproduced by Technical Support in the currently supported versions of the Products.
- Assistance with customisation of Products, which is limited to providing advice for specific problems, workarounds (where available) for known limitations or code samples in Python (ArcPy) only. Assistance with customisation using technologies other than ArcPy is provided through Developer Support (see Appendix 5).

See Appendix 3 for “What is not included in Technical Support?”

### Opening Hours

The Technical Support service operates between 9.00 am to 5.30 pm UK time Monday to Friday, excluding English Public Holidays (“**UK Opening Hours**”).

### How to log a Support Case

Requests for Technical Support should be submitted via:

- Online:- <https://my.esri.com/#/support>
- Phone:- 01296 745555
- E-mail:- [support@esriuk.com](mailto:support@esriuk.com)

For Enterprise Agreement customers, cases must be logged by an authorised caller (Tier 1 Help Desk individual).  
For CHEST customers cases must be logged by the CHEST Technical Contact for the organisation.  
For Personal Use customers, Only support for installation and licensing queries are provided.

Please see Appendix 1 for details of the information required in order to log a support case.

The Customer will have access to the 'My Esri' Portal to log, view and update their request(s) for Technical Support.

### Target Response times by priority

We aim to respond to logged support incidents in the response times shown in the table below. Response times are measured during UK Opening Hours from when the support incident is logged to the time of the first response by an Esri UK Technical Support analyst. Enhanced response times apply to PSS customers, as outlined in Appendix 4.

| Priority Level | Target Response Time | Symptom affecting the supported system / Product   |
|----------------|----------------------|--|
| P1 (Critical)  | 2 hours              | The production system, or critical components, are inoperable. Multiple users are affected and there is potential for significant business impact.                                   |
| P2 (High)      | 4 hours              | A major component of the system is inoperable, preventing full use of the production system. Other components of the system are operational, or alternative workflows are available. |
| P3 (Medium)    | 8 hours              | Components of the system are not providing functionality as expected, or there are intermittent failures in system processing. The production system generally continues to operate. |
| P4 (Routine)   | 16 hours             | Problem does not impact upon the use or productivity of the system but is frustrating to use, or there is an error in the documentation.   |

### Case Resolution

The Technical Support analyst will endeavour to provide advice to help the Customer overcome the problem. The analyst will use in-house systems to replicate the problem or, where appropriate, will use Esri Inc's technical resources, or the resources of other third parties, to identify known problems and recommend workarounds.

The analyst will contact the Customer by telephone or email to offer advice or to request more information from the Customer to enable further analysis of the problem.

Particular problems may require lengthy investigation either by Esri UK, Esri Inc or a third-party supplier and this may therefore take a period of time. Esri UK will provide the Customer with regular updates on progress throughout this period.

### Desktop Sharing

Desktop sharing (or screensharing) may also be used to enable the analyst to view the problem demonstrated by the Customer, to view configuration and settings etc and provide informed advice.

See Appendix 6 for recommended desktop sharing solutions and conditions applying to desktop sharing.

For additional information on incident resolution and escalation of incidents, please see Appendix 2.

**Other parties which help to resolve the incident**

The Technical Support team's extensive knowledge and experience is supplemented by Esri UK's professional services team. The Technical Support analyst may also liaise with Esri Inc's International Support Team, and where appropriate third-party suppliers, for additional assistance and to report bugs or enhancement requests.

**How to obtain additional services?**Professional Services e.g. Floor walking, pre/post-upgrade

Professional Services can provide a range of services to assist customers in investigating issues in their own code, application, design, development, customisation or implementation. If required, these and other services can be purchased via the Customer's account manager.

Training

Esri UK offer a comprehensive set of training services. These include:

- Self-paced e-learning.
- Off the shelf training courses that can be completed at one of our training venues or delivered at the Customer's own offices.
- One-2-One days with one of our Esri certified trainers.
- A fully bespoke service offering customised content to meet the Customer's specific business requirements and workflows.

For a complete overview of our training offering and details of how to contact the training team please visit: [www.esriuk.com/training](http://www.esriuk.com/training).

**What standards do we operate to?**

Esri UK operates an ISO 9001:2015 accredited quality management system.

## Appendix 1: Information for logging a Support Case

### Logging a Support Case: Customer actions

The Customer will nominate specific personnel who will be a point of contact with Esri UK Technical Support.

The following information should be provided when logging a support incident:

- Company Name.
- Contact Name.
- Phone Number.
- Email address (where applicable).
- The Customer's own internal reference number, (where applicable).
- Hardware / Web platform.
- Operating system and version (including patches).
- Product name and version (including patches).
- A description of the problem including steps to reproduce the issue (where applicable) and code samples for Python scripting that replicates the problem. Also, error messages, data types, URLs and any other associated information.

When using the 'My Esri' Portal, the Customer's contact details will be obtained automatically from their account, and other details relating to their environment and the problem can be entered into the relevant fields in a web form.

The Customer will be issued a unique support incident reference number for each incident. This number should be noted and must be used when subsequently contacting Technical Support.

The Customer's nominated individuals should be familiar with the Products and be able to relate questions or describe problems to Esri UK Technical Support. Such individuals should have an appropriate level of knowledge of the Products, equivalent to the knowledge that would be acquired by attending an introductory training course, and be able to understand and implement advice provided by Esri UK Technical Support.

### Logging a Support Incident – Esri UK Actions

Upon receipt of a support incident raised by the Customer the Technical Support Team will:

- Check the details submitted.
- Verify the Customer is entitled to receive Technical Support.
- Log a new support case.
- Assign a unique Esri UK support reference number to the case.

The Technical Support team operates a customer service platform to log and monitor the status of all support incidents referred to Esri UK. This enables progress on all outstanding problems to be monitored. The support incident record will contain all the relevant details of the request together with any supporting email or descriptive information that will enable the Technical Support team to assess the problem.

A member of the Technical Support team will review each new support case that is logged to assess its relative priority (please see the section headed "Target Response times by priority"). All new support cases are placed in a queue and will be assigned to an available Technical Support analyst with the relevant expertise.

## Appendix 2: Support Incident resolution and escalation

**Esri UK will aim to resolve the problem by:**

- Providing assistance with the operation of the Product or the Esri UK Online Service by telephone or email and through Desktop/Screen sharing;
- Developing a workaround or working practices in order to avoid a particular problem;
- Enabling the Customer to develop its own workaround based upon the advice provided; or
- Logging of enhancement requests for Products (where appropriate).

**Please also note that:**

- Where the Customer require assistance that is outside the scope of Technical Support, other services may be available including professional services and training.
- The Customer may be asked to monitor the circumstances which caused the problem if it cannot be reproduced.
- Any bugs, which have been reproduced by our Technical Support team, may be notified to the appropriate software development team for resolution at future releases.
- The Customer is able to escalate support cases and bugs using the 'My Esri' Portal.
- Whilst Esri UK will use reasonable efforts to provide a workaround to problems reported a resolution is not guaranteed.

**The case will be closed when:**

- Assistance, advice or a workaround has been provided that should enable the user to the complete their work using the Product and/or Data.
- The problem has been referred to the Esri Inc International Support Team or relevant third-party supplier and a bug report or enhancement request has been raised.
- It is determined that a solution can only be provided in a future release of a Product or Data.
- No response has been received from the Customer to suggestions or questions provided by Esri UK Technical Support within a reasonable time period, or consecutive requests have been sent to the Customer without response. If the Customer is aware of a likely delay due to holiday or staff availability etc then they should inform the Support Analyst of the expected date of a response, and a support case can be placed on hold at the discretion of Esri UK Technical Support.
- It is determined that the problem, Product or Data, is not covered by the Technical Support in this policy.

If an error recurs a new support case can be raised and referenced back to the previous incident.

**Case Escalation**

The Support Analyst will endeavour to escalate the case to the parties, and in the timeframes, shown in the table below when it has not been possible to resolve the issue, as above. Escalation times are targets, and are measured during UK Opening Hours from when the support incident is logged.

| Priority Level (as defined above) | Technical Support Lead and/or Customer Success Manager/Sales Manager | Esri Inc or appropriate third party supplier |
|-----------------------------------|--|--|
| P1 (Critical)                     | 6 hours  | Where appropriate                            |
| P2 (High)                         | 12 hours   | Where appropriate                            |

### **Customer Feedback**

Customers may receive a survey request on the closure of a support case to allow them to provide feedback. Feedback will enable Esri UK to refine and improve the support service which will benefit its customers.

## Appendix 3: What is not included in Technical Support?

### Technical Support is not provided for support requests relating to:

- Products not sold by Esri UK to the Customer.
- Any products other than the commercial off the shelf software of Esri Inc, Esri UK, Schneider Electric and Safe Software Inc or data not provided as part of Esri UK's Online Service.
- Bespoke software developed by Esri UK.
- Software developed by or on behalf of the Customer (with the exception of ArcPy). Support for other Esri SDKs, APIs and languages is provided via Developer Support (see Appendix 5).
- Hardware components and peripheral devices, except to answer questions on how standard, supported devices interface to the Products.
- Problems in retired Product versions (see product life cycles on support.esri.com <https://support.esri.com/en/other-resources/product-life-cycle>).
- Products that are not running on an appropriate hardware and operating system configuration (refer to the relevant system requirements).
- Fixing corrupt data, data manipulation, and non-supported data formats.
- Any problems resulting from the Customer's misuse, improper use, modification, or damage of the Products or the Customer combining or merging the Products with any hardware or software not supplied or identified as compatible by Esri UK.
- On-site support and implementation services, solution architecture advice and guidance, root cause analysis, or system health checks.

### Please also note that:

- Support for Esri Inc Products are subject to the Esri Inc Product Lifecycle Policy available at: <http://downloads2.esri.com/support/TechArticles/Product-Life-Cycle.pdf>.
- Support for Esri UK products are subject to the Esri UK Product Lifecycle Policy available at [www.esriuk.com/legal/terms-andconditions](http://www.esriuk.com/legal/terms-andconditions).
- Assistance with customisation of Products will be limited to providing advice for specific problems, workarounds for known limitations (where available) or code samples in Python (ArcPy) only. Esri UK Technical Support will not always be able to troubleshoot or provide advice on the operation of complex scripts, unless the Customer sends the smallest reproducible sample to demonstrate a problem.
- Technical Support may offer general advice, but cannot make recommendations about a company's GIS strategy, recommend hardware, quote prices for Products, provide product training, consultancy or develop scripts or applications.
- Technical Support will assist with problems associated with installation of the Products, however the Customer is responsible for management of the hardware platform, operating system, systems administration, network performance, printers, including system and data backups, and other software used in conjunction with the Products.
- Support for free products and samples such as ArcHydro, ArcGIS for AutoCad (if you do not have an ArcGIS Enterprise production licence under current maintenance), ArcReader (if you do not have an ArcPublisher licence) is provided via Community Support and online resources.
- If an incident is found to be outside the scope of this policy, Esri UK reserves the right to charge the Customer for the time taken to investigate the incident, at the then current standard Professional Services rate.
- The Customer will inform Esri UK if any information they provide for a support incident is confidential or contains any personal or sensitive data. The Customer acknowledges and agrees that Esri UK may be required to pass the Customer's data (including personal or sensitive data) to Esri Inc or approved third parties when engaging its assistance with any support incidents.

- Products (including updates, patches or hotfixes to the Products), will be provided subject solely to and be governed exclusively by the terms of the applicable Esri Inc, Esri UK or third party supplier licence agreements in place with the Customer.
- The Customer acknowledges and agrees that the report of an error or bug in any Products is not a guarantee that it can or will be corrected. For example, the Products will be corrected on a priority basis and are subject to release schedules determined by Esri Inc, Esri UK and third-party suppliers (where applicable).
- The Customer is expected to have a good working knowledge of the Products in order to carry out any advice and guidance provided by the Support Analyst. Training and step-by-step instruction in the use of the Products is outside the scope of Technical Support, and where it appears that a Customer requires training or dedicated assistance they may be referred to their Esri UK Customer Success Manager for further assistance.
- Esri UK Technical Support will not be responsible for making changes to the Customers' systems. Esri UK Technical Support team will not accept abuse or offensive language from the Customer and reserves the right to place a support case on temporary hold should it receive such abuse or offensive language.



## Appendix 4: Premium Support Services

### What is Premium Support?

PSS complement and extend the existing Esri UK Support Policy (and its Appendices) by offering a range of additional, personalised components detailed below for a defined list and number of Esri Inc Products. Unless otherwise stated, PSS does not cover any items listed in Appendix 3 of this policy.

If the Customer wishes to include additional Products under Premium Support, they must notify Esri UK for a quotation. For older versions of Esri Inc products that are not currently supported, the Customer can purchase RSS (as detailed below) as an add-on, subject to approval.

### Technical Account Manager

Each PSS customer will have an assigned Technical Account Manager ('**TAM**') within both Esri UK and Esri Inc. These are experienced GIS professionals who focus on understanding your workflows, specific business needs and goals. The Customer's assigned TAM will be responsible for ensuring that the Customer's support needs are met.

The TAM shall:

- a. Be familiar with the Customer's GIS software architecture and infrastructure such that they can deliver the support pursuant to this PSS Agreement.
- b. Work closely with Senior Support Analysts and technical resources outside of Support Services (if appropriate) toward the resolution of all open Premium Support Incidents.
- c. Provide the Customer with a regular status update on all open Premium Support incidents.

Esri UK may replace the TAM during the term of this PSS Agreement with a written notification to the Customer.

### Logging a case

#### i) During UK Opening Hours:

PSS cases can be logged in the UK through the usual Support channels as outlined above.

When logging a case, the Customer should indicate that they are covered by Premium Support. Once the incident has been logged it will be flagged as a PSS case and prioritised as per the terms above.

#### ii) 24/7/365 case logging

PSS enables the Customer to log cases 24 hours a day, 7 days a week and 365 days a year. Incidents logged outside of UK Opening Hours will be handled by our remote call centre. Your assigned TAM will support the management of such incidents and take ownership when appropriate.

Customers should open cases with the 24/7/365 remote call centre by logging cases via the 'My Esri' Portal. An email acknowledgment shall be sent to the Customer for a new case logged via the 'My Esri' Portal. Esri Inc shall use commercially reasonable efforts to call or send an email response within one (1) hour of receipt of a new case to notify the Customer that the logged Premium Support case is in the initial stage of review.

### Prioritised Case Management

When a PSS case is logged for your organisation you can expect:

- A Notification acknowledging that your incident is in the initial stage of review within one (1) hour.
- Elevated case priority.
- Priority access to experienced Support Analysts.
- Regular updates on progress.
- If a software bug is identified, prioritisation of a valid workaround or resolution.

The Customer acknowledges and agrees that, subject to the Customer's prior consent, it may be appropriate at times to allow Esri UK and/or Esri Inc remote access to the Customer's systems in order to assist with a PSS case.

**Proactive Premium Support Review and Floor-walking**

A quarterly (or otherwise as contractually agreed) Technical Support review with your Customer Success Manager, TAM and other Esri UK or (remotely) Esri Inc staff as required. The objective of this meeting is to review your PSS cases as well as proactively communicate software news and updates.

**Response Times**

All other provisions in the Support Policy relating to target case response times shall apply, save that the Response Times table shall be that provided below.

| Priority Level | Symptom  | Target Response Time |
|----------------|--|----------------------|
| P1 (Critical)  | The production system, or critical components, are inoperable. Multiple users are affected and there is potential for significant business impact.                                   | 1 hour               |
| P2 (High)      | A major component of the system is inoperable, preventing full use of the production system. Other components of the system are operational, or alternative workflows are available. | 1 hour               |
| P3 (Medium)    | Components of the system are not providing functionality as expected, or there are intermittent failures in system processing. The production system generally continues to operate. | 1 hour               |
| P4 (Routine)   | n/a (all PSS cases are logged with a minimum priority of P3 Medium).   | n/a                  |

**Incident Escalation**

All other provisions in the Esri UK Support Policy relating to case escalation times shall apply, save that the target Incident Escalation Times table shall be that provided below.

| Priority Level | Escalate to Technical Support Lead and/or Customer Success Manager/Sales Manager | Escalate to Esri Inc or appropriate third party supplier |
|----------------|--|--|
| P1 (Critical)  | 2 hours  | Where appropriate  |
| P2 (High)      | 4 hours  | Where appropriate  |

Escalations can be implemented by the Customer via the 'My Esri' Portal.

**Retired Software Support (Optional – and subject to additional fees)**

RSS may be included as part of the Customer's PSS. RSS is available where:

- A business and technical review of the Customer's environment and Products is undertaken.
- The Customer commits with Esri UK to define an upgrade strategy for the relevant Products.

RSS provides an additional 12 months support for the most recently retired version of ArcGIS. Under normal circumstances retired software is not supported. RSS is designed to give the Customer some leeway to plan and implement an upgrade to a supported version whilst maintaining the reassurance of supported software.

RSS also includes a package of Professional Services time to support the development of an upgrade strategy. The output from this package will be a report outlining our suggested upgrade plan, and must be used within the period of PSS, otherwise is lost. Additional packages can be purchased if required.

Please note RSS is only available for the most recently retired Product; older versions of the Product are not covered. Bug fixes will be considered but will be entirely at Esri UK and Esri Inc's discretion.

The Customer is not permitted to upgrade the underlying operating system or databases to ones that are not supported by a version of the Product covered by RSS.

## Appendix 5: Developer Support

### What is Developer Support?

Developer Support is a package designed to support customers who encounter developer issues. It extends Standard Support to include the customisation of core Esri Products, and development of applications using Esri SDKs and APIs. It covers troubleshooting and diagnosis of problems with the Customer's code, and the provision of workarounds where available.

### Access to Developer Support

Developer Support is managed through the Esri ArcGIS Developer Program. Individuals who hold a valid and qualifying ArcGIS Developer Subscription will have access to Developer Support. Developer Support will be provided for the products covered under the ArcGIS Developer Subscription license level held only.

A qualifying Developer Subscription is defined as a paid-for subscription to which the individual is registered as the named-user. Currently the qualifying ArcGIS Developer Subscription levels are Builder, Professional, Premium and Enterprise. The free Essentials ArcGIS Developer Subscription includes Community Support only. Community Support refers to self-service online support through [developers.arcgis.com](https://developers.arcgis.com). It includes access to Online Resources and GeoNet (Esri Forums). ArcGIS Developer Subscriptions may be managed by the Customer through the 'My Esri' Portal.

## Appendix 6: Desktop Sharing

The Skype for Business desktop sharing solution is recommended. Where Customer does not already use Skype for Business, a Skype browser client will need to be installed.

Technical Support may suggest the use of an alternative, similar tool offering the same capabilities.

Technical Support can consider the use of other tools or technologies for desktop sharing. Customer will need to provide the following details:

- Name of tool/software
- Name of software supplier
- Technical details of tool/software (e.g. link to relevant website/documentation)
- Instructions for installation and use of tool/software (e.g. link to relevant website/documentation)
- Details of any licencing restrictions or conditions of use

Technical Support will assess the suitability of the tool to determine whether it meets Esri UK's security policies. Esri UK will confirm whether the tool's use is approved within one working week of receiving the request. The use of any technology is strictly at Technical Support's discretion and any specific conditions will be provided at this time.

In all cases of desktop sharing, the following conditions will apply in all circumstances:

- A qualified member of staff will be required to participate in a desktop sharing session;
- Technical Support will not make changes directly to the Customer's system and Customer will be expected to make changes required or recommended by Esri UK
- Technical Support will not retain credentials that are required to use any tool between sessions;
- Technical Support will not install or use any system or software that allows the customer to access Esri UK systems or machines.
- Esri UK will not be held responsible for any problems resulting from changes made during a desktop sharing session.