

Esri Canada Maintenance Program for Latitude Geographics Geocortex Products

This Maintenance Program document defines the software maintenance and support services available to subscribing Geocortex customers (licensees) in Canada.

Maintenance Program

Esri Canada provides Canadian licensees with maintenance and support services for eligible Geocortex software products. Maintenance and support consists of technical support services, as well as access, through the Geocortex support website, to software product downloads, updates, product documentation, and product knowledge base.

The license of eligible Geocortex products includes one year of initial maintenance and technical support. At the end of the initial maintenance and support period, licensees can enrol in an annual maintenance subscription program.

What Is Included. Maintenance and support includes the following:

- Access to unlimited telephone, email and web-based technical support through Esri Canada technical support services available from 8 a.m. to 8 p.m. (ET) Monday through Friday, by telephone (877) 441-0337 and email (support@esri.ca) or online (<https://my.esri.com>). Statutory holidays are excluded.
- Software update releases (accessible via download provided by Latitude Geographics)
- Access to Latitude Geographics Geocortex Code Gallery
- Access to relevant online content and the Geocortex Support Center

Purchasing Maintenance and Support Subscription. At the end of the initial maintenance period, continued maintenance and support can be purchased for eligible Geocortex products based on an annual fee.

Obtaining Additional Licenses. Additional Geocortex licenses may be obtained during any maintenance period. Each additional license for eligible Geocortex products will include one year of maintenance and support, provided that all previously acquired licenses of those same products are currently under a maintenance program. Esri Canada will adjust the maintenance fee, prorated to coincide with the existing maintenance program term and payment schedule, to reflect any additional software licenses.

Software Releases and Updates. Software updates are provided as part of the maintenance and support program.

Maintenance Program Renewal and Expiration. Esri Canada will notify the licensee when maintenance subscriptions are scheduled to expire and will mail a quote to the licensee. If the licensee does not submit payment prior to the termination date, then that license maintenance term will expire. Technical support will be extended for an additional 30 days and the licensee will no longer be eligible to receive any software updates released after the license 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 30-day technical support period, all benefits will be reinstated. However, if no order or payment is received, the licensee will no longer be able to receive technical support and the license maintenance subscription will be considered to have expired. Maintenance program subscriptions can be purchased on an annual basis in advance of the maintenance program subscription period attributed to such subscription purchase.

Maintenance program subscription fees are due and payable annually in advance of the applicable maintenance program subscription period for which the licensee shall be entitled to receive maintenance and support on the basis of such payment. Payment terms will be net 30 days.

Upon receipt of the maintenance program subscription fees, Esri Canada ensures the engagement and allocation of its maintenance program resources and personnel in advance of the purchased maintenance program subscription period and in a manner as to ensure that maintenance and support shall be available to licensee for the purchased maintenance program subscription period.

If multiple software products have been licensed throughout the course of a year by one 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 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.

The maintenance quote is due and payable in full. If maintenance has lapsed, the amount of back maintenance from the date maintenance lapsed, in addition to the current fees, will be required to be paid to reinstate maintenance.

Technical Support

Our technical Support Services team is dedicated to providing customers with timely, expert assistance. The purpose of Esri Canada's Technical Support Service is to assist in the trouble shooting and proper installation and use of Geocortex software and to provide a vehicle to report defects and errors in the software.

Esri Canada Support Services are available from 8 a.m. to 8 p.m. (ET) Monday through Friday, by telephone (877) 441-0337, email (support@esri.ca) or online (<https://my.esri.com>). Statutory holidays are excluded.

All technical support services for Geocortex products are subject to the Geocortex Product Life Cycle Support Policy which is provided in the section below under the heading Geocortex Product Life Cycle Support Policy.

Geocortex Support Center. The Geocortex Support Center is available to all registered customers current on maintenance for their eligible Geocortex products and provides the following features:

- Geocortex software downloads
- Product documentation
- Extensive Knowledge base for Geocortex products
- Code Gallery for developers and administrators to share and exchange their work.
- Community forum for asking and answering user questions
- Ideas site for offering and voting on product enhancements

Secure Live Remote Support. If you prefer a more hands-on approach to resolving your incident, a technical support representative is equipped with remote support tools to assist you. Each member of the Support Services staff can directly view your system using the secure tools to find an expedient solution to your problem.

My Esri. My Esri allows you to track and manage all your support incidents and log new issues online for both Esri and Geocortex software products. You can view current status, last activity and resolution information for all your interactions with Esri Canada Support Services. My Esri can be found at: <https://my.esri.com>

Response Time. Esri Canada endeavours to provide a response to customers within 8 business hours of their logging a support request. The problem may not necessarily be solved within that time frame; however, it means

that dialogue between the support analyst and user has begun, whether that is for obtaining data, more information, or an initial contact to then research the problem further.

Issue Escalation. Esri Canada's Support Services group escalates suspected software bugs and highly complex problems to Latitude Geographics. These calls continue to be managed by the Esri Canada Support Services group. Users do not have direct contact with the Latitude specialists. Escalation is at the discretion of the Esri Canada Support Services group.

Issue Resolution Times. The licensee and its users must provide Esri Canada with such information that Esri Canada may reasonably request regarding the manner of use of the Geocortex product prior to the reported software issue to enable Esri Canada to identify the problem. Esri Canada uses reasonable commercial efforts to attempt to provide a resolution or workaround. However, Esri Canada does not provide a guarantee to do so. The time required to diagnose and resolve a problem depends on many factors, including the type of problem, the information provided, and Esri Canada's ability to reproduce the problem at our site. In all cases, the analysts attempt to resolve the problem as quickly as possible.

Software Enhancements. Latitude Geographics welcomes suggestions for enhancements in Geocortex software. Although there is no guarantee any suggestion will be included in a future release. Users are encouraged to use the Ideas site on the Geocortex Support website to log their enhancement ideas and to vote on suggestions for enhancements from other users.

Modified Software. Esri Canada cannot support modified software. Sample applications that ship with Geocortex products are provided for demonstration purposes and are considered unsupported. Patches received outside a product's life cycle deliverables are considered unsupported.

Hardware and Peripherals. Technical assistance through Esri Canada's technical support services is not available for hardware, graphic cards, monitors, plotters, graphic printers, digitizers, modems and other similar peripherals, except to answer questions of how standard devices interface with Esri.

Non-installation of Software Patches and Updates Required for Product Support Purposes.

Software patches, and updates will be provided by Esri Canada to the user for product support purposes when warranted depending on the product life cycle. For certain support issues as determined at Esri Canada's discretion and duly communicated to the user, Esri Canada's ability to meet its technical support contractual obligations to the user depend on and are conditional upon the user's installation of such software patches and updates. In such cases failure by the user to install the required patch, or update of the licensed software shall relieve Esri Canada of its applicable technical support contractual obligations to the user.

Geocortex Product Life Cycle Support Policy

The Geocortex Product Life Cycle Support Policy is designed to communicate to Geocortex users the technical support resources available during a product's life cycle and to describe the various phases of the product's life cycle. Products will either have a calendar-based life cycle, with a retirement date set when they are released, or a version-based life cycle, where each subsequent release will affect the previous release's life cycle phase.

This document outlines the 3 distinct Support phases of Latitude Geographics' Geocortex Product Life Cycle. It also describes the events that move products through those phases. This information is intended to help you develop your product plans including migration and transition strategies.

Note: The Geocortex Product Life Cycle Support Policy does not impact a user's right or ability to use any of the software products; it only applies to support availability.

Product Life Cycle Support Phases and Definitions

Geocortex Product Life Cycle Support Policy has 3 phases:

1. General Availability
2. Mature Support
3. Retired

Geocortex Product Life Cycle Support Phases:

General Availability

- Email/Phone technical support
- Online Support Center
- Maintenance releases to resolve bugs

Mature Support

- Email/Phone technical support
- Online Support Center
- No maintenance releases to resolve bugs

Retired

- No longer available for purchase
- No technical support unless approved by Latitude's technical support manager
- No maintenance releases to resolve bugs

1. General Availability Phase:

A product is in General Availability phase as soon as it is made available for customer's use.

Support includes:

- Technical support cases may be opened by telephone
- Technical support cases may be opened by email or online 24x7
- Online Support Center access – knowledge base, how to videos, software downloads and discussion forums
- Maintenance releases of the software to resolve bugs, when warranted

Latitude Geographics encourage users to begin all new projects with General Availability products and to migrate existing applications to these products as soon as possible.

2. Mature Support Phase:

The Mature Support phase follows the General Availability Phase for products that can be installed on-premises. Normally, a General Availability product moves to the Mature Support phase when a new minor release of the product becomes available.

Once a product enters Mature Support, a user can expect the following support:

- Technical support cases may be opened by telephone

- Technical support cases may be opened by email 24x7
- Online Support Center access – knowledge base, how to videos, software downloads and discussion forums

Geocortex will not provide ongoing maintenance releases to resolve bugs for products that are in the Mature Support phase. Customers with Mature Support products should be actively migrating their applications to General Availability products.

3. Retired Phase:

SaaS products enter the Retired phase when they are replaced with a new version.

Products with calendar-based life cycles enter the Retired phase **five years** following their General Availability release.

For all other products, a notification of a products' retirement will be issued well in advance of its Retired phase date.

Once a product enters the Retired phase, the product will no longer be available for purchase and users will only have access to limited support in the form of existing documentation and/or the online Support Center.

Although Retired product information will remain available to users, this information will not be updated. Questions or requests posted through the Online Support Center may not be answered.

Users will no longer have access to technical support, unless the support request is first approved by Latitude's technical support manager. Maintenance releases to resolve bugs will not be available for retired products.

Typically, older products in the Retired phase are not compatible in newer computing environments. Latitude will not attempt to determine whether a Retired product will work in a new environment or to actually make it work in a new environment.

Announcing Transition

For products using a version-based life cycle, a new release will affect the currently available software. When a software transitions from one phase to another, an announcement will be made in the "Product Life Cycle" section of the online Geocortex Support Center.

Products that use a calendar-based life cycle will have their retirement dates set when a new major or minor version is released.

Latitude may also announce transitions outside of a specific release event.

Getting the Life Cycle Support status for Geocortex products

The Life Cycle Support status for each of the Geocortex software products can be found in the [Geocortex Support Center](#).

NOTE REGARDING PURCHASE ORDERS:

Other than non-conflicting deliverables descriptions, quantities, pricing and delivery instructions, any terms contained in your purchase order are void and of no effect.

No such terms shall apply or override the terms of this Maintenance Program document irrespective of the date of issuance of the purchase order or any performance or action by us, unless we expressly agree in writing.

Contacting Esri Canada**Technical Support**

Tel: Toll Free (877) 441-0337

support@esri.ca

www.esri.ca/support

Hours: 8 a.m. to 8 p.m. (ET) Monday through Friday, except on statutory holidays

Customer Care (Software orders & Renewal processing)

Tel: Toll Free (800) 447-9778 or locally (416) 441-6035

Fax: Toll Free (866) 625-4577 or Locally (416) 441-0681

customercare@esri.ca

www.esri.ca

Hours: 8 a.m. to 6 p.m. (ET) Monday through Friday, except on statutory holidays

Corporate Offices

12 Concorde Place, Suite 900

Toronto, ON M3C 3R8

Tel: (416) 441-6035

Fax: (416) 441-6838

info@esri.ca

www.esri.ca

Hours: 8 a.m. to 5 p.m. (ET) Monday through Friday, except on Esri Canada holidays