

## Standard support

Standard support is included for the first 12 months upon purchase of Esri software\*. Afterward, support is provided upon maintenance renewal or subscription extension

- Access to technical support representatives via email, phone, and interactive support.
- Support is available on all weekdays excluding holidays during office hours.
- Authorization for licenses and the latest version of the software through the My Esri portal.
- Additional support beyond standard support is offered in the form of [extended support](#).

\*) Read more about the terms below.

## General Terms for Maintenance

### Software

1.1 The agreement includes access to the services below for the software items where the maintenance fee is paid. Upon purchasing a software item, maintenance is included in the purchase price for the first twelve (12) calendar months.

1.2 The entitlement to the services below is defined by the period indicated on the maintenance invoice. Normally, the maintenance period is twelve (12) calendar months.

### Free upgrades

2.1 Esri continuously develops its software. Maintenance provides access to downloads and the My Esri licensing portal. My Esri allows downloading new and older versions of the software included in the maintenance. My Esri also enables license management. The contract holder primarily holds administrative rights on My Esri

2.2 Downloads of ongoing minor program updates, known as patches, are available from [support.arcgis.com](http://support.arcgis.com)

### User Days and Web Seminars

Within the scope of maintenance, participation is offered at no charge for our user days as well as a range of web seminars. Information about this is provided at [www.esri.se](http://www.esri.se) and through newsletters.

## E-learning

4.1 With maintenance, subscription, or EA for any of the ArcGIS products, you have access to an extensive [E-learning service](#) at no extra cost.

## Technical support

Below are the terms for standard support; additional support beyond standard support is offered in the form of [extended support](#).

5.1 If issues arise while using software supported by Esri Sweden (ArcGIS, FME, Cityworks, and con terra), Esri Sweden commits to providing remote support to the customer on weekdays during office hours (e.g., via phone, email, or similar digital media).

5.2 Bug reporting - if the product does not behave as expected according to the documentation.

5.3 Information - about the characteristics, functions, and capabilities of our products.

5.4 Installation – Esri answers questions regarding the installation of Desktop products. For these products, it is recommended to refer to the Swedish instructions available on our website, [esri.se/support](http://esri.se/support). No support for installations or upgrades is provided for Enterprise, developer products, and other applications.

5.5 License Management – Esri provides advice and answers to general questions about license management and the My Esri portal.

5.6 The support commitment covers standard installations of the supported software. Customizations of the software fall outside of Esri Sweden's support commitment.

5.7 The support commitment excludes matters related to training, troubleshooting in the customer's IT environment (e.g., graphics cards, network components, or IT infrastructure). Third-party products or plug-ins are also excluded from support.

For self-developed scripts, add-ins, and models (ArcGIS ModelBuilder and FME Workbench), we only provide support in the form of investigating software issues. As a customer, you need to provide the smallest possible examples demonstrating the issue.

5.8 Developer Support – We only provide support for investigating issues with ArcGIS APIs and SDKs when used according to their [official documentation](#). As a customer, you need to provide the smallest possible executable examples that reflect the error or issue you are experiencing. Additional help regarding development questions is available through our [developer forums](#).

## 5.9 Contact Information

- [my.esri.com](http://my.esri.com)

- Email: [support@esri.se](mailto:support@esri.se)

- Phone: +46 770 330690 - Weekdays 08:30-11:30 and 12:30-16:00.

5.9 When contacting Esri Sweden support, we ask you as a customer to:

1. Specify the product and version (including service pack).
2. Try to isolate your issue so that it only contains information relevant to the matter.
3. Provide a problem description with detailed step-by-step instructions and, if necessary, attach error messages, data, and screenshots.

## 5.10 Service Hours

Below are service hours for standard support; additional support beyond standard support is offered in the form of [extended support](#).

Service hours are weekdays 08:00-17:00

Registration time: 2 hours within service hours

Response time: 16 hours within service hours

Registration time is the time until you receive an email confirmation with a case number

Response time is the time until a support representative contacts you

5.11 Additional information available at [www.esri.se/support](http://www.esri.se/support)

Tips and tricks, installation instructions, downloads, etc.