

From: Mark Billing
Date: 4 October 2010 9:46:05 AM
To: Alex Harris <alex@koaladiaries.com.au>
Cc: carolyn@koaladiaries.com.au, Phil Punter
Subject: RE: new koala website

Alex,

I understand you are upset about this and I'm happy to talk to you further on the topic when you have a chance.

ESRI Australia has provided you with hundreds of hours of support – we are providing you software and a geographic server environment at no cost. We involved you as a key role in our Asia Pacific conference which was mutually beneficial and promoted your cause within our sector.

We were unaware of the Redlands project. Redlands has been our customer for 20 years – they do their own development and are very self sufficient.

Just for clarity, We have not agreed to build a copy of Koala Diaries for AKF and have done no work for them.

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Phil is regularly maintaining your site (Only last week we were working through some data) and we continue to offer our support.

I'm happy to talk to the GIS folk at Redlands to see if we can get them to work with you on the broader geographic region, Just let me know.

Regards

Mark Billing
ESRI Australia