

PREMIER SUPPORT BRONZE

PREMIER SUPPORT TEAM

A Premier Support Team will be assigned to the Customer to provide the following Support Services:

- Triage and troubleshooting of Procore products and betas
- Monthly support scorecard review, delivered via e-mail

Customer may designate up to three (3) Authorized Users to have access to the Premier Support Team. The Premier Support Team will be available via e-mail and phone between the hours of 7:00 AM to 7:00 PM Central Standard Time (CST), Monday through Friday (“Business Hours.”)

RESPONSE SERVICE LEVELS

Response time to emails sent to the Premier Support Team will be within two (2) Business Hours. The Customer-assigned Severity/Priority Level for each support ticket dictates the actions taken by Procore according to the table below:

Severity/Priority Level	Resolution Actions
P1 – Critical Priority Critical failure within the Procore Service that results in the complete inability to access the Procore Services.	P1 and P2 tickets receive Procore’s highest priority. Following first contact, action continues until resolution. Procore support teams will engage higher level knowledge resources, escalating until resolved.
P2 – High Priority Major failure within the Procore Service that materially affects the ability to utilize major functions of the Procore Services.	
P3 – Medium Priority Minor failure within the Procore Service that disables only limited functions of the Procore Service and does not materially affect the ability to utilize the Procore Services.	Work begins on P3 tickets within one Business Day of receipt. Following the first report of the issue in the System, Procore support teams work these tickets until completion, and as needed, higher level knowledge resources are called upon to achieve resolution.
P4 – Low Priority A question or request for information that requires minor research.	Work begins on P4 tickets within two Business Days of Customer’s report of the issue in the System. Following first report of the issue, Procore support teams work these tickets until completion, and as needed, higher level knowledge resources are called upon to achieve resolution.

