

# PREMIER SUPPORT SILVER

## PREMIER SUPPORT LEAD

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

- Triage and troubleshooting of Procore products and betas
- Monthly Support Scorecards, delivered by e-mail
- Quarterly Support Review Analysis including a review of usage

Customer may designate up to twelve (12) Authorized Users to have access to a designated Premier Support Team. The designated Premier Support Team will be available:

- Email support 24 hours per day, 7 days per week
- Phone support 24 hours per day, 5 days per week (Monday through Friday)
- 2-hour maximum response time

## RESPONSE SERVICE LEVELS

Response time to emails sent to the Premier Support Lead will be within two (2) Business Hours. "Business Hours" are between the hours of 7:00 AM to 7:00 PM Central Standard Time (CST), Monday through Friday. 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
<b>P1 – Critical Priority</b> 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.
<b>P2 – High Priority</b> Major failure within the Procore Service that materially affects the ability to utilize major functions of the Procore Services.	
<b>P3 – Medium Priority</b> 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.

<p>P4 – Low Priority A question or request for information that requires minor research.</p>	<p>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.</p>
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**PREMIER SUPPORT FRONTLINE TEAM**

In addition to the Premier Support Lead, Customer will have a designated Frontline Support team for Customer user support requests. All of the Customer’s Procore Authorized Users will be able to access the designated Frontline Support Team for troubleshooting, triaging, and routing requests for Support Services.

Designated Frontline Support Team will be available:

- 24 hours per day, 5 days per week (Monday through Friday), via phone and email

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
<p>P1 – Critical Priority Critical failure within the Procore Service that results in the complete inability to access the Procore Services.</p>	<p>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.</p>
<p>P2 – High Priority Major failure within the Procore Service that materially affects the ability to utilize major functions of the Procore Services.</p>	
<p>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.</p>	<p>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.</p>
<p>P4 – Low Priority A question or request for information that requires minor research.</p>	<p>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.</p>

