

SUPPORT SERVICES

Updated July 13, 2026

These Support Services are delivered by Pro Tech Associates, LLC (“**Protech**”, “**our**”, “**ours**”, or “**us**”), to you, the company or other legal business entity utilizing our products and/or services (“**you**”, “**your**”, or “**yours**”) pursuant to the [Master Services Agreement](#) (the “**MSA**”) entered into by and between you and Protech. Any capitalized term used in this document but not defined will have the meaning given to it in the MSA.

Your Order Form will specify ‘Standard Support Services’ and/or ‘Premier Membership’.

Service Level Agreements (SLAs)

The Protech customer support team adheres to the following service levels, which are tracked regularly in our ticketing system to ensure compliance. Times below are for our initial reply to your request and are based on the date and time of the initial case submission. These SLAs are standard across the entire Protech customer base and ensure a consistent level of service to all customers.

Severity	Definition	Standard Support Initial Response Time [^]
1	<u>COMPLETE LOSS OF SERVICE</u> : Customer experiences a complete loss of service. Customer’s production use of the Microsoft Subscription Services and/or Subscription Software is stopped or so severely impacted that Customer cannot reasonably continue work.	4 hours
2	<u>MAJOR FUNCTIONALITY IMPAIRMENT</u> : Customer experiences a severe loss of service. Important features of the Microsoft Subscription Services and/or Subscription Software are unavailable with no workaround; however, operations can continue in a restricted manner.	8 hours
3	<u>MINIMAL BUSINESS IMPACT</u> : Customer experiences a minor loss of service. The impact is an inconvenience, which may require a workaround to restore full functionality.	12 hours
4	<u>NO BUSINESS IMPACT</u> : Customer requests information, documentation, or service and/or product enhancement, but there is no impact on operations.	16 hours

[^] Premier Membership initial response time is 2 hours for a Severity 1 issue and 4 hours for a Severity 2 issue.

Contact Methods

The Protech customer support team utilizes the following primary communication channels to engage and support its customers. Additional details are available in the 'Engaging with Support' section of this document.

Pro Tech Customer Care Portal

- Pro Tech User Group (PUG)
- Request/ticket management system
- PUG Resource Center
- Training Resources
- Solution purchasing and invoice management

Live Channels

- Email: customercare@protechassociates.com
- Remote screen-sharing sessions, as needed

Once you have become a Protech customer, you and your staff users will be granted access to the Pro Tech User Group (PUG). During the implementation phase of your project, your Protech project team will be the primary support contact and assist you with any questions or issues that may arise. Upon completion of the implementation, your 'Designated Support Contacts' will be granted access to the support section of the Pro Tech User Group (PUG).

Designated Support Contacts

With Standard Support Services, each Protech customer is allocated two customer contacts ("**Designated Support Contacts**") who can submit requests to the Protech customer support team. Each Designated Support Contact plays a vital role in your success as they will ultimately own the system that is implemented for your organization. They will provide support to the staff and end users and be the subject matter expert on how your business processes align with the Protech product suite and the Microsoft platform.

The Designated Support Contacts are your employees or contractors who are the system owners and decision-makers. They are subject matter experts on your business processes, environment configuration, and any customizations that have been developed specifically for your unique business needs. Additionally, they are expected to be the system administrator, have completed the Protech product training, and ideally are a Microsoft 365 certified administrator. Protech is built on the Microsoft platform and is not an integration, therefore having an administrator with a strong base of Microsoft knowledge can be a critical component to your overall success.

Minimum Recommended Training for Designated Support Contacts:

- Microsoft Dynamics Certification Courses
 - [Dynamics 365 Fundamentals \(CRM\)](#)
 - [Dynamics 365 Fundamentals \(ERP\)](#)
- Pro Tech Online Training Videos
- Additional ongoing training will be periodically offered for new releases and features not previously documented
- Additional ongoing training published by Microsoft as part of their bi-annual releases

Engaging with Support

The support process is initiated when a request is submitted via the Pro Tech User Group (PUG)'s support section. Once the request has been submitted, the Protech customer support team will provide updates via our ticketing system, which will generate an email communication to the individual who submitted the ticket. All subsequent communication can be performed via email using the email thread. Should a phone call or screen-sharing session be needed, it will be scheduled at a mutually agreed upon date and time.

Resolution of Product Defects

The Protech customer support and product teams will use commercially reasonable efforts to troubleshoot and resolve all Protech managed packages to ensure the Microsoft Subscription Services and/or Subscription Software is functioning in accordance with the Documentation and standards set forth in the MSA.

The Protech product team regularly makes patches available to customers to resolve Severity 1 and Severity 2 product or platform defects. Defects categorized as Severity 3 and Severity 4 are generally remedied in the following major release, not in the intermittent patches between major releases.

All communicated resolution timelines and release commitments are subject to change based on scheduling, release capacity, and other standard software development practices. Release times are subject to change in Protech's discretion.

Support Inclusions and Exclusions

The Standard Support Services are inclusive of the Subscription Software, its associated configurations, and its direct interactions with the Microsoft platform. Protech will provide best-effort support of the Microsoft platform and associated integrations as it relates to the Subscription Software. Microsoft maintains extensive training, documentation, and support articles for users to learn and support their system.

Exclusions include, but are not limited to: support of your staff and end users; administering the system and associated operational tasks; maintaining and managing data in the system; maintaining or enhancing custom development; implementing and configuring new features made available in new product releases; and other tasks as required to maintain the system.

Locations and Hours of Operation

The Protech offices are staffed from 8am to 6pm Eastern Standard Time, during standard business days (Monday to Friday), excluding U.S. national holidays.

After-Hours Support (Professional Services)

Professional Services may be scheduled for after-hours on an as-needed basis with at least two weeks' advance notice, is charged on a time and material basis, and is subject to resource availability.

This document and the Support Services described in this document are subject to change in Protech's discretion; provided, that no such change will materially reduce the level of performance or availability of the Support Services or the Microsoft Subscription Services and/or Subscription Software.