Service Description Document

Procore Maintenance & Support Services for Professional Services

Service:	Procore Maintenance & Support Services for Professional Services
Date & Version:	12Nov2026 v2.0
Availability:	Global
Product Code:	M&S

1. Service Overview

Procore Maintenance & Support Services for Professional Services ("MS Services") provides technical and update support for the Procore-built integration between Customer and the Procore platform (the "Integration"). MS Services are provided by Procore pursuant to the terms of this Service Description Document and the Procore Subscription and Services Agreement (the "Agreement") between Procore and Customer.) Any capitalized terms used but not defined herein shall have the meaning assigned to them in the Agreement.

2. What MS Services Includes

2.1 Coverage. Upon payment of the applicable fees, as set forth in the Agreement and an Order, Procore will provide MS Services solely for the Integration for as long as Customer retains an active Integration hosted by Procore.

2.2 Maintenance Included. Procore will provide support for the Integration, as well as the enablement of third-party hosting of such Integration, as described herein, to maintain the functionality of the Integration as set forth in section 1.2.1.

(a) Maintenance included in the MS Services:

(i) Changes to data types, lengths, or names of existing fields;

(ii) Adding new fields to the current processes;

(iii) Adjusting mappings of existing profiles;

(iv) Adding or removing data filters within existing functions; and

(v) Adjustments to existing integration processes to account for deprecated Procore API endpoints.

2.3 Email Support

(a) General: Procore shall provide email assistance to Customer with respect to use of the Integration. Email support hours will be available from 8 am to 4 pm, PT, Monday through Friday, excluding Procore-recognized US holidays.

(b) Email Support Dependencies. Prior to requesting support from Procore, Customer shall comply with all provided operating and troubleshooting procedures for the Integration. If such efforts are unsuccessful in eliminating the issue, Customer shall then timely notify Procore of the issue. Customer shall confirm that the following conditions are true before contacting Procore for support:

(i) Reproduction. If possible, the situation giving rise to the issue is reproducible in a single supported Integration;

(ii) Support Representative. The Customer contact has the technical knowledge regarding the Integration, any other software or hardware systems involved, and regarding the facts and circumstances surrounding the issue;

(iii) Access. The entire system, including all software and hardware, is available to the Customer contact without limitations during any communication with Procore support personnel; and,

(iv) Availability. If requested and required, Customer must make available to Procore a technical representative during support hours of coverage for all issues. Procore reserves the right to suspend all work

relating to any issues during periods for which the Customer does not provide access to a technical representative or requested data to continue to work on the Issue.

(c) Problem Definition. To assist in expeditiously resolving Customer's problem, the Customer should record the following information for reference and should provide the information to Procore: (a) error messages and indications that Customer received when the issue occurred, (b) what the user was doing when the issue occurred, (c) what steps Customer has taken to reproduce the issue, and (d) what steps Customer may have already taken to solve the issue.

2.4 Support. Upon Procore's receipt of a support request, Procore will use commercially reasonable efforts to answer questions and provide resolutions to known problems. In the event of any problems or errors involving the Integration that Procore cannot immediately resolve, Procore will begin working on a resolution to the problem and will work diligently in a commercially reasonable manner on the problem until it is resolved.

2.5 Training. Procore will provide integration documentation and one (1) training session for Customer's technical personnel. Additional training is available upon request for a fee and is not included in the MS Services fee.

3. Limitations on MS Services

3.1 Exclusions. MS Services are limited to the express obligations described herein. MS Services do not include, among other things, support for any issues arising from Customer's: (a) misuse, alteration or damage to Procore software or the Integration; (b) use of Procore software or the Integration with any hardware or software not supplied or approved by Procore; and (c) use of the Integration or Procore software in a manner not in compliance with the Agreement or this Service Description.

Customer shall not be entitled to any software updates, including but not limited to new workflow directions for existing integrated objects and processes, new integration data points, and improvements to the existing Integration outside of the original scope.

3.2 Customer Defects. If Customer notifies Procore of an issue with the Integration and Procore correctly determines that the problem is not related to the Integration, or is due to Customer's incorrect or improper use of the Integration or failure to comply with the terms of the Agreement or this Service Description, Procore shall use commercially reasonable efforts to correct the issue. Any such work is not included in the fee for MS Services and is subject to payment of an additional fee, the amount to be agreed upon between Procore and Customer prior to Procore beginning such work.

3.3 Third Party Products. MS Services do not include support for the operation of third party products.

3.4 On-Site Services. MS Services are provided remotely and do not include any on-site support.

4. Obligations of Customer

4.1 Dedicated Customer Contacts. All communications relating to the MS Services shall be supervised, coordinated, and undertaken by no more than two (2) designated Customer contact persons, who shall act as the sole points of contact between Customer and Procore. Each individual must possess or acquire, at Customer's expense, the necessary expertise and training to diagnose and resolve issues.

4.2 Additional Training. Customer agrees that, in the event Procore reasonably determines Customer's dedicated points of contact do not have the requisite expertise to support Procore in resolving issues, additional training of Customer's personnel will be required at Customer's expense.

5. Term

5.1 Term. The MS Services shall commence on the Subscription Services start date and shall continue until the Agreement terminates. If the Agreement auto-renews, pursuant to its terms, MS Services will automatically renew for successive one (1) year terms (each a "Renewal Term") until either party gives written notice of its intent not to renew pursuant to the notice of non-renewal terms within the Agreement. MS Services may be canceled with thirty (30) days written notice. In the event of a termination by Customer, no refund will be provided to Customer, and may result in the disconnection of any integration services previously provided

5.2 Termination of Agreement. If Procore or Customer terminates the Agreement as provided therein, then the MS Services shall also terminate.