



SERVICE DESCRIPTION

SUPPORT FOR MICROSOFT DYNAMICS 365 BUSINESS CENTRAL

Version 1.0 | Effective September 1, 2026

PURPOSE. This Service Description describes Enavate's Support for Microsoft Dynamics 365 Business Central including a description of its Foundation service tier and optional Add-Ons (the "**Service**"). This Service Description applies only where Client has purchased the Service under an order form, quote, work order, renewal invoice or other ordering document issued by Enavate and signed or otherwise accepted by Client that references this Service Description (each, an "**Order Form**"). This Service Description does not by itself obligate Enavate to provide, or Client to purchase, the Service.

GOVERNING AGREEMENT AND ORDER OF PRECEDENCE. The Service is provided subject to Enavate's Master Services Agreement published at www.enavate.com/legal unless the Order Form identifies a separate master or definitive agreement executed between Client and Enavate, in which case that agreement applies (as applicable, the "**Agreement**"). In the event of any conflict between the Agreement, the Order Form, and this Service Description, the Agreement will control in all respects, except that the Order Form may supersede one or more specific terms of this Service Description only if it expressly states that it supersedes those terms. In that case, the conflicting terms of this Service Description are superseded only to the extent of such express conflict.

SERVICE DESCRIPTION VERSIONING. Enavate maintains this Service Description at www.enavate.com/legal and may publish updated versions from time to time. Except as stated below, the Service will be provided in accordance with the version of this Service Description in effect at the time the Service is performed (the "**then-current version**"). Each version is identified by version number and effective date, and superseded versions remain available at the same location. Enavate may enhance the Service from time to time by adding features, functionality, tools, automations, or other improvements. Enavate may also offer optional Add-On Services, which are not included in the Service and require a separate Order Form and additional fees. Enavate will not materially reduce the scope of the Service, included activities, or service levels during Client's then-current subscription term by publishing a new version of this Service Description. If a change would materially reduce the Service, the version in effect at the beginning of the applicable term will continue to govern for the remainder of that term. For clarity, updates that correct errors, clarify existing language, improve organization, or describe services and activities already being performed will not constitute a material reduction.

DEFINITIONS

“Add-On” or “Add-On Service” means an optional service that supplements Foundation and is added to the Service only upon Client's purchase under an Order Form. The term of each Add-On Service will run concurrently with, and will not extend beyond, the then-current term of Foundation for the same Supported Environment. An Add-On Service may not be purchased, renewed, or continued unless Client maintains an active Foundation subscription for that Supported Environment for the same period.

“Break/Fix Incident” means a discrete support request submitted by Client through the Support Portal relating to a malfunction, error, or unexpected behavior in the Supported Environment that requires diagnosis and resolution.

“Business Hours” or “Standard Business Hours” means 8:00 AM to 8:00 PM Eastern time, Monday through Friday, excluding Enavate-observed holidays applicable to the location where the Services are performed.

“Incident” means a discrete support request submitted by Client through the Support Portal.

“Priority Response Time” means the maximum number of Business Hours within which Enavate will provide an initial substantive response to a Break/Fix Incident, as specified in the Priority Response Time section below.

“Service Delivery Manager” or “SDM” means the Enavate resource assigned to Client (where applicable to the Selected Support Plan) to serve as a designated point of contact for periodic service reviews.

“Support Portal” means Enavate's online support ticketing system through which Client submits, tracks, and manages Incidents.

“Supported Environment” means Client's Microsoft Dynamics 365 Business Central (or Dynamics NAV) production environment(s), together with any Enavate proprietary software and ISV solutions identified in the Supported Software section of the applicable Order Form and that are deployed within or integrated with such production environment(s).

“T&M Rate” means the applicable time-and-materials rate for the Service as specified in the Order Form.

FOUNDATION

OVERVIEW. Foundation is Enavate’s baseline-support tier for Microsoft Dynamics 365 Business Central. Foundation provides Client with a first line of support for break/fix requests and user administration requests.

INCLUDED SERVICES. Foundation includes the following.

Break/Fix:

- Enavate will provide initial triage, investigation, and reasonable professional efforts to resolve errors, malfunctions, or unexpected system behavior within the Supported Environment. Break/Fix Support applies only where the system is not performing as intended and requires investigation or resolution.
- Enavate will communicate with Client regarding submitted support cases and coordinate support activities through resolution or closure, subject to the limitations in this Foundation section, including escalation to Microsoft through the applicable partner-led support process where Enavate reasonably determines an issue is caused by Microsoft product behavior.

User Administration:

- New user setup and deactivation.
- Access and permission changes, including role assignment.
- Troubleshooting access to existing functions a user is expected to use.

SERVICE PARAMETERS. The following parameters apply to all Foundation included services listed above.

Environment	Existing Business Central production Supported Environment
Delivery Method	Remote
Service Hours	Business Hours
Initial Response Target	8 Business Hours
Effort Boundary	2-hour limit per Incident
Authorized Users and Cases	Unlimited Authorized Users and Incidents, subject to the Effort Boundary above
Resolution Commitment	Reasonable professional efforts; no resolution time commitment

EXCLUDED SERVICES. The following services are outside the scope of Foundation. They may be available under a separate Add-On Service or on a time-and-materials basis, in each case subject to an Order Form.

- Consultant-led how-to guidance or training.
- New configuration, improvements, or enhancements.
- Custom development, including any change that requires a redesign.
- ISVs, integrations, or extensions, unless separately covered under an Add-On Service.
- Upgrades, releases, rollouts, or proactive platform management.
- Business reviews, strategy, or project work.

CONSULTANT-LED GUIDANCE ADD-ON

OVERVIEW. Consultant-Led Guidance is an Add-On Service to Foundation. It provides Client with access to a functional consultant for practical guidance on using the Supported Environment and understanding available options where the existing configuration may not fully support a desired outcome. Consultant-Led Guidance is intended for focused, day-to-day questions, and does not include formal training or project consulting.

INCLUDED SERVICES. Consultant-Led Guidance includes the following.

- Practical guidance on using existing Business Central functionality and Client's current configuration.
- Assistance completing a specific task or following an established process, including remote screen-sharing where appropriate.
- Explanation of how the Supported Environment is intended to work, including relevant fields, options, and system behavior.
- Identification and high-level exploration of other Business Central functionality that may better support Client's need.
- Initial assessment of whether an alternative option appears viable, based on the information available during the review.
- Minor, low-risk enablement or configuration changes, where native and straightforward.
- The consultant may explore options beyond Client's current configuration far enough to assess whether they are potentially suitable. A request moves beyond Consultant-Led Guidance where it requires detailed discovery, solution design, broader impact assessment, significant configuration, testing, data changes, development, integration work, or project coordination. In that case, the consultant will document the recommendation and the request will be handled under the Out-of-Scope Work and Exclusions provisions of the General Provisions.

SERVICE PARAMETERS. The following parameters apply to Consultant-Led Guidance.

Environment	Existing Business Central production Supported Environment
Delivery Method	Remote
Service Hours	Business Hours
Initial Response Target	8 Business Hours
Effort Boundary	2-hour limit per Incident
Additional Support Hours	Work exceeding the Effort Boundary on the same Incident may continue for up to eight total hours, invoiced as additional support hours at the rate stated in the Order Form
Authorized Users and Cases	Unlimited Authorized Users and Incidents, subject to the Effort Boundary above
Resolution Commitment	Reasonable professional efforts; no resolution time commitment

EXCLUDED SERVICES. The following are outside the scope of Consultant-Led Guidance. They may be available under a separate Add-On Service or on a time-and-materials basis, in each case subject to an Order Form.

- Formal, role-based training or training documentation.
- Detailed discovery, solution design, process redesign, or broader impact assessment.
- ISVs, integrations, extensions, upgrades, or platform management, unless separately covered under an Add-On Service.
- Break/Fix and user administration support, which are provided under Foundation.

BUSINESS CENTRAL PLATFORM MANAGEMENT ADD-ON

OVERVIEW. Business Central Platform Management (“**BCPM**”) is an Add-On Service to Foundation. BCPM helps Client keep the Supported Environment current, stable, and prepared for Microsoft’s ongoing Business Central update cycle. Enavate monitors the Supported Environment using available telemetry, reviews compatibility risks, and supports Client through preparation, technical validation, minor remediation, and coordination for Microsoft’s two major Business Central updates each year. BCPM is intended for Supported Environments that include extensions, integrations, custom code, significant configuration, or other technical dependencies that may be affected by Microsoft updates. BCPM is not an outsourcing of platform administration and does not include unlimited development.

INCLUDED SERVICES. BCPM includes the following.

Continuous Environment Monitoring:

- Ongoing review of available Business Central telemetry for recurring errors, performance concerns, and patterns that may affect platform stability or update readiness, including issues arising from Microsoft’s minor service updates.
- Early identification of conditions that may require investigation or remediation, with an Incident or technical work item created where Enavate reasonably determines a material concern exists.
- Telemetry review provides ongoing visibility and early detection during Business Hours. It is not 24/7 incident, availability, or security monitoring, and Enavate does not guarantee identification or resolution of every issue.

Major Update Planning and Readiness:

- Review of the Supported Environment in advance of each of Microsoft’s two major Business Central update cycles each year.
- Assessment of known risks relating to extensions, integrations, custom code, significant configuration, and announced Microsoft platform changes.
- Review of update timing, applicable Microsoft deadlines, the planned update window, and the work Enavate reasonably determines is required before the update can proceed.

Sandbox Update and Technical Validation:

- Coordination of the major update in Client’s sandbox environment associated with the Supported Environment.
- Initial technical review and validation of applicable extensions, integrations, and custom code following the sandbox update.
- Communication of identified risks, blockers, and recommended next steps.
- Enavate performs initial technical validation only. Business-process testing and user acceptance testing are performed by Client unless separately contracted under an Order Form.

Minor Technical Remediation:

- Minor code, extension, integration, or configuration adjustments required to maintain compatibility, where the issue is clearly identified and can be resolved without broader redesign, subject to the Effort Boundary below.
- Retesting of minor adjustments completed as part of BCPM.
- Remediation is included only where it does not require significant discovery, solution redesign, extensive development, major integration changes, or separate project coordination. Where Enavate determines that further work is required, or that the Effort Boundary has been reached, Enavate may stop work and notify Client. Any additional work will require Client’s prior approval and will be scoped and priced separately under a separate Add-On Service, time-and-materials arrangement, Order Form, or amendment.

Production Update Coordination:

- Confirmation that identified update blockers have been addressed, deferred, or accepted by Client, followed by coordination of the production update window.
- Review of the Supported Environment following the update and communication of known issues requiring follow-up.
- Initial support for update-related issues identified immediately following the production update.

Platform Health and Update Guidance:

- Periodic summary of platform health, update readiness, and identified risks.
- Guidance and recommendations relating to extensions, integrations, custom code, configuration, technical debt, and other factors that may affect future updates.
- An annual discussion of Client's update roadmap and platform priorities.

SERVICE PARAMETERS. The following parameters apply to BCPM.

Environment	Existing Business Central production Supported Environment, together with Client's associated sandbox environment used for update validation
Delivery Method	Remote
Service Hours	Business Hours
Update Cycles	Microsoft's two major Business Central update cycles per year; minor service updates addressed through continuous monitoring and, where applicable, minor technical remediation
Telemetry Monitoring	Continuous throughout the BCPM term
Testing	Initial technical validation by Enavate; business-process testing and user acceptance testing performed by Client
Effort Boundary	Minor technical remediation limited to 4 hours per major update cycle; major development or redesign scoped separately

EXCLUDED SERVICES. The following are outside the scope of BCPM. They may be available under a separate Add-On Service or on a time-and-materials basis, in each case subject to an Order Form.

- 24/7 system, availability, incident, or security monitoring, or any guarantee that update-related issues will be prevented.
- Full regression testing, user acceptance testing, or the development or execution of automated testing.
- Significant custom-code remediation, redevelopment, solution redesign, or major changes to extensions or integrations.
- New functionality, enhancements, or configuration unrelated to update compatibility.
- ISV or other third-party vendor fees, and extensive vendor-led remediation.
- Recovery projects, emergency development, data remediation, or project work.
- Day-to-day platform administration, and Break/Fix and user administration support, which are provided under Foundation.

GENERAL PROVISIONS

The following general provisions govern Foundation and all Add-On Services.

INCIDENT MANAGEMENT. Client may submit Incidents through the Support Portal twenty-four (24) hours per day, seven (7) days per week. All Incidents are triaged and worked during Business Hours. Each support request will be treated as a separate Incident unless Enavate reasonably determines that multiple submissions relate to the same underlying issue. Enavate will use reasonable professional efforts to provide a resolution, workaround, or other appropriate response, subject to the scope and limitations of the applicable Service. Resolution times are not guaranteed, and an Initial Response Target refers only to Enavate's initial substantive response during Business Hours and not to final resolution.

Each Incident is subject to the Service Parameters table for the applicable Service. If Enavate determines that further work is required beyond the applicable Effort Boundary, Enavate may stop work and notify Client that the additional work is outside the scope of the Service. Any such additional work will require Client's prior approval and will be handled under the Out-of-Scope Work and Exclusions section below.

SUPPORT CHANNELS AND ACCESS. Only support requests submitted through the Support Portal, or through another intake method expressly authorized by Enavate in writing, qualify as Incidents, including for purposes of Initial Response Targets and other Service Parameters for the applicable Service. Requests submitted through other channels, including direct email or telephone contact with individual Enavate personnel, may be redirected to the Support Portal or treated as out-of-scope. The Support Portal and related systems are owned and operated by Enavate and may be updated, modified, replaced, suspended, or discontinued from time to time. Enavate will use commercially reasonable efforts to maintain availability of the Support Portal but does not guarantee uninterrupted access.

AUTHORIZED USERS AND CLIENT COOPERATION. Client will designate and maintain at least two (2) authorized users who are permitted to submit Incidents and to approve requested changes, including user, security, and environment-related changes. Enavate is not obligated to act on requests from persons who are not authorized users, and Enavate may verify the identity of any person submitting an Incident. Client is responsible for ensuring that Incidents include sufficient information for Enavate to triage the issue, including a description of the issue, impacted users or processes, relevant screenshots or error messages, and any recent changes that may be related to the issue.

Before submitting an Incident, Client will use reasonable efforts to confirm that the issue is reproducible, determine whether the issue occurs for more than one user or workstation, and identify any recent system, network, configuration, or update changes that may be relevant.

Client is responsible for providing timely access to the Supported Environment, relevant documentation and data, required credentials and permissions, and knowledgeable personnel as reasonably necessary for Enavate to provide the Service. The Service is delivered remotely unless otherwise expressly agreed in writing, and Client will provide and maintain secure remote access as reasonably required. Delays in providing required access, information, or cooperation may affect Enavate's ability to meet an Initial Response Target or to respond to or resolve an Incident.

SERVICE LEVELS. The Initial Response Target stated in the Service Parameters table for the applicable Service is the target period within which Enavate will provide an initial substantive response to an Incident. Initial Response Targets apply during Business Hours only, and time outside of Business Hours does not count toward an Initial Response Target. Initial Response Targets are response targets only. Enavate does

not commit to resolution timeframes, and all work is performed on a reasonable professional efforts basis. Service credits, refunds, and similar remedies do not apply to the Service.

PRIORITIZATION AND ESCALATION. Enavate will assign priority and triage order to Incidents based on severity and business impact, using the information reasonably provided by Client at submission. If Client believes an Incident is not being addressed consistent with this Service Description, Client may request escalation through the Support Portal. Enavate may escalate an Incident internally to other Enavate resources, including consulting, engineering, or delivery teams, or externally to Microsoft or an applicable third-party vendor or ISV, as reasonably necessary to investigate or resolve the Incident. Where an Incident requires third-party involvement, Client acknowledges that response and resolution timeframes depend on that third party and are outside Enavate's direct control.

SUPPORTED SOFTWARE AND ISV SUPPORT. The Supported Environment consists of the Business Central production environment(s) and the Enavate proprietary software and ISV solutions identified in the Order Form. Enavate's support for third-party software is classified as follows:

- **Direct Support.** Products that Enavate supports directly because the necessary skills are available within Enavate to address most questions regarding the product.
- **Indirect Support.** Products for which Enavate will contact the ISV on Client's behalf and communicate the resolution back to Client. Enavate time spent on this coordination is included in the applicable Service, but any case fees or similar charges imposed by the ISV are Client's responsibility.
- **Client Direct.** Products that are outside the scope of the Service. Client may contact the ISV directly or, with Client's approval, Enavate may do so on Client's behalf. In either case, Client is responsible for the ISV's support costs and for Enavate time spent assisting, at the rate stated in the Order Form. Any ISV or third-party product in the Supported Environment that is not identified as Direct Support or Indirect Support is treated as Client Direct.

ENVIRONMENT INTEGRITY AND THIRD-PARTY CHANGES. Client will not make, and will use reasonable efforts to ensure that its other vendors do not make, modifications, customizations, installations, or configuration changes to the Supported Environment without prior coordination with Enavate. Client will promptly notify Enavate of any third party performing Business Central or other ERP-related services that may affect the Supported Environment. Enavate is not responsible for issues arising from changes made without prior coordination.

BACKUPS, TESTING, AND VERIFICATION. Client is responsible for maintaining adequate and current backups of the Supported Environment and its data. Client will test, verify, and approve changes before they are deployed to production and will promptly notify Enavate of any issue identified after a change is implemented. Except where expressly stated in the applicable Service, business-process testing and user acceptance testing are performed by Client.

LICENSING, THIRD-PARTY DEPENDENCIES, AND UNSUPPORTED SOFTWARE. Client is responsible for maintaining current and valid Microsoft licenses and subscriptions, and any required third-party or ISV support agreements, for the products in the Supported Environment. Client acknowledges that Enavate's ability to access certain vendor tools and support channels may depend on Enavate's status as partner of record or equivalent access rights. If that status or access is removed, Enavate will perform its obligations on a best-efforts basis and those obligations may be limited accordingly.

For issues involving end-of-life or otherwise unsupported software versions, customizations not provided by Enavate, or environments hosted or managed by third parties, Enavate will provide support on a best-

efforts basis only. Client acknowledges that access delays, vendor restrictions, and third-party response times may affect investigation and resolution.

OUT-OF-SCOPE WORK AND EXCLUSIONS. Work not expressly included in this Service Description, and any work exceeding an applicable Effort Boundary, is outside the scope of the Service. Where Enavate reasonably determines that a request is out of scope, Enavate will notify Client and, where practicable, document the recommended approach. Enavate may perform out-of-scope work subject to Enavate's availability and Client's prior written approval, at the rates and on the terms stated in the Order Form or under a separate Add-On Service or amendment.

In addition to the exclusions stated for each Service, and unless expressly agreed in writing by Enavate, the following are excluded from Foundation and all Add-On Services:

- Software, hardware, infrastructure, devices, or environments that are not part of the Supported Environment, including network, workstation, and general IT support.
- On-site services.
- Implementations, re-implementations, migrations, major version changes, and projects.
- Data migration, data conversion, data cleansing, and data integration services.
- Development of new functionality, custom code, new integrations, or enhancements beyond what the applicable Service expressly includes.
- Issues caused by modifications, customizations, third-party installations, or configuration changes made without prior coordination with Enavate.
- Server, operating system, and database administration, including patching and infrastructure configuration.
- Setup, installation, or configuration of products classified as Client Direct.
- Formal or role-based training and training documentation.
- Services required to address the acts or omissions of Client or its third-party providers, or a force majeure event.