

**Turnkey Dynamics 365 Business Central 2025 Standard Support Plan****Includes:**

- Monthly Dynamics 365 BC Health Check (30 min)  
Includes the following proactive services:
  - Extension Update Scanning
  - Control / manage update effective date
  - Storage allocation / threshold inspection
  - Report on areas needing attention for follow-up and Client Authorization.
  - Support / encourage clients testing plan

**Basic Maintenance (included)**

Semi Annual Microsoft Update Management

**Extended Maintenance (not included)**

- Non-Microsoft Extensions
- Customizations
- Integrations

**Other benefits**

- Priority Service
- 1 Hour Monthly Support Credit
- 5% annual rebate on service spend with Turnkey
- Access to Turnkey Support/Project Portal
- **Access to off hours / 911 support**
- Dedicated Account Manager
- Roadmap strategy sessions with Turnkey Solution Architect
- Included in all training webinars

**Requirements:**

- Account payment terms in compliance (paying < 45 days)
- Current MSA on file with Turnkey

**No plan: more risk, more cost (min \$250/hour), no formal relationship, no access to 911**

**Base Plan \$6,500 which includes 26 prepaid hours.** *This is an auto-renewing annual support plan. The auto renewal will begin on January 1st each year following the acceptance of this plan. All terms and conditions will remain in force unless canceled in writing by client by December 1st of the current year.*

**Customer Name:****Address 1:****Address 2:****City, State, Zip:****Phone:**

Authorized Signer: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_

Date Accepted: \_\_\_\_\_

Turnkey Acceptance: \_\_\_\_\_

Date Accepted: \_\_\_\_\_