BoldDocServer
Service Level Agreement

Support and maintenance for the self-hosted WOPI editor for SharePoint Server

Last updated November 2026

At a glance

- *Monthly releases*, with security fixes shipped as soon as they are ready
- *Unlimited support tickets* for every active subscription
- *Critical (P1) issues - initial response within 4 business hours*
- *Your documents stay on your servers* — BoldDocServer runs entirely inside your network

Who this covers

- Customers with an *active BoldDocServer subscription*
- The *current release and releases from the previous 12 months*
- Older releases: best-effort help, and fixes are delivered by upgrading

How to reach us

Channel	Use it for
AI (support.bolddocserver.com)	All issues (primary channel)
Ticket portal (support.bolddocserver.com)	All issues (primary channel)
Live chat	Quick questions and how-to help
Email	All issues
Ticket Portal	Escalating a P1 issue
Web meetings	Advanced troubleshooting with our engineers

What's included

- Unlimited tickets
- All major and minor upgrades
- Advanced troubleshooting over web meetings
- Escalation management for critical issues
- Weekend and holiday support for *P1 issues, on request*[1]

[1] Provided on a case-by-case basis.

Issue priorities

Priority	What it means
P1 — Critical	Production down or unusable for all users; no workaround
P2 — High	A major feature fails or many users are affected; a workaround exists
P3 — Medium / Low	Minor bugs, questions, cosmetic issues, documentation

Response targets

Priority	First response	Status updates
P1 — Critical	4 business hours	Every business day until resolved
P2 — High	1 business day	Every 2 business days
P3 — Medium / Low	2 business days	As progress is made

Business hours: Monday, 1:00 a.m. to Friday, 11:00 p.m. US Eastern Time.

Escalation

Feature	Details
Escalate at any time	Yes
Automatic escalation if a target is missed	Yes
Response to an escalation	4 business hours
Escalation path	Support engineer → Support manager → Product engineering lead

Releases and fixes

- *Scheduled releases:* once a month
- *Security fixes:* released as soon as they are ready, outside the monthly schedule
- *Confirmed defects:* fixed in an upcoming release
- *P1 defects:* a hotfix or workaround may be provided before the next release

Feature requests

- Submit requests through the ticket portal
- Every request is reviewed by the product team
- Accepted requests are scheduled based on demand and fit
- We can't guarantee that a request will be accepted or when it will ship

Availability

You run BoldDocServer, so you control its uptime. It has no dependency on Syncfusion's cloud to open or edit documents.

Security and your data

- Documents are opened and edited *on your SharePoint and BoldDocServer servers*
- Syncfusion *does not access your content*, unless you share files with us to troubleshoot a ticket
- Files you share for support are used only for that ticket and deleted when it closes

What we need from you

- An active subscription and a supported release
- A clear description, priority, and steps to reproduce
- Logs, screenshots, and environment details (SharePoint version, OS, browser)
- A named contact who is available while a P1 issue is being worked on

Legal

- Support is provided under the *BoldDocServer End User License Agreement*
- Terms of use: bolddocserver.com/legal/website-terms-of-use
- Privacy policy: bolddocserver.com/legal/privacy-policy

Contact us

Support: support.bolddocserver.com

Sales and general: bolddocserver.com/company/contact-us

Product: bolddocserver.com