



Syncfusion Inc

Essential Studio Product Support and Maintenance SLA

SUPPORT INCIDENTS

Action	Individual License /Presales	Global / Project / Division / Flat License
Guaranteed Response	24 hours	24 hours
Unlimited Incidents	Yes	Yes
Access to major and minor upgrades	Yes	Yes
Access to support contact	No	No
Access to developers	No	No
Weekend/Holidays support	No	On a case by case basis
Customer Initiated Web Meetings/Remote Debugging	No (Yes, if initiated by SynCFusion)	Yes

ESCALATIONS

Action	Individual License /Presales	Global / Project / Division / Flat License
Escalation Guaranteed Response	24 hours (not including weekend/holiday)	24 hours (not including weekend/holiday)
Escalation when Guaranteed Response time not met	Yes	Yes
Customer Initiated Escalation at any time	No	Yes
Access to senior engineers during escalation	No	No (Yes, if initiated by Syncfusion)

DEFECT REPORTS

Action	Individual License /Presales	Global / Project / Division / Flat License
Maximum time for fixing confirmed issues (Normal issues)	3 weeks	3 weeks
Maximum timeline for confirmed defects caused by a patch or new release*	1-3 business days	1-3 business days
Maximum time for fixing confirmed issues (Complex issues)	Next volume release	Next volume release
Escalations for fixes	None	On a case by case basis

FEATURE REQUESTS

Action	Individual License /Presales	Global / Project / Division / Flat License
Typical time for implementation if accepted. Decisions on feature requests are always subject to change.	Handled on case by case basis	Handled on case by case basis
Impact whether feature will be accepted	None	None

PRODUCT LIFECYCLE

Action	Individual License /Presales	Global / Project / Division / Flat License
Developer Support	3 years from product release	3 years from product release
Support for patching with previous versions	1 year from product release (if major changes are not required)	1 year from product release (if major changes are not required)
Cumulative patches for issues reported after current release	Yes	Yes
Consolidated patch across different user accounts	No	Yes

Support for older versions will be available with the Syncfusion Solutions Services Team, subject to feasibility, and as part of a separate custom support package.