

# Syncfusion Inc Support and Product Maintenance Service Level Agreement

The World's Best UI Component Suite for Building  
Powerful Web, Desktop, and Mobile Apps



# Support Tickets



[www.syncfusion.com](http://www.syncfusion.com)

| Action  | Regular Support*                         | Premium Support*                         |
|---|--|--|
| Guaranteed Response                               | 24 hours                                 | 24 hours                                 |
| Unlimited Incidents                               | Yes                                      | Yes                                      |
| Access to major and minor upgrades                | Yes                                      | Yes                                      |
| Access to specific support contact                | No                                       | No                                       |
| Access to developers                              | No (except when initiated by Syncfusion) | No (except when initiated by Syncfusion) |
| Weekend/Holidays support                          | No                                       | On a case-by-case basis                  |
| Customer Initiated Web Meetings/ Remote Debugging | No (Yes, if initiated by Syncfusion)     | Yes                                      |

\*To determine your support level, please contact Syncfusion Client Services

# Escalations

| Action   | Regular Support                          | Premium Support                          |
|--|--|--|
| 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)     |



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# Defect Reports

| Action   | Regular Support     | Premium Support         |
|--|---------------------|-------------------------|
| Maximum time for fixing confirmed issues (Normal issues)                         | 3 weeks             | 3 weeks                 |
| Maximum timeline for fixing confirmed defects caused by a Patch or a 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 |



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# Feature Requests

| Action   | Regular Support               | Premium Support                |
|--|-------------------------------|--------------------------------|
| Typical time for implementation<br>If accepted | Handled on case-by-case basis | Handled on case-by-case Basis. |
| Impact whether feature will be accepted        | None                          | None                           |

**\* Decisions on feature requests are always subject to change**



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# Product Lifecycle

| Action   | Regular Support: General Availability and Patch Support*        | Premium Support: Extended Support**                             |
|--|---|---|
| Developer Support  | 1 year 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 Syncfusion Solutions Services Team, subject to feasibility, and as part of a separate custom support package.

+ Exceptions for this support timeframe will be at the discretion of Syncfusion Support

\* See Glossary of Terms Table 2 General Availability and Patch Support

\*\* See Glossary of Terms Table 4 Extended Support



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# Security Issues Product Lifecycle

| Action  | Regular Support          | Premium Support          |
|---|--------------------------|--------------------------|
| Fixing security issues *                          | Until product retirement | Until product retirement |
| Escalations for fixes                             | None                     | On a case-by-case basis  |
| Maximum time for fixing confirmed security issues | On a case-by-case basis  | On a case-by-case basis  |



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\* Syncfusion will fix security issues that are related to our controls and are not framework dependent for customers with current active subscriptions in place.

# Glossary of Terms



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## 1. Troubleshooting

|                        |     |
|------------------------|-----|
| Issue Validation       | Yes |
| Communication          | Yes |
| Solution or Workaround | Yes |
| Defect Fix             | Yes |
| Feature Request        | No  |
| Documenting solution   | Yes |

## 2. General Availability and Patching Support

|                  |     |
|------------------|-----|
| Service Pack     | Yes |
| NuGet Release    | Yes |
| Private Patch    | Yes |
| Main Release     | No  |
| Defect Fix       | Yes |
| Feature Request  | No  |
| Retired Products | No  |

# Glossary of Terms



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### 3. Cumulative Patch and Consolidated Patch

|                        | Cumulative | Consolidated |
|------------------------|------------|--------------|
| Incremental Customer   | Yes        | Yes          |
| Incremental Enterprise | No         | Yes          |
| Defect Fix             | Yes        | Yes          |
| <b>Feature Request</b> | No         | No           |
| Retired Products       | No         | No           |

### 4. Extended Support

|  | Extended Support * | Limited Support*                       |
|--|--------------------|--|
| Troubleshooting                        | Yes                | Only severe, mission critical issues + |
| General Availability and Patch Support | Yes +              | No                                     |
| Defect Fix                             | Yes +              | No                                     |
| <b>Feature Request</b>                 | No +               | No                                     |
| Retired Products                       | No                 | No                                     |
| Migration Support                      | No                 | No                                     |

\* Available only to SynCFusion identified current licensed premium support customers, license cannot be added retroactively

+ Available on a case-by-case basis



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