# 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**



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

<sup>\*</sup>To determine your support level, please contact Syncfusion Client Services

### **Escalations**



	Action	Regular Support	Premium Support
e	Escalation Guaranteed Respons	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)

## **Escalations Matrix**

Issue Priority++		First Contact	Priority Is Automatic	
Р3	Normal Priority	24 hours / 1 business day	Yes	
P2	High Priority	12 hours / ½ business day	Manual	
P1	Critical Priority	3 hours	Manual	

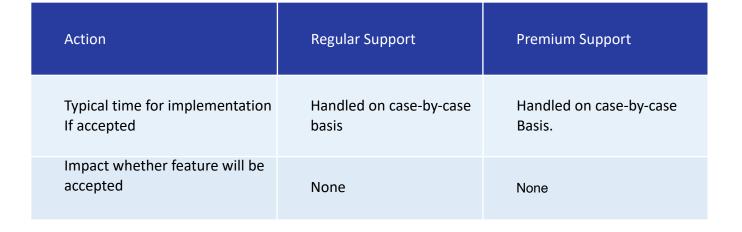


### Defect Reports



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

## **Feature Requests**



\* Decisions on feature requests are always subject to change



### 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	1 year from product release (if major changes are not required)
Cumulative patches for issues reported after current release	required) 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

## 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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<sup>\*</sup> 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

### 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

### 3. Cumulative Patch and Consolidated Patch

	Cumulative	Consolidated
Incremental Customer	Yes	Yes
Incremental Enterprise	No	Yes
Defect Fix	Yes	Yes
Feature Request	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
Feature Request	No +	No
Retired Products	No	No
Migration Support	No	No

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<sup>##</sup>Syncfusion®

<sup>\*</sup> Available only to Syncfusion identified current licensed premium support customers, license cannot be added retroactively

<sup>+</sup> Available on a case-by-case basis

