

Syncfusion, Inc. Support and Product Maintenance Service-Level Agreement

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

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Support Tickets



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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 (except when 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 (except when initiated by Syncfusion)



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Escalations Matrix

Issue Priority ⁺⁺		First Contact	Priority Assignment
P3	Normal priority	24 hours / 1 business day	Automatic
P2	High priority	12 hours / ½ business day	Manual
P1	Critical priority	3 hours	Manual



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⁺⁺ While we accept customers' submissions of issue priority, final determination of priority will be at the discretion of Syncfusion Support.

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 if accepted	Handled on a case-by-case basis	Handled on a 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 is subject to feasibility and could be considered as part of a separate custom support package 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](#).

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

Table 1. Troubleshooting

Issue Validation	Yes
Communication	Yes
Solution or Workaround	Yes
Defect Fix	Yes
Feature Request	No
Solution Documentation	Yes

Table 2. General Availability and Patch Support

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



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Glossary of Terms

Table 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

Table 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

* 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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