

# **Syncfusion, Inc.** **Essential Studio (All Editions)** **Support and Product** **Maintenance** **Service-Level Agreement**

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



# Support Tickets



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Action	Standard Support (Base SDK)*	Enterprise Support (Premium)*
Guaranteed response	2 business days**	1 business day**
Unlimited Tickets	Yes	Yes
Access to major and minor upgrades	Yes	Yes
Support Channel	Ticketing System	Priority queue in Ticketing System
Proactive Guidance	Reactive ticket handling	Proactive health checks and Optimization Reviews
Weekend/holidays support	No	Yes (if indicated at the time of issue submission)
Customer-initiated web meetings/remote debugging	No (except when initiated by Syncfusion)	Yes

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

\*\* Business Day: Monday to Friday from 9:00AM to 6:00 PM local time at the Customer's designated location of Software installation, excluding local and national holidays.

# Escalations

Action	Standard Support (Base SDK)	Enterprise Support (Premium)
Escalation guaranteed response	24 hours (not including weekend/holiday)	12 hours (not including weekend/holiday)
Escalation when guaranteed response time not met	Yes	Yes
Customer-initiated escalation at any time	No	Yes
Dedicated Contact	No	Yes
Escalation Path	Support team	Direct escalation to product engineering through dedicated contact



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# Escalations Matrix and Support Response Times



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Issue Priority <sup>++</sup>		Standard Support (Base SDK)	Enterprise Support (Premium)
P3	Normal priority (Automatic Assignment)	3 business days*	1 business day*
P2	High priority (Manual Assignment)	2 business days*	1 business day*
P1	Critical priority (Manual Assignment)	1 business day*	3 calendar hours**

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

\* Business Day: Monday to Friday from 9:00AM to 6:00 PM local time at the Customer's designated location of Software installation excluding local and national holidays.

\*\* Calendar Hours: Available 24/7 from Sunday to Sunday.

# Defect Reports

Action	Standard Support (Base SDK)	Enterprise Support (Premium)
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	Standard Support (Base SDK)	Enterprise Support (Premium)
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



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Action	Standard Support (Base SDK)	Enterprise Support (Premium) Extended Support**
General and Patch Support*	Current version only	3 Years From product release
Support for patching with previous versions	No	1 year from product release (if major changes are not required)
Cumulative patches for issues reported after current release	No	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.

# Security Issues Product Lifecycle



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Action	Standard Support (Base SDK)	Enterprise Support (Premium)
Fixing critical 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

\* 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 - Troubleshooting



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**Table 1. Troubleshooting**

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

# Glossary of Terms – General Availability and Patch Support



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**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

# Glossary of Terms: Cumulative and Consolidated Patches



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**Table 3. Cumulative Patch and Consolidated Patch**

	Cumulative	Consolidated
Standard	Yes	Yes
Incremental Enterprise	No	Yes
Defect Fix	Yes	Yes
Feature Request	No	No
Retired Products	No	No

# Glossary of Terms: Extended and Limited Support



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**Table 4. Extended Support and Limited Support**

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

\*Basic maintenance and troubleshooting support is provided on a case-by-case basis and is available exclusively to customers identified by Syncfusion as current licensed premium support holders. Licenses cannot be applied retroactively. Availability of Limited Support is subject to the specific product and will be determined at the sole discretion of Syncfusion.

+ Provided on a case-by-case basis and determined at the sole discretion of Syncfusion.

# Contract Flexibility

Standard Support (Base SDK)	Enterprise Support (Premium)
Standard EULA	Limited contract flexibility offered



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