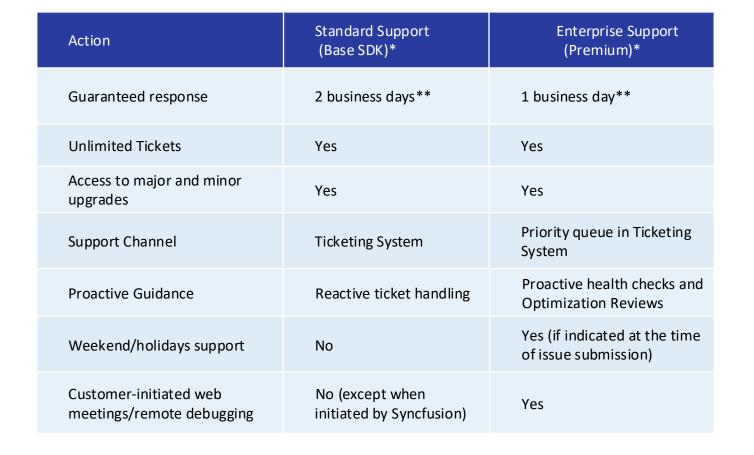
Syncfusion, Inc.
Essential Studio (All Editions)
Support and Product
Maintenance
Service-Level Agreement

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



Support Tickets





^{*} 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

Escalations Matrix and Support Response Times

lssue F	Priority ⁺⁺	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**



⁺⁺ 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.

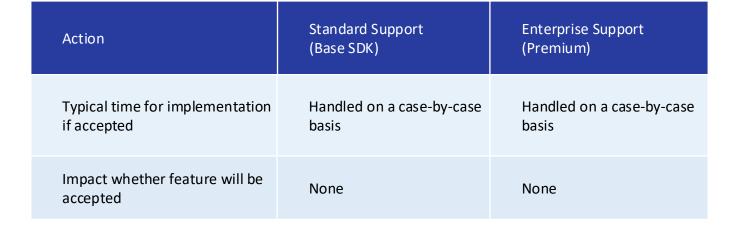
^{**} Calendar Hours: Available 24/7 from Sunday to Sunday.

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

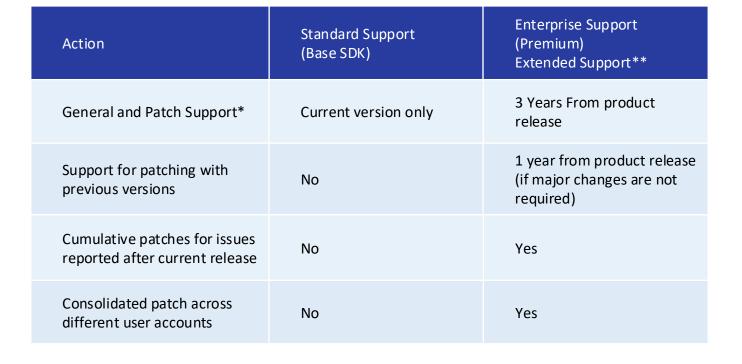
Feature Requests



^{*} Decisions on feature requests are always subject to change.



Product Lifecycle



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

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



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



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



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



Table 4. Extended Support and Limited 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

^{*}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	Enterprise Support
(Base SDK)	(Premium)
Standard EULA	Limited contract flexibility offered

