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

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Support Tickets

Action	Standard Support	Business Support	Enterprise Support
Guaranteed response	2 business days	1 business day	8 business hours
Unlimited tickets	Yes	Yes	Yes
Access to major and minor upgrades***	Yes	Yes	Yes
Support channel	Ticketing system	Ticketing system	Priority queue in ticketing system
Proactive guidance	Reactive ticket handling	Reactive ticket handling	Proactive health checks and optimization guidance
Weekend and holiday support	No	No	Yes (if indicated at the time of submission)
Customer initiated web meetings	No. (except when initiated by Syncfusion)	No. (except when initiated by Syncfusion)	Yes

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* To determine your support level, please contact Syncfusion Client Services.
** Business Day: Monday to Friday from 9:00AM to 6:00 PM local time excluding local and company observed public holidays.
*** With current subscription or current trial only.

Incident Priority and Support Response Time: Standard Support

Priority*	Initial Response	Update Frequency	Target Resolution
P1	8 business hours	Daily	3-5 business days
P2	1 business day	Every 2 business days	5-7 business days
P3	2 business days	Weekly	Best efforts based on backlog

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

P1 – Critical (manual assignment): blocking issues in production or major project milestones.
P2 – High (manual assignment): serious functional impact but not a total blocker.
P3 – Normal (automatic assignment): standard issues, questions, and non-blocking bugs

Incident Priority and Support Response Time: Business Support

Priority*	Initial Response	Update Frequency	Target Resolution
P1	4 business hours	Same business day	2-3 business days
P2	8 business hours	Daily	3-5 business days
P3	1 business day	Weekly	Scheduled release

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P1 – Critical (manual assignment): blocking issues in production or major project milestones.
P2 – High (manual assignment): serious functional impact but not a total blocker.
P3 – Normal (automatic assignment): standard issues, questions, and non-blocking bugs

Incident Priority and Support Response Time: Enterprise Support

Priority*	Initial Response	Update Frequency	Target Resolution
P1	2 hours (24 x 7)	Every 2-4 hours	24-72 hours
P2	4 business hours	Same day	2-3 business days
P3	8 business hours	Weekly	Planned fix with commitment

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P1 – Critical (manual assignment): blocking issues in production or major project milestones.
P2 – High (manual assignment): serious functional impact but not a total blocker.
P3 – Normal (automatic assignment): standard issues, questions, and non-blocking bugs

Support Services

Services	Standard Support	Business Support	Enterprise Support
Support hours	Business hours only (Monday – Friday)	Business hours only (Monday – Friday)	Business hours (24 x 7 coverage for P1 incidents)
Support channel	Email / portal support	Email / portal support	Email /portal support
Escalation path	None	Escalation to senior engineers	Named escalation path
Hotfix delivery	No guaranteed hotfix delivery	Patch or workaround * considered	Hotfixes outside of regular release cycle
Designated escalations contact	None	None	Yes

* Feasibility of providing patch / workaround will be determined solely by Syncfusion.

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Defect Reports

Action	Standard Support	Business Support	Enterprise Support
Maximum time for fixing confirmed P3 issues	Next volume release	Next volume release	Next volume release
Maximum time for fixing confirmed defects caused by a new release	1 week	3-5 business days	1-3 business days
Maximum time for fixing confirmed complex issues	Best efforts depending on backlog	Next volume release	Next volume release (fixing in weekly release or service pack will be considered on a case-by-case basis)
Escalations for fixes	None	On a case-by-case basis	On a case-by case basis

Product Lifecycle

Action	Standard Support	Business+ Support (with Extended Support)	Enterprise+ Support (with Extended Support)
General and Defect Fix Support	Current version only	1 year from product release	3 years from product release
Support for patching with previous versions	No	Yes	Yes
Cumulative patch for issues reported after current release	No	Yes	Yes
Consolidated patches across different user accounts	No	Yes	Yes

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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 and Defect Fix 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	Business Support	Enterprise Support
Fixing critical security issues*	Until product retirement	Until product retirement	Until product retirement
Escalation for fixes	None	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	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.

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Glossary

Table 1. Troubleshooting

Issue Validation	Yes
Communication	Yes
Solution or workaround	Yes
Defect Fix	Yes
Feature request	No
Solution Documentation	Yes

Table 2. General And Defect Fix Support

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

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

Table 4. Extended Support and Limited Support

	Extended Support*	Limited Support*
Troubleshooting	Yes	Only severe/ mission-critical issues
General and Defect Fix Support	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.

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Additional Terms and Conditions

- **Response Time** is defined as the elapsed time from receipt of a support request to the first **meaningful response by a qualified support representative**.
- **Resolution Time** is defined as the time required to provide a **workaround, permanent fix, or a mutually agreed remediation plan**, as determined by the Company.
- S**LA commitments apply only to supported product versions** in accordance with the Company's published support lifecycle policy.
- **Customer responsibilities** include providing sufficient information to enable issue investigation, including **clear reproduction steps, relevant logs, and requested diagnostic data**.
- F**eature requests, product enhancements, and requests for new functionality** are expressly **excluded from SLA coverage**.

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Contract Flexibility

Standard Support	Business Support	Enterprise Support
Standard EULA	Standard EULA	Standard EULA

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