

**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

| 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                                               |

# 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 |

# 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 |

# 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 |

# Support Services

| Services                       | Standard Support                         | Business Support                         | Enterprise Support                                |
|--------------------------------|------------------------------------------|------------------------------------------|---------------------------------------------------|
| Support hours                  | Business hours only<br>(Monday – Friday) | Business hours only<br>(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                                               |

# 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<br>(with Extended Support) | Enterprise+ Support<br>(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                                            |

# 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  |

# 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.

# 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.
- **SLA 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**.
- **Feature 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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