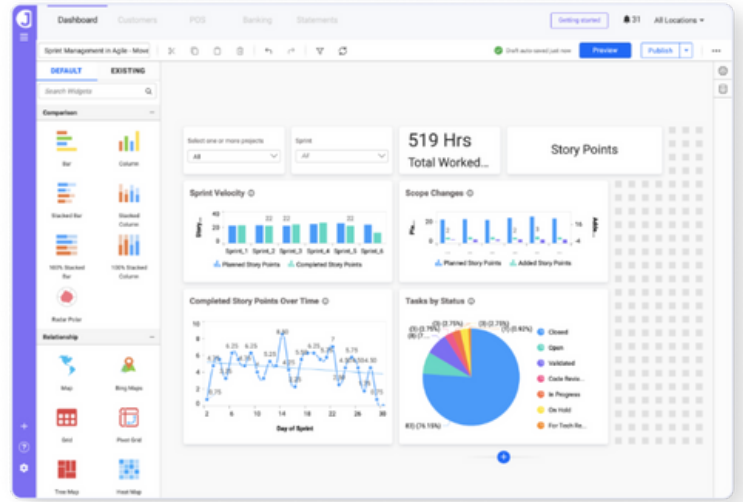# Bold BI
By Syncfusion

Bold BI Support and Maintenance

Service-Level Agreement
Last updated July 2022

Support Services

- 24×5 support with easy access via boldbi.com/account.
- Escalation management for critical issues.

- Frequent software updates.
- Web, email, and chat support.
- Phone escalation.*

* Requires support ticket to be logged prior to escalation.

Release schedule

Four releases a year for Bold BI and the cloud add-on.

Defect reports

- Fixes for confirmed issues will be completed in the next release.
- Escalation for fixes is on a case-by-case basis.

Support escalation

- Customer may initiate an escalation at any time.
- Guaranteed response time after an escalation is 24 hours.

Feature requests

- Not all feature requests will be granted, but we will do our best to meet your needs.
- Time to implement will be determined once accepted.

Support service level

- Guaranteed response in 24 hours.
- Unlimited incidents.
- Access to major and minor updates.
- Weekend and holiday support on a case-by-case basis.
- Advanced troubleshooting via web meetings on a case-by-case basis.

We provide live chat for support questions and urgent needs 24×5.

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