Bold Products Support and Maintenance
Service Level Agreement

Last updated Sep 2024

Bold BI by Syncfusion

Business Intelligence Analytics & Dashboards for everyone

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Release schedule

Cloud edition

4 releases a year

Embedded edition

4 releases a year

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Support services

- 24x5 support – easy access through
  https://www.boldbi.com/account/

- Escalation management for critical issues.

- Software updates.

- Web and email support.

- Phone escalation*.

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Support service level

	Standard Support	Priority Support
P1 first response time	3 Business hours*	3 Calendar hours**
P2 first response time	12 Business hours*	12 Calendar hours**
P3 first response time	24 Business hours*	24 Calendar hours**

Business Hours: Monday to Friday (Sunday to Thursday for countries where those days are considered the standard work week), from 9:00 AM to 6:00 PM local time at the Customer's designated location of Software installation, excluding local and national holidays.

** Calendar Hours: Available 24/7/365 from Sunday to Sunday.

Unlimited Incidents

Yes

Access to major and minor updates

Yes

Advanced troubleshooting – web meetings

Yes – with Syncfusion review and approval

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Support escalation

Escalation Guaranteed Response

24 business hours

Escalation when Guaranteed Response time not met

Yes

Customer Initiated Escalation at any time

Yes

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Defect reports

- **Fixes for Confirmed Issues**

  Upcoming release

- **Escalations for fixes**

  Handled on case-by-case basis

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Feature requests

- **Typical time for implementation if accepted**

  Handled on case-by-case basis

- **Guaranteed feature acceptance**

  No guarantee

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