Bold Products Support and Maintenance
Service Level Agreement

Last updated May 2025

Bold Reports
By Syncfusion

Comprehensive Reporting Solutions for Intelligent Data-Powered Decisions

www.boldreports.com

Release schedule

- **Cloud Edition**

  4 main releases a year
  Monthly service packs

- **Enterprise On-Premise Edition**

  4 releases a year
  Monthly service packs

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Support services

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

- Escalation management for critical issues.

- Software updates.

- Web and email support.

- Live Chat Support.

- WhatsApp Support.

- Phone escalation.

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Support service level

Issue Priority	Standard Support
P1 (Critical) first response time	3 Calendar hours*
P2 (High) first response time	12 Business hours*
P3 (Medium / low) first response time	24 Business hours*

Unlimited Tickets

Yes

Access to major and minor updates

Yes

Advanced troubleshooting – web meetings

Yes – with Syncfusion review and approval

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*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 from Sunday to Sunday.

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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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Product Lifecycle Support

Cloud Edition

Bold Reports Cloud receives ongoing security updates, critical updates for the current version ensuring the platform remains secure and stable. Syncfusion provides technical support for the current version of Bold Reports Cloud until next version is live.

Enterprise On-Premise Edition

Support	Term	Coverage	Defect Patches	Feature Patches
General Maintenance and Patch Support	Available up to 1 year after product release.	General maintenance, minor release updates, and troubleshooting according to technical support policy.	Included. Critical security patches included.	Not included.*
Extended Support	Available up to 6 months after the end of General Maintenance and Patch Support.	Transition support after mainstream support ends, including support for issues encountered during upgrade,	Not included.** Critical security patches included,	Not included,
Limited Support	Available up to 6 months after the end of Extended Support.	Assistance with online product documentation and basic assistance to keep the product operational	Not included, Critical security patches not included.	Not Included.

- Patch support for feature enhancements will be considered on a case-by-case basis.
** Patch support for defects will be considered on case-by-case basis

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End of Life Support Policy

Retirement

Support ends 2 years after product release and our customers are encouraged to upgrade to our newer version releases.

https://www.boldreports.com/support/product-lifecycle

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Terms of use

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