

# **Bold Products Support and Maintenance Service Level Agreement**



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Confidential information

Comprehensive Reporting Solutions for  
Intelligent Data-Powered Decisions

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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://boldreports.com/account>
- Escalation management for critical issues.
- Software updates.
- Web and email support.
- Phone escalation\*.

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# Support service level

- **Guaranteed Response**  
24 business hours
- **Unlimited Incidents**  
Yes
- **Access to major and minor updates**  
Yes
- **Weekend/Holidays support**  
On case-by-case basis
- **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

# Defect reports

- **Fixes for Confirmed Issues**

Upcoming release

- **Escalations for fixes**

Handled on case-by-case basis

# Feature requests

- **Typical time for implementation if accepted**

Handled on case-by-case basis

- **Guaranteed feature acceptance**

No guarantee

# Terms of use

<https://www.boldreports.com/terms-of-use>

# Contact us

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