



COMPREHENSIVE REPORTING SOLUTIONS FOR INTELLIGENT DATA- POWERED DECISIONS

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**BOLD PRODUCTS SUPPORT AND MAINTENANCE
SERVICE LEVEL AGREEMENT**

LAST UPDATED FEBRUARY 2021

CONFIDENTIAL INFORMATION

RELEASE SCHEDULE

Cloud edition	4 releases a year
Embedded edition	4 releases a year

SUPPORT SERVICES

- 24x5 support – easy access through <https://boldreports.com/account>
- Escalation management for critical issues.
- Software updates .
- Web and email support.
- Phone escalation*.

* - Requires support incident to be logged prior to escalation.

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

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

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