

Support SLA Overview

Support is offered at three levels: **Standard**, **Business**, and **Enterprise**.

All plans include:

- Unlimited support tickets (subject to fair-use provisions in the [EULA](#))
- Access to all major and minor upgrades during an active subscription
- Access to all published fixes

Response Time Commitments

Response times are based on incident priority. Customers may propose a priority; Syncfusion Support makes the final determination based on objective impact criteria.

Priority	Standard	Business	Enterprise
P1 - Critical (production blocker)	8 business hours	4 business hours	2 hours (24×7)
P2 - High (major impact, not a blocker)	1 business day	8 business hours	4 business hours
P3 - Normal	2 business days	1 business day	8 business hours

Fix Delivery

- **Standard:** Next service pack or major release
- **Business:** Weekly deployment cycle
- **Enterprise:** Hotfixes outside the regular release cycle, subject to severity and technical feasibility

Version Support

- **Standard:** Current version only
- **Business (Extended Support):** Up to 1 year from product release
- **Enterprise (Extended Support):** Up to 3 years from product release

Critical security fixes for Syncfusion-maintained components are provided until product retirement for customers with an active subscription. This excludes Microsoft, platform, framework, and other third-party dependencies.

SLA Definitions

- **Response Time:** Time to the first meaningful reply from a qualified support representative.
- **Resolution Activities:** Performed on a best-effort basis and may result in a workaround, permanent fix, or mutually agreed remediation plan.
- **Business Hours:** Monday through Friday, 9:00 AM to 6:00 PM US Eastern Time, excluding observed public holidays.

Scope

Applies only to supported product versions. Feature requests, product enhancements, new functionality requests, and issues arising from third-party dependencies are excluded.

[Read the full Service-Level Agreement →](#)