



# **BoldSign®**

## **Support and Maintenance**

## **Service-Level Agreement**

Last updated Feb 2025

## 1. SUPPORT SERVICES

- **24×5 support** through tickets and email: [Create a Ticket](#) or [Contact Us](#)
- Escalation management for critical issues
- Software updates
- Live chat

## 2. SERVICE UPTIME GUARANTEE

- **99.99%** of the time of any calendar month, with exclusions\*
- You can check the current service status at [status.boldsign.com](https://status.boldsign.com)

\* Exclusions: Including and not limited to scheduled maintenance; emergency maintenance; force major events or factors outside the reasonable control of Syncfusion®; customers, network connections, software, or infrastructure; and use of the service by the customer in a manner not authorized by the license agreement or recommended best practice.

## 3. SUPPORT SERVICE LEVEL

- Guaranteed response in **24 business hours**
- **Unlimited tickets**
- Weekend and holiday support on a case-by-case basis
- Advanced troubleshooting and web meetings on a case-by-case basis

## 4. SUPPORT ESCALATION

- **24-hour guaranteed response for escalations**
- Automatic escalation when guaranteed response time is not met
- Customer-initiated escalations at any time

## 5. DEFECT REPORTS

- Fixes for confirmed issues will be delivered in the next release
- Escalations for fixes are handled on a case-by-case basis

## 6. FEATURE REQUESTS

- The timeline of delivery for the implementation of accepted feature requests is handled on a case-by-case basis
- Feature acceptance is not guaranteed