BoldDesk
Support and Maintenance
Service Level Agreement

Last updated October 2025

BoldDesk
by Syncfusion

Cloud-based, Modern Help Desk Ticketing Software

www.bolddesk.com

Release Schedule

- 4 main releases a year

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Onboarding Goal

Standard Support	Premium Support
Guided set-up via support channel*	Enhanced support, with priority access and personalized assistance through a dedicated onboarding consultant*

- **Only with current license**

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Onboarding Services

Services	Standard Support	Premium Support
Engagement Duration	3 weeks	6 weeks
Configuration Ownership	Customer led. BoldDesk will share perspective guidance	Shared between the customer and BoldDesk
Support through ticketing system	Yes	Yes
Email Q&A	Yes	Yes
Live Chat	Yes	Yes
Meeting Cadence	No	Up to 5 x 45 minutes working sessions
Admin and Agent Training	Via support channels	Up to 2 x 45 minutes working sessions
Hypercare (Post Go Live Support)	1 week	2 weeks
Free Data Migration Support	Yes	Yes

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Support Services

- ✔ 24x5 support access through https://support.bolddesk.com/

- ✔ Software Updates

- ✔ Live Chat Support

- ✔ Email Support

- ✔ Unlimited Tickets

- ✔ Phone Escalation

- ✔ Advance Troubleshooting and Web Meetings

- ✔ Access to major and minor upgrades

- ✔ Escalation management for critical issues

- ✔ Weekend and Holiday Support+

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*Support ticket required
** Only with current license
+ On case-by-case basis

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Support Service Level : First Contact Response Times

Issue Priority	Standard Support	Premium Support
P1 (Critical) first response time	1 business day*	3 calendar hours**
P2 (High) first response time	2 business days*	12 calendar hours**
P3 (Medium / low) first response time	2 business days*	1 business day*

Business day: Monday to Friday (Sunday to Thursday for countries where those days areconsidered **the standard** work week), from 9:00 AM to 6:00 PM local time at the Customer'sdesignated location **of Software** installation, excluding local and national holidays.

** Calendar Hours: Available 24/7 from Sunday to Sunday

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Support Service Level : Support Channel and Proactive Guidance

✅ **Support Channel**

Standard Support	Premium Support
Ticketing System	Priority Queue In Ticketing System

✅ **Proactive Guidance**

Standard Support	Premium Support
Reactive Ticket Handling	Reactive Health Checks and Optimization Reviews

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Escalation

	Standard Support	Premium Support
Escalation Guaranteed Response	1 business day	6 business hours
Escalation When Guaranteed Response Time Not Met	Yes	Yes
Customer Initiated Escalation At Any Time	Yes	Yes
Dedicated Contact	No	Yes
Escalation Path	Support Team	Direct Escalation to Product Engineering Team Through Dedicated Contact

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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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Service Uptime Guarantee

- 99.5% of the time of any calendar month, with exclusions*

- Service status

  https://status.bolddesk.com/

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

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Legal Indemnification

Standard Support	Premium Support
None	IP Indemnity + Liability Coverage (subject to limits)
Standard EULA	Negotiable Legal Terms (liability caps, insurance certificates, etc.

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