

BoldDesk

Support and Maintenance

Service Level Agreement

Last updated June 2026

Confidential information

Cloud-based, Modern Help Desk
Ticketing Software

www.bolddesk.com

Release Schedule

- ✓ 4 main releases a year

www.bolddesk.com

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

Onboarding Services

Services	Standard Support	Premium Support
Engagement Duration	2 calls (2 x 60 minutes)	4 calls (4 x 60 minutes)
Configuration Ownership	Customer led. BoldDesk will share perspective guidance	Shared between the customer and BoldDesk
Support through ticketing system, Email Q&A, Live Chat	Yes	Yes
Agent and Admin Training	Via support channel	1 call (1 x 60 minutes)
Hypercare (Post Go Live Support)	3 days	5 days
Free Data Migration Support	Yes	Yes

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

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 are considered the standard work week), from 9:00 AM to 6:00 PM local time at the Customer's designated location of **Software** installation, excluding local and national holidays.

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

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

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

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

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.)

Terms of use

<https://www.bolddesk.com/terms>

Contact us

<https://www.bolddesk.com/contact-us>



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