Code Studio
Support and Maintenance
Service Level Agreement

Code Studio
by Syncfusion

Last updated November 2025

AI-Powered IDE for Enterprise Software Development

https://www.syncfusion.com/code-studio

Release Schedule

- ✅ Once a month

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Support Services

- ☑ Support Channel: Ticketing System
  https://codestudio.syncfusion.com/support

- ☑ 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	Support Service Level
P1 (Critical) first response time	1 business day*
P2 (High) first response time	2 business days*
P3 (Medium / low) first response time	2 business days*

*Business day: Monday to Friday (Sunday to Thursday for countries where those days are considered the standard work week), from 09:00 to 18:00 local time at the customer's designated location of software installation, excluding local and national holidays.

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Escalation

Escalation Service	Support
Escalation Guaranteed Response	1 business day
Escalation When Guaranteed Response Time Not Met	Yes
Customer Initiated Escalation At Any Time	Yes
Dedicated Contact	No
Escalation Path	Support Team

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

- ✓ Service status

  https://status.sfcodestudio.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

✓ **Legal Indemnification**

None

✓ **End User License Agreement**

Standard

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Terms of Use

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