**CS#1**

Hello [NAME],

I am sorry to hear of your disappointment using two of the Telerik RadControls.  
  
Would you please tell me which **version** of the RibbonBar you want to use again instead of the newest one? Could you also explain in more details what you **do not like** in the newest version and what **you do like** in the preferred one. Is there something you have done with the oldest version that you cannot do with the newest?

I look forward to hearing from you.

Regards,  
Hristo

**CS#2**

Hello [NAME],

I can understand how this issue is frustrating you.  
As developers one of the things we do not like the most is the bug, so we really will make our best effort to help you.

Would you please tell us which is the Telerik Product and its version, that you have problems with? Could you give us more details about the bugs you have encountered?

I look forward to hearing from you.

Regards,  
the Telerik team

**CS#3**

Hello [NAME],

As a corporate client, your ticket is **handled** with **priority** and we want to assure you that our team is working on it since you have sent it.

The issue you have stumbled is really is definitely **huge** and **tough**, and we need more time to give you **best solution**. Actually at this moment we have a simple solution, but we are afraid that you will be not delighted with it as it is too risky.

We will do our best to send you the solution as soon as possible, in 24 or 72 hours after the ticket commitment according to the SLA.

Regards,  
the Telerik team

**CS#4**

Hello[NAME],

Thank you for contacting Telerik Support.

I am sorry to tell you that in **Silverlight**, **using the SaveFileDialog** is the only option to save a document. [if I knew more about Silverlight and the RadRichTextBoxitself, I could explain him more about the limitations of Silverlight and would recommend reading resources]

I hope this information helps. Please let me know if I can assist you any further. Thank you in advance.

Regards,  
Hristo

**CS#5**

Hello[NAME],

Thank you for contacting us.

We want to apologize for lack of deadline on this feature release. We are trying to meet the **demands** of all our customers including you. Our **goal** is to provide really good working and **high-quality** features, but setting approximate release dates is extremely difficult task as we work on many projects these months.

We will definitely **discuss** your demand once again and see if we can give it better **priority**.

We hope this information helps. If you have any other questions, please feel free to ask.

Regards,  
the Telerik team

**CS#6**

Hello [NAME],

Yes, you are right that our product does not support this feature.   
I will **log** this as a feature request but I cannot tell you exact deadline when this feature will be implemented.  
I have heard about the feature of DevExpress but I would **offer you** [If I knew more about Telerk product I would offer alternative].

If you have any problems with implementing the alternative I offered, please do not hesitate to contact me again.

Regards,  
Hristo