

For Everyone, Guaranteed

Bronze Customer Support is **free for all Platform Brightcove customers**. You get unlimited email access to our highly trained Customer Solutions Specialists, and a guaranteed response time of 16 business hours for all issues.

In the event of a system-wide issue, we will continue to put the full force of the company behind resolving it as quickly as possible. We will keep you apprised of these issues through email and system status updates.

“Wow! What amazing customer support. This is a great sign that we are making the right choice in using Brightcove.”

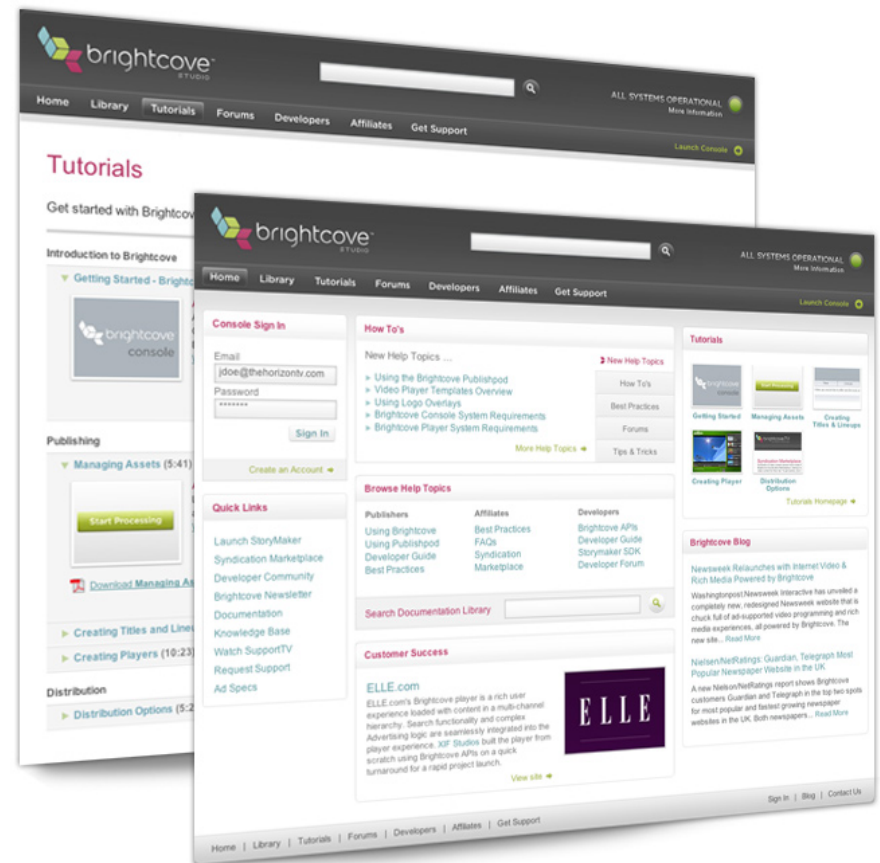
-- Anonymous, Brightcove Publisher

BRONZE SUPPORT DETAILS

Availability:	9AM - 6PM Local Time (US, EU) Monday - Friday, excluding holidays
Guaranteed Response Time:	All Issues: 16 business hours
Support Channel:	Unlimited email support with web-based submission

BRONZE SUPPORT FEATURES

- 24/7 access to tutorials, best practices, and our Help Center
- 24/7 access to the Brightcove Community
- 24/7 access to web-based email support submission
- Notifications of major releases, system status and scheduled maintenance



Bronze Support customers get access to Brightcove resources like our online knowledge base, tutorial library, forums and submission forms.