

Peace of Mind

At Brightcove, we strive to provide the **highest-quality customer support and assistance**. In a world of rapid change, we understand that support expertise is critical to our customer’s ongoing success. Brightcove Customer Support is committed to addressing your technical inquiries and helping you extract the most value out of your online video platform.

All of our customers enjoy free email support via web-based submission to our highly trained Customer Solutions Specialists. To meet the varied needs of our customers, Brightcove offers several multi-channel technical support

packages that provide access to expert-level support specialists, best practices, and administrative knowledge. Contact your Brightcove business development representative for pricing and additional information.

	BRONZE SUPPORT	SILVER SUPPORT	GOLD SUPPORT
Availability:	Business Hours Only	Business Hours Only	24/7
Guaranteed Response Time:	Response within 16 business hours	Expedited Response	Priority Response
Support Channel:	Email Support via web-based submission	Email Support via web-based submission Phone Support during Business Hours	Email Support via web-based submission Phone Support during Business Hours Gold Support Partner – your assigned support advocate

*The above matrix is an overview. For details, please see each support package datasheet or contact your Brightcove business development representative

BRONZE SUPPORT

- Brightcove’s Bronze Support is free for all Brightcove customers
- You get unlimited email access to our highly trained Customer Solutions Specialists
- Guaranteed response time of 16 business hours for all issues during your local business hours
- 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



SILVER SUPPORT

In addition to all of the benefits of Bronze Support, Silver Support includes:

- Expedited response to all issues
- Live phone support during your local business hours
- Silver Support inquiries receive priority over Bronze Support inquiries, allowing you to rest assured that an experienced professional will quickly address your technical issues



GOLD SUPPORT

In addition to all of the benefits of Silver Support, Gold Support includes:

- Near immediate response to critical issues during both business and off hours
- Gold Support inquiries receive the absolute highest priority, ensuring that your technical needs are addressed as quickly as possible day or night
- Gold Support Partner – your assigned proactive support advocate will help drive escalations and perform monthly incident reviews

