

Sleep Well, You're Covered

In addition to all of the benefits of Silver Support, Gold Support provides **near-immediate response to critical issues during both business and off hours**. Furthermore, Gold Support inquiries receive the absolute highest priority, ensuring that your technical needs are addressed as quickly as possible day or night.

“Brightcove provides the most responsive Customer Service I have ever seen! I love you guys!”

-- Chris Casserly, www.petstyle.com

GOLD SUPPORT DETAILS

Availability:	Business Hours: 9 AM - 6 PM Local Time (US, EU and Asia-Pacific) Monday - Friday, excluding holidays	Off Hours: 6 PM - 9 AM Local Time (US, EU and Asia-Pacific) Monday - Friday, weekends, holidays
Guaranteed Response Time:	Business Hours: Critical Issues: 1 business hour Important Issues: 2 business hours Other Issues: 8 business hours	Off Hours: Critical Issues: 1 business hour Important Issues: 6 business hours Other Issues: Next business day
Support Channel:	Unlimited e-mail support with web-based submission 24/7 Phone Support	
Named Contacts:	4 named phone contacts per organization (Additional contacts available)	

* Critical Issues include loss of the Brightcove Service or critical loss of significant publishing availability specific to a live production player

* Important Issues are those where the Brightcove Service is operational, but there are blocking issues regarding expected publishing capabilities specific to a live production player

* Other Issues are all issues which are not defined as Critical or Important

GOLD SUPPORT FEATURES

- 24/7 access to support and issue resolution
- Priority response to all issues
- Live phone support
- 24/7 access to the Brightcove Help Center, Community, Email support
- Notifications of major releases, system status and scheduled maintenance



Gold Support includes all the resources, and support that Silver Support offers, enhanced with 24/7 response to help drive escalations, resolve issues and review technical status.