

# 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](http://www.petstyle.com)

## GOLD SUPPORT DETAILS

<b>Availability:</b>	<b>Business Hours:</b> 9 AM - 6 PM Local Time (US, EU) Monday - Friday, excluding holidays	<b>Off Hours:</b> 6 PM - 9 AM Local Time (US, EU) Monday - Friday, weekends, holidays
<b>Guaranteed Response Time:</b>	<b>Business Hours:</b> Critical Issues: 1 business hour Important Issues: 2 business hours Other Issues: 8 business hours	<b>Off Hours:</b> Critical Issues: 1 business hour Important Issues: 6 business hours Other Issues: Next business day
<b>Support Channel:</b>	Unlimited e-mail support with web-based submission 24/7 <b>Off Hours:</b> Phone Support Gold Support Partner: Assigned advocate provides monthly support review	
<b>Named Contacts:</b>	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
- Gold Support Partner – your assigned support advocate:
  - Drives escalations and resolution of your issues
  - Leverages Brightcove’s subject matter experts
  - Proactively communicates system status, issues and updates
- 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 and Gold Support Partner to help drive escalations, resolve issues and review technical status.