

Let's Talk It Out

In addition to all of the benefits of Bronze Support, Silver Support includes **expedited response** to urgent issues and **live Phone Support**. Silver Support inquiries receive priority over Bronze inquiries, allowing you to rest assured that an experienced professional will quickly address your technical issues.

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

-- Chris Casserly, www.petstyle.com

SILVER SUPPORT DETAILS

Availability:	9AM - 6PM Local Time (US, EU) Monday - Friday, excluding holidays						
Guaranteed Response Time:	<table border="0"> <tr> <td>Critical Issues:</td> <td>1 business hour</td> </tr> <tr> <td>Important Issues:</td> <td>2 business hours</td> </tr> <tr> <td>Other Issues:</td> <td>8 business hours</td> </tr> </table>	Critical Issues:	1 business hour	Important Issues:	2 business hours	Other Issues:	8 business hours
Critical Issues:	1 business hour						
Important Issues:	2 business hours						
Other Issues:	8 business hours						
Support Channel:	Phone Support during Business Hours Unlimited e-mail support with web-based submission						
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

SILVER SUPPORT FEATURES

- Expedited response to all issues
- Live phone support
- 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



Silver Support includes all the resources, and support that Bronze Support offers, in addition to live phone support.