

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

## SILVER SUPPORT DETAILS

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

## 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.