

Welcome to Edgecast.

We're committed to delivering high-quality website and app experiences for your customers on every device around the world.

Providing you with the industry's best customer service and support is a critical part of making this happen. Edgecast service bundles offer a range of support options powered by experts and powerful tools. Whether you need on-demand access to configuration support or a dedicated team that proactively manages your service needs, we have a service tier that will work for you.



Incidents

When notifying us of an incident, please have your account details and a description of the issue ready. For critical issues, send us an email. For our paid support customers, please contact us on our toll-free number.

• Response Times

Basic Support	N/A	N/A	N/A
Standard Support	1 hr	2 hrs	Once daily
Business Support	1 hr	2 hrs	Once daily
Premier Support	30 min	2 hrs	Once daily
Enterprise Support	Real time	1 hr	4 hrs

• Escalations*

For a critical event, you can alert the entire NOC management team at: escalations@edgecast.com

• Official Incident Report (OIR)*/ Root Cause Analysis (RCA)

An Official Incident Report (OIR) will be delivered within 24 hours of the resolution of a service degradation incident. A Root Cause Analysis (RCA) will be delivered within 5 business days of a service disruption.



Self-service portals

You can configure your services with help from our online tutorials at: edgecast.com/platform-tutorials



We can provide support for your high-value events through Managed Conference Bridges | Monitoring | Dedicated Resources. For more information, contact your account manager.



Reporting

Customize real-time stats, streaming, and Edgecast performance analytics, as well as raw log delivery via your portal at: my.edgecast.com



Network Status

View real-time network status information and updates on high-priority incidents, customer impacting issues and maintenance activities. Subscribe to proactive notifications via email, text message, or webhook integration at: status.edgecast.com

To learn more about how Edgecast has the industry's best customer service and support, contact us now.

b2b@edgecast.com

1.877.334.3236

edgecast.com
