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**

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<tbody>
<tr>
<td></td>
<td>N/A</td>
<td>1 hr</td>
<td>2 hrs</td>
<td>1 hr</td>
<td>30 min</td>
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<tr>
<td></td>
<td>N/A</td>
<td>Once daily</td>
<td>Once daily</td>
<td>Once daily</td>
<td>4 hrs</td>
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- **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

*Excluded from the basic support plan.
Confidential and proprietary material. Use, disclosure or distribution of this material is not permitted to any unauthorized person except by written agreement.