



## WE'RE HERE TO HELP

When you need help, it's nice to know that there is someone you can count on. When you partner with The FeedRoom to deliver your enterprise video communications, you have two ways to get help, depending on your business needs:

- Basic Support - for customers who require non-time critical support during the business week
- Premium Support - for customers with time-sensitive operations who require a more immediate response

Both plans give you access to our friendly and knowledgeable Customer Support Specialists online through our customer support portal, by email, or by phone.

## WHAT YOU GET

		Basic	Premium
<b>Cost</b>		Included with your FeedRoom Subscription	Available for an additional fee
<b>Response and Contacts</b>	Phone Contact Hours	Monday - Friday 8AM ET- 7PM ET (excluding holidays)	24 x 7 availability, no exclusions
	Response Time	From 1 Business Hour to 5 Business Days (Based on Severity Level)	From 1 Hour to 2 Business Days (Based on Severity Level)
	Client Contacts	2 named people in your organization who can contact FeedRoom Support	4 named people in your organization who can contact FeedRoom Support
<b>Training and Information</b>	Online Training	One (1) Two-hour Training Session (additional training sessions can be scheduled for a fee)	Two (2) Two-hour Training Sessions (additional training sessions can be scheduled for a fee )
	Media Services	Monday – Friday, 8AM ET- 8PM ET (excluding holidays) (After hours service available for additional fee)	
	Online Knowledge Base Access	√	√
	Product Documentation & FAQs	√	√

## 3 WAYS TO REPORT AN ISSUE

You can report an issue through the customer support portal, by email, or by phone.

- **Web** - Go to <http://portal.feedroom.com> and enter your login and password. If you are a current FeedRoom customer and you do not have a login or password, send an email to [support@feedroom.com](mailto:support@feedroom.com) to request one. You can use this site to submit issues, find answers to commonly asked questions, and browse our documentation library.
- **Email** - Send a description of your issue to [support@feedroom.com](mailto:support@feedroom.com) and include as much detail about the problem as possible. Messages can be sent any time, and will be addressed within the first four business hours after it has been received.
- **Phone** - Call +1.877.755.2766, Monday through Friday, 8:00 am ET to 7:00 pm ET.

## SUMMARY

To lock in faster response times and around-the-clock availability, invest in FeedRoom Premium Support. If your needs are not as time critical, you are already covered with FeedRoom Basic Support. Either way, The FeedRoom provides you with the help you need to keep your business running smoothly.

You've already made the choice to partner with the web video pioneers to build your enterprise video solution – now rely on us to keep things running smoothly.

**You can report an issue through the customer support portal, by email, or by phone.**

**Get help now – Go to [FeedRoom.com](http://FeedRoom.com)**

Contact your FeedRoom Account Manager or:

**CALL**  
+1.212.219.0343

**EMAIL**  
[support@feedroom.com](mailto:support@feedroom.com)