

Brightcove's Acquisition of Ooyala OVP Business Product Support Questions

1. Who do I need to talk to if I have a technical issue?

- Technical Support for all OVP Core products - OoyalaPLAY, OoyalaGUARD, OoyalaLIVE, OoyalaADAPT, OoyalaNEXT, Ooyala IQ (Analytics), OoyalaBUY, OoyalaREACH and all OVP CMS systems (including Backlot) will be provided by [Brightcove's Customer Support Team](#).
- Technical Support for Ooyala's Flex Media Platform will be provided by Ooyala's Technical Support Team.

2. How do I contact Brightcove's Technical Support team to discuss OVP Core products?

- Support tickets can be submitted via [Brightcove's Customer Support Portal](#).
- The first time you submit a ticket you'll need to [sign-up](#).

3. Can I still use the same phone number to call Technical Support?

- As a former Ooyala customer, you can continue to use Ooyala's support phone number, which will redirect you to Brightcove's Technical Support team. Ooyala's support phone number will remain active until the end of 2019.

4. Can I still use Ooyala's support portal to submit tickets about OVP Core Products?

- Please use [Brightcove's Customer Support Portal](#) to make sure that we receive your ticket and you do not experience any delays.

5. Will my support response SLAs change?

- Brightcove's Technical Support team commits to match the support response SLA's that you have in your current contract.

6. What will happen to my existing open support cases?

- Your open support cases will remain accessible from [Ooyala's support portal](#) for a limited amount of time. Your cases will be transitioned and fully accessible through [Brightcove's Customer Support Portal](#) and you'll receive a notification as soon as the transition is complete.

7. Can I try Brightcove products?

- You can sign up for a [free trial](#) at any time.

8. How can I check the current system status?

- The [Ooyala system status page](#) will remain active until April 30th. After April 30th, notifications about Ooyala's OVP Core products will be posted under [Brightcove's system status page](#). We do recommend everyone to subscribe to receive notifications.