Support Resources

Welcome to Edgio!

We're committed to delivering high-quality website and applications experiences on every device around the world. Providing you with the industry's best client service and support is a critical part of making this happen. Edgio Support is powered by professional and technical experts using robust tools to deliver excellent service to our clients.

Monitor Your Services

Network Status & Recent Events

See real-time status of Edgio points of presence (PoPs) and updates on high-priority incidents, impacting issues, and maintenance activities for Media and Applications.

Reporting & Analytics

Customize real-time status, streaming, and Edgio performance analytics, as well as raw log delivery via our client portals.

Report an Incident

Premier, **Enterprise**, and **Professional** tier clients can phone or email Support to report an event.

Support Response Times

Edgio responds to events based on support tier and the priority of the event.

Tier	Priority 1	Priority 2	Priority 3	Priority 4
Premier	<10 min. Real-time	<10 min. 1 hour	<10 min. 4 hours	<10 min. 1 bus. day
Enterprise	<15 min. Real-time	<15 min. 2 hours	<15 min. 8 hours	<15 min. 1 bus. day
Professional	<30 min. 1 hour	<30 min. 4 hours	<30 min. 8 hours	<30 min. 1 bus. day
Free	n/a	n/a	n/a	n/a
Initial Response	Update Frequency			

Escalation

All clients with a paid Applications Bundle can escalate support issues via support@edg.io. **Premier** and **Enterprise** tier clients can expedite issue resolution by emailing Support Management at escalations@edg.io.

Monitor Ticket Status

You will receive email updates when Support adds comments to your ticket and at the specified response times.

Understand Incident Resolution

Official Incident Report (OIR)

An OIR will be emailed to you within 24 hours of the resolution of a service-impacting Incident.

Root Cause Analysis (RCA)

Edgio Support emails you an RCA within 5 business days of a major service disruption.

Learn About Other Services

Application Bundles

Edgio's application tiers combine varying levels of support and security services. Ask your account manager for more information.

Event Monitoring

Edgio can provide support for your high-value events through managed conference bridges, monitoring, and dedicated resources. Contact your account manager for details.

Get Support (24/7)

Premier, **Enterprise**, and **Professional** tier clients have access to online and live support.

Email
support@edg.io

Phone
+1 (602) 850-5200

Documentation
Media | Delivery | Applications