

# 5. Exporting and Archiving videos from BigBluebutton

Exporting and archiving videos from [BigBlueButton](#) can be a bit complex, especially if you're not a technical person. While we provide backups of your data upon request through our support portal, exporting and archiving videos often requires more detailed handling. To assist with this, we offer an additional service to make sure your videos are exported in a format that is easy to use.

## How to Request Our Video Export and Archiving Service

To get started with exporting and archiving your BigBlueButton videos, please follow these steps:

### 1. **Submit a Request:**

- Visit [this page](#) and fill in the details and mention that you need the BigBluebutton video export Add-On service.
- Provide details about the videos you need to export, including any specific requirements or formats you prefer.

### 2. **Review and Estimate:**

- After submitting your request, our support team will review the details and provide an estimate of the time required to complete the export and archiving process.

### 3. **Additional Time and Costs:**

- Please note that this service requires additional time from our support team due to the complexity involved.
- The service is considered an 'Add-On' and will be billed separately from standard support or backup services.

### 4. **Payment:**

- You will receive an invoice for the video export and archiving service.

- If you agree with the quote, please proceed with payment using one of the [payment methods listed here](#).

#### 5. **Completion:**

- Once payment is confirmed, our team will start processing your request.
- We will notify you when your videos are successfully exported and archived.

# Pricing

The cost for the video export and archiving service varies based on the complexity and volume of the videos and the working hours needed from our team for the task(s). The cost for working hour is 145Eur.

If you have any questions or need further assistance, feel free to contact us through our support portal.

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