

| Priority | Support categories | |
|----------|-----------------------------------|---|
| | Type of failure | Description |
| #1 | Very important, Critical Severity | AerOn software directly impacts (a part of) the broadcasting capacity. |
| #2 | Important | You are not able to use a part of AerOn because this part is malfunctioning in a specific (new) documented configuration. |
| #3 | Not important | You have trouble or experience a partial failure when using AerOn. A single one User has a failure or defect, but that does not hinder the broadcast. |
| #4 | Other questions | Questions that are not from an urgent nature; configuration, feature requests, etc. |

| Priority | Initial response time | | |
|----------|-----------------------|-------------------|------------------|
| | Basic | Premium | Exclusive |
| #1 | <3 Business days | <1 Business day | 24/7 |
| #2 | <4 Business days | <2 Business days | 24/7 |
| #3 | <5 Business days | <3 Business days | <1 Business day |
| #4 | Reasonable effort | Reasonable effort | <2 Business days |

| Priority | Target resolution time | | | Resolve |
|----------|------------------------|------------------|------------------|------------------------------------|
| | Basic | Premium | Exclusive | |
| #1 | <3 Business days | < 1 Business day | <12 hours | Continuous effort to resolve |
| #2 | Reasonable effort | <2 Business days | <1 Business day | New release within 30 days |
| #3 | N/A | <3 Business days | <2 Business days | Future planned maintenance release |
| #4 | N/A | N/A | N/A | N/A |