

E-Distribution General Terms & Conditions Version 3.0

These E-Distribution General Terms & Conditions including the Service Level Agreement set out in Schedule 1 (“**Terms and Conditions**”) apply to and form an integral part of the Agreement (as defined below) and regulate the E-Distribution of Content Provider Products by Bango. By signing an Order Form that refers to these terms you the Content Provider are accepting these Terms and Conditions, effective as of the Effective Date set out in the Order Form.

1. DEFINITIONS

- 1.1. “**Affiliate**” means as to an entity, means another entity that, directly or indirectly, controls, is controlled by or is under common control with such entity, where “*control*” means ownership of more than 50% of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority of such entity.
- 1.2. “**Agreement**” means the agreement between Bango and Content Provider formed by the Order Form and the Terms and Conditions.
- 1.3. “**Applicable Laws**” means all applicable national, provincial, state, municipal and local laws, statutes, by-laws, rules, orders (including court orders), decrees, ordinances, regulations and codes in effect from time to time and made or issued by governmental, legislative, administrative or regulatory authorities or agencies, including, but not limited to data protection laws and consumer protection laws, and which are legally binding on the applicable Party.
- 1.4. “**Bango APIs**” means the standard Bango’s APIs for the Digital Vending Machine® as made available by Bango.
- 1.5. “**Brand Guidelines**” means the brand guidelines provided by Content Provider for use in connection with the marketing and promotion of the Content Provider Products.
- 1.6. “**Business Day**” means each day that is not a Saturday, Sunday or Bank Holiday in England or the relevant territory for distribution.
- 1.7. “**Content Provider**” shall mean the party identified as the Content Provider in the relevant Order Form.
- 1.8. “**Content Provider Product**” or “**Product**” means the Content Provider Product(s) made available by Content Provider under this Agreement as set out in the Order Form.
- 1.9. “**Discount**” means the difference between the Wholesale Price and the Suggested Retail Price.
- 1.10. “**Effective Date**” means the date this Agreement becomes effective as set out in the Order Form.
- 1.11. “**End User**” means Reseller’s customer who purchases and/or otherwise receives the Content Provider Product from the Reseller using the Bango platform.
- 1.12. “**Intellectual Property Rights**” means copyright, database right, domain names, patents, registered and unregistered design rights, registered and unregistered trademarks, and all other industrial, commercial, or intellectual property rights existing in any jurisdiction in the world and all the rights to apply for the same.
- 1.13. “**Marketing Assets**” means the marketing assets provided by Content Provider for Use in connection with the marketing and promotion of the Content Provider Products.
- 1.14. “**Order Form**” means the Order Form signed by the Parties incorporating the Terms and Conditions.
- 1.15. “**Party or Parties**” means Bango and/or Content Provider respectively.
- 1.16. “**Reseller**” means Bango partners who have signed an Agreement for Bango Digital Vending Machine® services.
- 1.17. “**Special Conditions**” means the special conditions, if any, as agreed between the Parties as set out in the Order Form.
- 1.18. “**Suggested Retail Price**” means the retail price suggested by the Content Provider for the sale of the Content Provider Products.
- 1.19. “**Support Guide**” means the support guide provided by the Content Provider which sets out the support provision to be provided by Content Provider and Resellers to End Users.
- 1.20. “**Terms and Conditions**” means these E-Distribution General Terms and Conditions including Schedule 1.
- 1.21. “**Wholesale Price**” means the Wholesale Price agreed between the Parties which is payable by Bango in accordance with clause 4 for the Content Provider Products and which is set out in the Order Form.
- 1.22. “**Term**” has the meaning set out in the Order Form.

2. RESPONSIBILITIES & OBLIGATIONS

- 2.1. The Content Provider appoints Bango as its non-exclusive distributor to market, purchase, distribute and resell the Products in the Territory on the terms of this Agreement, and the Distributor accepts the appointment on those terms.

- 2.2. Bango, using commercially reasonable efforts, shall:
 - 2.2.1. Provide Content Provider with access to the Bango Platform using the standard Bango APIs to enable distribution of the Content Provider Products to Resellers using the Bango Platform.
 - 2.2.2. Include Content Provider in Bango's marketing communications to existing Bango customers & new customers.
 - 2.2.3. Prepare a Content Provider Product sheet to share with potential resellers.
 - 2.2.4. Include obligations in its contracts with Resellers to comply with any guidance, marketing materials, and/or terms and conditions provided by Content Provider as set out in the Order Form ("**Reseller Terms**"). Bango's liability with respect to such Resellers is subject to the limitations of liability set out in clause 8 below and is limited to material breaches (which are incapable of remedy) of the Reseller Terms by Resellers.
- 2.3. Bango makes no claims or promises that any Resellers, will respond, engage, resell or otherwise distribute Content Provider Products.
- 2.4. Throughout the Term, Content Provider shall:
 - 2.4.1. Implement and self-certify an integration the Bango APIs to provide Bango with access to the Content Provider Technology (defined below) to permit Bango to make the Content Provider Products available for Resellers to sell the Content Provider Products to End Users;
 - 2.4.2. At a minimum, support creation and cancellation use cases;
 - 2.4.3. Make available marketing assets, brand guidelines for use by Resellers;
 - 2.4.4. Provide all required and applicable guidance, conditions and terms for the Content Provider Products applicable for Resellers;
 - 2.4.5. Ensure that the Content Provider Products are and remain compliant with Applicable Laws within the Territory.
 - 2.4.6. Enable Bango to provide Content Provider Products for on-demand fulfilment in response to a request from Resellers.
 - 2.4.7. Comply with the SLA as set out in Schedule 3.
- 2.5. Content Provider is solely responsible for and shall ensure that the Content Provider's store, services, Content Provider Products, applications, games, content, software, features or functionality, whether paid or free, (jointly referred to as "**Content Provider Technology**") is in compliance with this Agreement and any Applicable Laws. Content Provider will not, and will not assist any third party to, make fraudulent charges for Content Provider Technology, mislead End Users concerning Content Provider Products or misrepresent the nature of Content Provider Products to End Users. Bango reserves the right, on reasonable grounds, to suspend or remove its access to the Bango API or to give reasonable instructions regarding the compliance of Content Provider with this Agreement, which must be adhered to by Content Provider.
- 2.6. The Content Provider will, on the Content Provider Product being redeemed by an End User, be solely responsible for entering into any and all end user licenses and other applicable agreements with such End User. In addition, Content Provider shall be solely responsible for providing access to, or otherwise delivering and distributing, End User support. Bango will not be required to provide End User Support.
- 2.7. Bango shall not represent itself as an agent of Content Provider for any purpose.

3. INTELLECTUAL PROPERTY, LICENSE

- 3.1. All legal right, title, and interest in and to the respective Parties Intellectual Property Rights remain with the respective Party. Unless expressly otherwise stated, nothing in the Agreement shall amount to an assignment, license or transfer of any right, title to or interest in any Intellectual Property Rights owned by either Party, or rights in any materials provided hereunder.
- 3.2. Neither Party may modify the other Party's trade names, trademarks, service marks, logos, indicia, designs, domain names, corporate names or other trade dress elements and distinctive brand features, whether registered or not, without prior permission, or unless required by applicable law or in regulatory filings and submissions.
- 3.3. Subject to the terms and conditions of this Agreement, Content Provider hereby grants to Bango (and Bango Affiliates as the case may be) a non-exclusive, sublicensable (to Resellers) right and license to market, promote, distribute and facilitate the sale of the Content Provider Products in the Territory.
- 3.4. Content Provider may make Marketing Assets available to Bango and Resellers. Subject to the terms and conditions of this Agreement, Content Provider hereby grants to Bango (and Bango Affiliates as the case may be) a non-exclusive, sublicensable (to Resellers) right and license to use the Marketing Assets and any Content Provider trade marks for the purpose of promoting, marketing and supporting the sale and/or distribution of Content Provider Products.

4. PAYMENT TERMS

- 4.1. Bango shall provide a monthly report showing the Content Provider Products distributed by Bango that month which shall form the basis of the invoicing and show the number of entitlements or Content Provider

Products distributed by Bango during the month. Invoices will be raised and paid in accordance with the Order Form.

- 4.2. Reseller will be responsible for paying any sales tax, VAT (or the local equivalent) chargeable on the Products to the relevant authorities.
- 4.3. **Currency.** The Content Provider Products may be purchased in the currency set out in The Order Form. The currency may only be changed with prior mutual agreement of both parties. Bango may choose to sell in different currency to Resellers.
- 4.4. All sums payable under this Agreement are exclusive of VAT and if VAT is chargeable, it shall be paid in addition.
- 4.5. **Returns:**
 - 4.5.1. Content Provider Products may be returned in compliance with the Order Form, and Content Provider will process a credit for any returns.
- 4.6. In the event of a disagreement as to the Fees due to Content Provider, Bango shall prepare and provide to the Content Provider a report detailing the volume of Products distributed. The Content Provider shall seek to validate this report with its own information (the basis of which it shall explain to Bango).
- 4.7. If, during the term of the Agreement, Content Provider agrees better wholesale pricing with another distributor/reseller of the Content Provider Products, Content Provider will notify Bango and offer the same price to Bango with immediate effect.

5. TERMINATION

- 5.1. **Termination with Cause.** Either Party may terminate this Agreement with immediate effect by giving written notice of any of the following events to the other Party:
 - 5.1.1. if the other Party is in material breach of this Agreement and either the relevant breach is incapable of cure or the breaching Party does not cure such breach within thirty (30) days following receipt of written notice from the non-breaching Party;
 - 5.1.2. if the other Party repeatedly breaches any of the terms of this Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this Agreement;
 - 5.1.3. if any material provisions of this Agreement, in the manner contemplated herein, are or become illegal or unenforceable under Applicable Laws in any material respect and the Parties have exhausted efforts to negotiate an alternative provision as required;
 - 5.1.4. if the other Party: (i) ceases or threatens to cease all or a substantial part of its business operations; (ii) becomes insolvent, unable to pay its debts as they fall due (or threatens to suspend payment of the same); (iii) is subject to any insolvency, bankruptcy or other similar legal process or proceeding in any jurisdiction; (iv) its financial position deteriorates so far as to reasonably justify the opinion that its ability to give effect to the terms of this Agreement is in jeopardy; (v) permits a person who could reasonably be considered to be a competitor of the other Party acquires (directly or indirectly) control of such Party (such termination to be effective fourteen (14) days after the date of the notice, and provided that the terminating Party has exercised such rights within three (3) months of becoming aware of such change of control); or (vi) sells all or substantially all of the assets required to perform such Party's obligations under this Agreement.
- 5.2. **Effects of Termination.** In the event of termination:
 - 5.2.1. **Survival.** When this Agreement is terminated, all of the legal rights, obligations and liabilities that the Content Provider and Bango have benefited from, been subject to (or which have accrued over time whilst this Agreement has been in force) or which are expressed or intended to continue indefinitely (e.g. clauses regarding indemnity, limitation of liability, disclaimer of warranties, confidentiality, governing law, disputes etc.), shall be unaffected by the termination.
 - 5.2.2. **Payment of outstanding invoices.** On termination of this Agreement as a whole, Bango shall pay all outstanding amounts due to the Content Provider which have not yet been paid in accordance with this Agreement as a whole.
 - 5.2.3. **Customer care.** Prior to termination the Parties agree to discuss in good faith any post-termination communications and transition provision for Resellers and End Users.

6. WARRANTIES

- 6.1. **DISCLAIMER.** THE BANGO PLATFORM, BANGO API AND ANY OTHER BANGO SERVICES OR TECHNOLOGY ARE PROVIDED 'AS IS'. BANGO EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS OF ANY KIND, WHETHER EXPRESS OR IMPLIED, UNLESS OTHERWISE EXPRESSLY STATED HEREIN. THE OBLIGATIONS AND LIABILITIES OF BANGO AND THE REMEDIES OF CONTENT PROVIDER SET FORTH IN THIS AGREEMENT ARE EXCLUSIVE AND IN LIEU OF ALL OTHER OBLIGATIONS AND LIABILITIES OF BANGO, AND ALL RIGHTS, CLAIMS AND REMEDIES OF CONTENT PROVIDER AGAINST BANGO, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE.

- 6.2. **Mutual Warranties.** Each Party warrants to the other Party that:
- 6.2.1. it has the full corporate right, power, and authority to enter into this Agreement, and to perform its obligations hereunder;
 - 6.2.2. its execution of this Agreement, and performance hereunder does not and will not violate any agreement to which it is a party or by which it is bound, any third party rights, or any applicable laws or regulations, as they may be amended from time to time.
- 6.3. **Content Provider Warranties.** Content Provider warrants to Bango that:
- 6.3.1. no claim, lien, or action will exist against Content Provider or its assets that would interfere with the marketing, use or sale of the Content Provider Products;
 - 6.3.2. the Content Provider Product will be made available to the End User in accordance with the Marketing Assets or any other applicable promotional material made available in the Territory by the Content Provider;
 - 6.3.3. no Content Provider Products, nor the development, marketing, sale, or use of the Content Provider Products, nor any other materials provided by Content Provider to Bango, Resellers or End Users pursuant to this Agreement, infringes or misappropriates or will infringe or misappropriate any third-party Intellectual Property Rights or any other contractual obligation;
 - 6.3.4. the Content Provider Product will be of satisfactory quality and fit for any purpose held out by the Supplier expressly or by implication;
 - 6.3.5. the Content Provider Products shall not include or support (1) any pornographic, obscene or offensive content, (2) any gambling or lottery services, (3) any other content that infringes any Applicable Laws; and
 - 6.3.6. the Content Provider Products and Content Provider Technology will not contain any viruses or other harmful code.

7. INDEMNITY

- 7.1. **General.** Subject to the limitations set out in clause 8, each Party (the “**Indemnifying Party**”) will indemnify the other Party (the “**Indemnified Party**”), and the respective directors, officers, employees, suppliers, and agents of the Indemnified Party, from and against any and all claims, costs, losses, damages, judgments, and expenses (including reasonable attorney and professional advisor fees and costs) (collectively, “**Claims**”) arising out of or in connection with any third-party claim:
- 7.1.1. alleging any facts which, if true, would constitute a breach of such Party’s warranties set forth in this Agreement;
 - 7.1.2. alleging in the case of Bango, that the Bango API or any technology or information used by Bango in the creation, operation, delivery or maintenance of the Bango API infringes the intellectual property rights of any person; or
 - 7.1.3. alleging in the case of the Content Provider, that the Content Provider Technology, or technology or information used by the Content Provider in the creation, operation, delivery or maintenance of the Content Provider Product infringes the intellectual property rights of any person.
- 7.2. **Claim.** Each Indemnified Party will provide the Indemnifying Party with prompt notice of any and all Claims (and in any event shall notify the Indemnifying Party within thirty (30) days of the date the Indemnified Party either themselves was notified of the relevant Claim, or a potential Claim first came to the attention of the Indemnified Party, whichever occurs first), permit the Indemnifying Party through mutually acceptable counsel to answer and defend the Indemnified Party, and provide the Indemnifying Party with reasonable information and assistance, at the Indemnifying Party’s expense, to help the Indemnifying Party defend the Claims. The Indemnified Party will have the right to employ separate counsel and participate in the defense of any Claim at its own expense. Neither Party will agree to any stipulation, admission or acknowledgment of any fault, guilt, wrongdoing or liability on the part of the other Party without that other Party’s prior written consent. Neither Party will settle any Claim on the other Party’s behalf, or publicize any settlement, without the other Party’s prior written permission.
- 7.3. **Failure to Notify or Progress.**
- 7.3.1. If the Indemnified Party fails to promptly notify the Indemnifying Party of the Claim or fails to provide reasonable cooperation and information to defend or settle the Claim, then the Indemnifying Party is not required to indemnify and defend the Indemnified Party with respect to that Claim.
 - 7.3.2. If the Indemnifying Party fails to notify the Indemnified Party of the Indemnifying Party’s intent to take any action within thirty (30) days after receipt of a notice of a Claim or fails to proceed in good faith with the prompt resolution of the Claim, the Indemnified Party may, with thirty (30) days’ prior written notice to the Indemnifying Party and without waiving any rights to indemnification, defend or settle the Claim without the prior written consent of the Indemnifying Party. The Indemnifying Party will reimburse the Indemnified Party for all damages incurred by the Indemnified Party in so defending or settling the Claim.
- 7.4. **Survival.** The obligations of the Parties as set forth in this clause 7 survive expiration or termination of this Agreement.

8. LIMITATION OF LIABILITY

- 8.1. **Liabilities which cannot be excluded.** Nothing in this Agreement excludes or is intended to exclude either Party's liability for fraud caused by the actions or omissions of such Party, or for personal injury or death.
- 8.2. **Exclusion of Liability.** Except in respect of the indemnities set out in clauses 7.1.1 – 7.1.2, Bango shall not be liable for any loss of profit, business or goodwill, or any indirect, incidental, consequential, punitive or special cost, damages or expenses whatsoever arising out of, or in any way connected with, this Agreement, including any breach thereof, regardless of the legal theory upon which any claim for such damages is based, even in the event of fault, tort (including negligence), strict liability, breach of contract, breach of warranty or a misrepresentation of Bango. The foregoing exclusion shall apply even if Content Provider has been advised of the possibility of such damages in advance and even if any available remedy fails of its essential purpose.
- 8.3. **Limit on Liability.** Subject to clauses 8.1 and 8.2, Bango's total, aggregate liability under this Agreement for:
 - 8.3.1. all Resellers shall be limited to \$50,000 USD; and
 - 8.3.2. for all other claims, shall be limited to Bango's earnings under this Agreement in the preceding 12 months. For the avoidance of doubt Bango's earnings are calculated from the Discount and for the purposes of this clause will be calculated as 50% of the Discount applied on the Products distributed under this Agreement in the preceding 12 months.

9. CONFIDENTIALITY

- 9.1. Each Party acknowledges that it will have access to material, documents, data, systems and other information of the other Party that may not be accessible or known to the general public ("**Confidential Information**"). The Parties agree that Confidential Information shall remain the sole and exclusive property of the disclosing Party, and the receiving Party agrees to maintain (and to ensure that its permitted representatives maintain) the Confidential Information in strict confidence. The Parties further acknowledge and agree that Confidential Information shall be deemed to include all intellectual property rights of the Parties. .

10. MISCELLANEOUS

- 10.1. **Governing Law.** This Agreement shall be governed by the laws of England and Wales, without regard to the conflict of laws principles.
- 10.2. **Jurisdiction.** For any action arising out of this Agreement, the Parties consent to the exclusive jurisdiction and venue of the courts of England and Wales.
- 10.3. **Conflicts.** In the event of a conflict between the Order Form and the General Terms and Conditions, the Order Form shall take precedence.
- 10.4. **Dispute Resolution.** In the event of a dispute arising out of or in connection with this Agreement, the Parties will use commercially reasonable endeavors to settle the dispute amicably by mutual negotiations, escalating the matter as appropriate within their respective organizations. If the dispute cannot be so resolved within ninety (90) days of being raised by a Party, either Party may seek relief in a court of competent jurisdiction. Notwithstanding the foregoing to the contrary, either Party may seek immediate injunctive or equitable relief in a court of competent jurisdiction.
- 10.5. **Severability.** If any term, condition or provision of this Agreement is invalid, unenforceable or illegal in whole or in part, that provision shall be replaced by a permissible provision as close in content and purpose as possible to the original provision. The validity and enforceability of the remaining terms, conditions or provisions, or portions of them, shall not be affected. All headings (including clause headings) are for reference purposes only and shall not be used for interpretation of this Agreement. In matters not regulated in this Agreement, the Parties shall abide by the laws and relevant industry standards. Failure or delay by a Party to exercise or enforce any provision or right under this Agreement shall not be deemed a waiver of future enforcement of that or any other provision or right.
- 10.6. **Assignment.** This Agreement and the rights and duties hereunder shall not be assignable by either Party hereto except upon written consent of the other, except that either Party may at any time assign or transfer this Agreement in its entirety, to any Affiliate upon notice but without consent.
- 10.7. **Subcontracting.** Bango may delegate or subcontract any of its obligations hereunder to its Affiliates. Bango will be liable for the actions or omissions of such subcontractors of Bango. The Content Provider may not subcontract any of its rights or obligations under this Agreement without the prior written consent of Bango. The Content Provider shall be liable for the actions or omissions of any such approved subcontractors of the Content Provider. Any such approved subcontractors of the Content Provider shall be required to agree to contractual provisions no less protective of the Content Provider's Confidential Information than the terms set forth in this Agreement.

- 10.8. **Record Keeping.** Each Party will maintain all records, reports, documents and other information relating to this Agreement, including any information relating to health and safety, for at least seven (7) years after termination or expiry of this Agreement.
- 10.9. **Nature of Legal Relationship.** The Parties enter into this Agreement as independent contractors, and this Agreement shall not create a partnership, agency, joint venture or employment relationship. Neither Party will be deemed to be a representative of the other nor will either Party have any right to create any obligation on behalf of the other Party, unless otherwise stipulated herein. This Agreement does not protect or benefit a third party and no term of this Agreement shall be enforceable by or against any person who is not a Party to this Agreement.
- 10.10. **Entire Agreement.** This Agreement constitutes the entire agreement between the Parties and supersedes any prior agreement, whether written or oral, and all other communications and negotiations between the Parties relating to the subject matter of this Agreement.
- 10.11. **Force Majeure.** Either Party's performance of any part of this Agreement shall be excused to the extent that it is hindered, delayed or otherwise made impossible or impractical by flood, fire, earthquake, strike or riot, failure of power or telecommunications networks, governmental or military acts, decisions, orders or restrictions, terrorist attacks, pandemic or epidemic, failure of banking or other payment systems or any other circumstances beyond the reasonable control of that Party and not caused by that Party (collectively referred to as "**Force Majeure**"). If any Force Majeure condition(s) occur(s), the nonperforming Party shall notify the other Party of the nature of any such condition and the extent of the delay promptly, and shall make reasonable, good faith efforts to resume performance as soon as possible. Should a Force Majeure event continue for a period exceeding thirty (30) days, either Party may give notice to terminate this Agreement with immediate effect.
- 10.12. **Modification.** Except as expressly stated in this Agreement, no modifications to the terms of this Agreement shall be binding unless agreed in writing and signed by or on behalf of each Party.
- 10.13. **Notices.** Delivery shall be effective upon receipt (or when delivery is refused) if delivered by hand or five (5) Business Days after the date of mailing, or two (2) Business Days after the date of being sent by overnight courier. Notices may be delivered either by hand, by pre-paid first-class post (if sent within the same country) or by internationally recognized courier (e.g. FedEx, DHL). A notice may be sent by email and will be deemed to have been received at the time of transmission (unless this time falls outside Business Hours in the place of receipt, in which case, at the time when Business Hours resume). Each Party may change its address (or email address) for receipt of notices by giving written notice of the new address (or email address) to the other Party. All notices or other communications under or with respect to this Agreement shall be delivered to the Party in question at the address set out in the Order Form.
- 10.14. **Order of Priority.** In the event of a conflict between the provisions of these Terms and Conditions (including Schedule 1) and the Order Form, the Order Form (including the Special Conditions) shall take over these General Terms and Conditions.

Schedule 1 – Service Level Agreement

Content Provider shall provide the following support to the Bango in relation to the provision of the Content Provider Products:

1. Contact Information and Escalation Process:

Content Provider offers 24x7 management of the Products and a full escalation path in accordance with the Order Form.

2. Service Availability:

Content Provider shall provide a service availability of at least 99% for the provision of Content Provider Products to Bango.

3. Cover Hours

The Products will be provided on a 24x7 basis. The table below details the cover times provided by Content Provider.

Cover	From (UTC)	To (UTC)	Days Covered	Exclusions
Operational Hours	00:00	24:00	Monday to Sunday	Planned maintenance
24/7 Technical Support	00:00	24:00	Monday to Sunday	None

4. Maintenance Window

Content Provider will inform Bango of any planned maintenance at least 14 days ahead of the relevant maintenance. Content Provider may still perform emergency maintenance in exceptional circumstances providing notice as soon as reasonable possible.

5. Incident Response and Resolution Times

Priority	Impact	Response time from detection	Update Interval	Temporary fix	Resolution Time
1 Critical	Service unavailable	<15 min	Every 15 Minutes	Within 4 hours	Within 8 hours
2 Degraded	Service degradation	<60 min	Every hour	Within 6 hours	Within 12 hours
3 Minor	Minor or intermittent impact	Within 1 Business Day	Daily	Within 3 Business days	As appropriate
4 Routine	No impact	1 Business Day	Weekly	N/A	Next release update

Critical – A systematic failure of the platform which results in a total loss of all service/availability.

Degraded – The issue is deemed to be a significant error/failure affecting either Bango or large proportion of the Bango's or a Reseller's customer base or End Users. e.g. a significant proportion of Content Provider Product activations / deactivations are failing.

Minor – A minor degradation of service that has minimal impact e.g. an issue resulting in a small delay in reporting or a cosmetic issue.

Routine – The classification used for technical requests that do not affect service or availability.