



Priority Connect Frequently Asked Questions

Q: Why doesn't Aira just hire more Agents to avoid this and support all calls?

A: Given the infrequent and unpredictable nature of these periods of high usage, it is impractical and not sustainable to staff at levels to meet all calls.

Q: What does this mean for Explorers without paid subscriptions who only use the Guest access, 5-minute free calls?

A: As an organization, Aira believes universal access to visual information is a right. We remain steadfastly committed to providing Guest access as part of our business model. When demand for Agents is high, it will not be possible to make 5-minute free calls or Aira-sponsored program calls.

Q: How will I know when it is possible to make Guest calls or Aira-sponsored program calls again?

A: Aira uses historical data and predictive analytics to plan for call volume, the nature of our service is highly personal and therefore patterns of use constantly change. The only way to know is to attempt to make a call and then if you receive indication that agents are busy, we recommend waiting a few minutes before trying again.

Q: What, if anything, changes if I have a paid subscription?

A: With Priority Connect, during periods of peak demand, calls that may have previously gone unanswered are more likely to be answered.

Q: Is having a paid subscription a requirement to work with an Agent?

A: There are four ways for you to work with an Aira Agent - as a Guest, as a paid subscriber, through an Aira-sponsored program or through an Aira Access Partner. With Priority Connect, the only change is that during peak demand, Guest calls and Aira-sponsored program calls may be limited.

Q: I am a user on a shared account, how does this affect my calls?

A: Shared accounts are paid usage, all users on a shared account are considered paid subscribers and will be prioritized.

Q: As an Explorer with a paid subscription, I make use of my 5-minute free calls. Will those calls be prioritized?

A: Calls from paid subscribers are prioritized. If a paid subscriber has any 5-minute free available, it will be used first, followed immediately by your minutes, for calls in excess of 5 minutes.

Q: If I use a free Guest account and I am in a location that is part of the Aira Access Network such as Starbucks, will I need to use the Access Offers tab?

A: No, if you are in an Access location then the call will be prioritized even during periods of peak demand.

Q: I use Aira at a physical site that should automatically be identified by Aira as an Access location, but when I call I have to ask the Agent to apply the offer. Will I still be able to call during peak demand periods and get the offer?

A: We suggest you contact Aira Customer Care (North America 1-800-835-1934) and share the situation so they can adjust the physical border of the offer area to ensure you can make calls in this location even during peak demand.

Q: I am using credit minutes and not a plan, how will I be affected?

A: Credit minutes are prioritized similarly to a paid subscriber plan.

Q: I often call and ask the Agent to invoke an Access Partner offer? How will this be handled?

A: Today, Explorers have the choice to call an Aira Agent using the main call button in-app and after connecting, ask the Agent to invoke the desired offer. Going forward, we encourage Explorers to make use of the Access Tab in the app to find and invoke virtual offers such as Target Online. This small change in behavior will help ensure your call is prioritized.

Q: What message will an Explorer receive if they try to make a call and are deprioritized?

A: Explorers will receive the following message in-app: Unfortunately, Aira is experiencing unusually high call volume and Priority Connect conditions prevent us from answering your call. Please try again later.

Q: I am not in a position to pay. What are my options?

A: Aira believes universal access to visual information is a right. We remain steadfastly committed to providing Guest access as part of our business model.

During times when demand for Agents is high, it will not be possible to make 5-minute free calls or Aira-sponsored program calls. Guest access continues to be one of four ways to connect with an Aira Agent, availability is influenced by overall demand.

Some Guest Explorers may want to consider upgrading to an entry level paid plan. We invite you to call our Customer Care team (North America 1-800-835-1934) to discuss options.

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