Technical Support Level 1

- "Can not login"
- HTML Questions
- Basic Info
- Add/remove/edit content

Very frequent / 2

Technical Support Level 2

- Configure CMS
- Conceptual Work
- Module configuration
- Module implementation
- HowTo's
- Documentation

Frequent / 5

Technical Support Level 3

- Server is not running
- Server is responding
- Server weekly updates
- CMS Updates
- CMS Security Updates
- Server logs

Less Frequent, but not random / 7-8