

Impact on business	Impact Description	Response and Action	Customer Response
Catastrophic	<ul style="list-style-type: none"> • Total loss of business process, essential and it is not possible to continue the sales work in a reasonable manner. • Need immediate attention. 	<ul style="list-style-type: none"> • Answering the first phone call in 1 hour or less. • Continuous effort 24 hours a day, 7 days a week • Fast escalation to teams of technology experts regarding the incident. • Notification to our Senior level executives. 	<ul style="list-style-type: none"> • Notification to your senior level executives. • Allocation of suitable professionals to maintain continuous efforts 24 hours a day. • Fast access and response from change control authorities.
Critical	<ul style="list-style-type: none"> • Loss or significant degradation of services. 	<ul style="list-style-type: none"> • First phone call response in 4 hours or less. • Continuous effort during business hours. 	<ul style="list-style-type: none"> • Notification to your senior level executives. • Allocation of suitable professionals to maintain continuous efforts 24 hours a day. • Fast access and response from change control authorities.
Moderate	<ul style="list-style-type: none"> • Moderate loss or degradation of services, but everyone's work can reasonably continue on a palliative basis. 	<ul style="list-style-type: none"> • First phone call response in 4 hours or less. • Continuous effort during business hours. 	<ul style="list-style-type: none"> • Allocation of suitable professionals to maintain continuous efforts during business hours. • Fast access and response from change control authorities.
Minimum	<ul style="list-style-type: none"> • Functioning substantially, with little or no impediment to services. 	<ul style="list-style-type: none"> • First phone call response in 8 hours or less. • Continuous effort during business hours. 	<ul style="list-style-type: none"> • Allocation of suitable professionals to maintain continuous efforts during business hours. • Response within 24 hours;