# "Escalation Matrix Software"

**Level**

## Software Down (P1)

**Level 1** Senior Support Engineer (3 working days) → **Problem Solved** — No → **Level 2** Project/ Development Head (3 working days) → **Problem Solved** — No → **Level 3** Director, Technical (7 working days)

Yes → **Call closed** ← Yes

## Major (P2)

**Level 1** Senior Support Engineer (3 working days) → **Problem Solved** — No → **Level 2** Project/ Development Head (3 working days) → **Problem Solved** — No → **Level 3** Director, Technical (7 working days)

Yes → **Call closed** ← Yes

## Critical (P3)

**Level 1** Senior Support Engineer (3 working days) → **Problem Solved** — No → **Level 2** Project/ Development Head (3 working days) → **Problem Solved** — No → **Level 3** Director, Technical (5 working days)

Yes → **Call closed** ← Yes

## Minor (P4)

**Level 1** Senior Support Engineer (2 working days) → **Problem Solved** — No → **Level 2** Project/ Development Head (2 working days) → **Problem Solved** — No → **Level 3** Director, Technical (3 working days)

Yes → **Call closed** ← Yes

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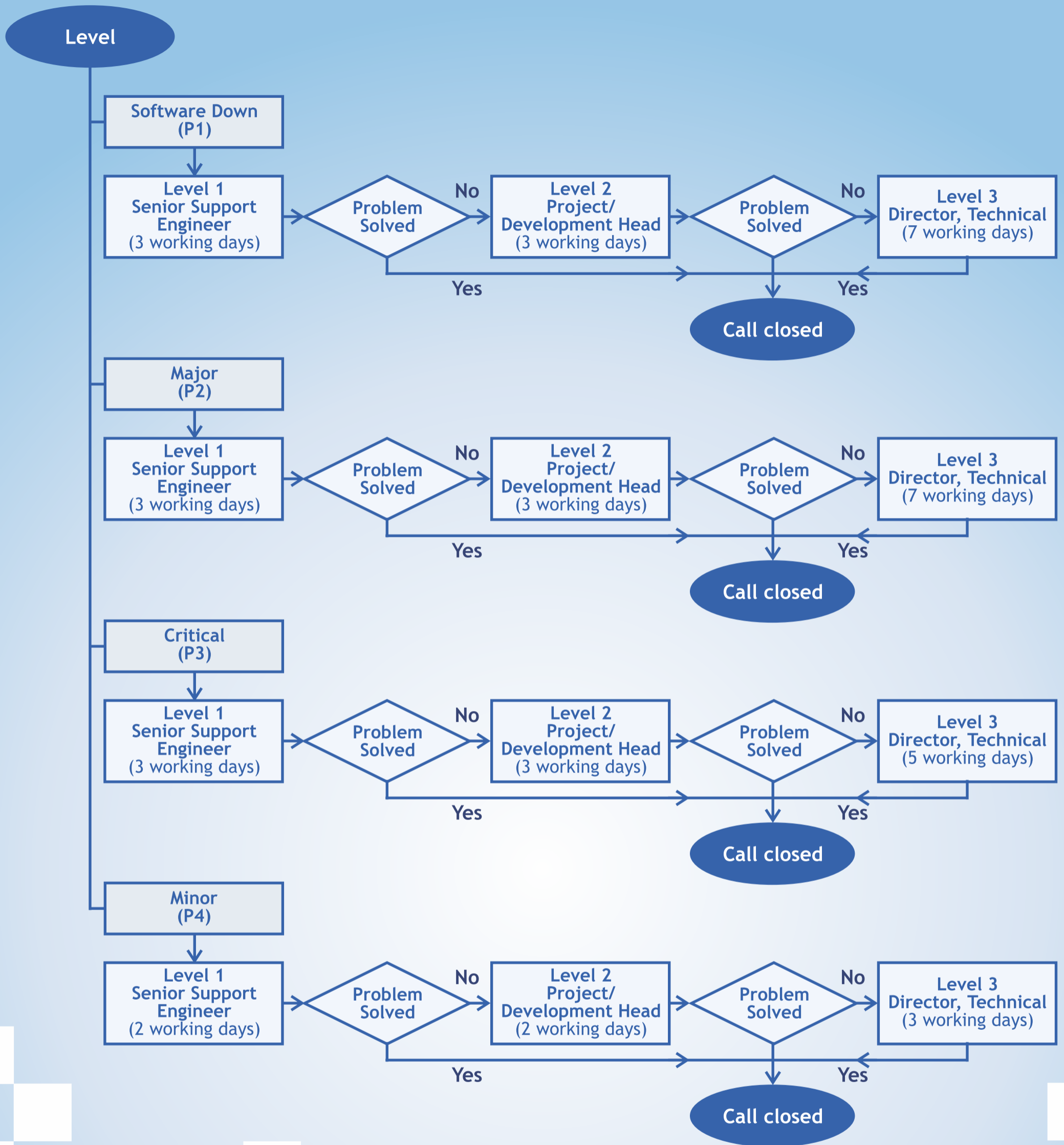**"SUPPORT CALL CATEGORY P1"** means that End user's live system is at a halt and unable to process data through the Software as a result of a catastrophic event in the product, or a major application failure in a critical processing period.

**"SUPPORT CALL CATEGORY P2"** means a problem in the Product, which causes serious disruption of a major business function, which cannot be (temporarily) solved by a work-around.

**"SUPPORT CALL CATEGORY P3"** means any of the following i) a non-critical problem in the Product where the End user is able to continue to run the system and/or application or a work-around is available; ii) a reported problem in the Product that does not qualify as a Support Call Category P1 or P2.

**"SUPPORT CALL CATEGORY P4"** means all questions and requests for information on the use or implementation of the Product.

Stipulated working days are calculated on the basis of the closure date of the last escalation.

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