

| Escalation | Contact                           | Contact   | Email ID   | Impact                                  | ETR   | Escalated to | When   | Location |
|------------|-----------------------------------|---|--|---|---|--------------|--|----------|
| Level      | Name                              | Number  |  |   |   |              |  |          |
| L1         | Sujit Kumar<br>(Sr. Executive IT) | 9555452281<br>Office - 0120 - 4320421<br>Ext- 220 | <a href="mailto:sujit.kumar@crestechsoftware.com">sujit.kumar@crestechsoftware.com</a>               | High<br>-----<br>Medium<br>-----<br>Low | 1 Hours<br>-----<br>3 Hours<br>-----<br>4 Hours   | Level 2      | After elapsed ETR from the time of reporting | Noida    |
| L2         | Lakshyendra<br>(Network Admin)    | 9999595804<br>Office - 0120 - 4320421<br>Ext- 220 | <a href="mailto:lakshyendra.panwar@crestechsoftware.com">lakshyendra.panwar@crestechsoftware.com</a> | High<br>-----<br>Medium<br>-----<br>Low | 2 Hours<br>-----<br>6 Hours<br>-----<br>8 Hours   | Level 3      | After elapsed ETR from the time of reporting | Noida    |
| L3         | Satendra Kumar<br>(ATL -IT)       | 9910582581<br>Office - 0120 - 4320421<br>Ext- 220 | <a href="mailto:satendra.kumar@crestechsoftware.com">satendra.kumar@crestechsoftware.com</a>         | High<br>-----<br>Medium<br>-----<br>Low | 4 Hours<br>-----<br>12 Hours<br>-----<br>16 Hours | Level 4      | After elapsed ETR from the time of reporting | Noida    |
| L4         | Vijay Khaware<br>(Manager - IT)   | 9873352630<br>Office - 0120 - 4320421<br>Ext- 220 | <a href="mailto:vijay.khaware@crestechsoftware.com">vijay.khaware@crestechsoftware.com</a>           | High<br>-----<br>Medium<br>-----<br>Low | 8 Hours<br>-----<br>24 Hours<br>-----<br>32 Hours | VP IT        | After elapsed ETR from the time of reporting | Noida    |
|            | Lalit Jain<br>(VP - IT)           | 0120 - 4320421                                    | <a href="mailto:lalit.jain@crestechsoftware.com">lalit.jain@crestechsoftware.com</a>                 |   |   |              |  | Noida    |