DORA ART. 30(2)(F), 30(3)(B) · ART. 19 SUPPORT

Incident notification commitment

What TestingBot notifies, how fast, and at what cadence, sized to sit inside a financial entity's own DORA Art. 19 reporting clocks.

Why the clock is shaped this way

Your Art. 19 obligations run from the moment you classify an incident as major: initial notification within 4 hours of classification and no more than 24 hours from awareness, an intermediate report at 72 hours, and a final report within one month. You cannot classify what you do not know about, so our first notice and our update cadence are designed to leave your windows intact and to give your 72-hour intermediate report our hour-6 and hour-24 updates to draw on.

Severity ladder and notification clock

SEVERITY	DEFINITION	FIRST NOTICE TO AFFECTED CUSTOMERS	UPDATE CADENCE
SEV1	Confirmed breach of confidentiality or integrity of customer data, or full unavailability of the service	Within 4 hours of declaration	Updates at least hourly until resolution
SEV2	Partial unavailability or significant degradation of the service	Within 24 hours	Updates at least every 8 hours
SEV3	Minor degradation with a workaround, where customer-affecting	Within 72 hours	Daily updates until resolution

What each notice contains

Notices follow a fixed template shaped to feed the fields your regulatory reports need (ITS (EU) 2025/302):

- Detection time, declaration time, and current status
- Services and functions affected, and whether customer data confidentiality or integrity is impacted
- Known or suspected root cause, and remediation actions in progress
- Time of the next update, and a named contact

A customer-data-impact statement is included only once verified, and is corrected explicitly if earlier information changes.

Cost of incident assistance (Art. 30(2)(f))

> Assistance with incidents affecting the TestingBot service is provided at **no additional cost**. Assistance with the customer's own incidents where TestingBot is not the cause is available at an hourly rate fixed in advance in the contract.

Channels and contacts

Notices go to the incident contacts named in your contract, by email, with SEV1 notices additionally acknowledged by a human. Financial entities should supply and maintain their incident contact in the Order Form or DORA addendum.