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**ENC: Power outage in BMM building - possible delay on delivery of certificates**

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**De** Joao Paulo Resende Borges <joao.r.borges@fazenda.gov.br>

**Data** Ter, 24/12/2024 16:42

**Para** Fábio Augusto Macorin <fabio.macorin@fazenda.gov.br>

Fabio,

Segue reporte da BMM sobre problemas de energia no prédio da BMM, o que acarretou a paralisação dos trabalhos de certificação em cerca de 72h. O pedido da certificadora é de que, em relação aos certificados que seriam emitidos a partir de 22/12, seja admitido aos operadores enviar, até 29/12, somente cover letters com as principais informações dos certificados, sem o envio do certificado em si. Posteriormente, seriam enviados os certificados em si.

Atenciosamente.



**João Paulo Resende Borges**

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**De:** Francesco Bianchi <francesco.bianchi@bmm.com>

**Enviado:** terça-feira, 24 de dezembro de 2024 15:49

**Para:** Joao Paulo Resende Borges <joao.r.borges@fazenda.gov.br>

**Cc:** Rubén Baptista <ruben.baptista@bmm.com>; Marzia Turrini <marzia.turrini@bmm.com>

**Assunto:** Power outage in BMM building - possible delay on delivery of certificates

Dear Joao,

I would like to thank you again for making time for us today.

As discussed over the phone, we are finding ourselves in a difficult situation. In the last 72 hours we have experienced a massive power outage that hit the complex building where our office is located, affecting the availability of our servers. To serve the high demand from our clients (both Operators and Providers), In the past two months we have put together a task force of 30 individuals working exclusively on certifications for the Brazilian market.

Hence, with 72 hours of server unavailability we have lost around 800 hours of work. Although there was no data loss, the team was unable to progress with the pending certification projects, causing a delay on delivery.

Although these 800 hours of work represent only the 13% of the work done in December, we are talking about a delay impacting 23 companies among Operators and Providers for a total of roughly 630 games. All testing has been completed, and the products are compliant, however it's still missing the creation of the certificates which, due to ISO obligations, include also a technical and quality reviews which increase the time needed for each certificate.

The power outage is now solved, and our servers went back up a couple of hours ago. We have defined an emergency plan where we will have people working tonight, on Christmas day and over the weekend. This should allow us to recover the time loss and delivery all certificates on time, however we cannot guarantee that just yet.

Worst case scenario we would need to deliver the reports with 2 days of delay, hence by December 31<sup>st</sup> instead of December 29<sup>th</sup>.

As I explained on the phone, although we knew this would create a bit of panic among our clients, we have been fully transparent, but our clients are obviously very concerned by the situation.

Due to the above, we wanted to ask you, in the case we weren't able to recover on time, if it would be possible for BMM to issue a letter, for each one of the Providers and Operators affected, listing the products tested (and deemed compliant) but for which a certificate couldn't be issued in time for the deadline. We would like to ask you if it would be possible not to delay the approval of the affected products, allowing BMM to deliver the certificate with a slight delay.

Again, this might not be necessary thanks to the emergency plan we have put in place; however, we would like to be able to reassure our clients that, should a slight delay materialize, their go-live date would not be affected.

Once again, I would like to thank you and the whole team for your availability in this holiday period and wish you all a Merry Christmas.

Thank you.

**Francesco Bianchi** | VP of Government Relations, Compliance & Quality, BMM EURSAM Region  
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