

A decorative graphic on the left side of the page. It features a vertical stack of overlapping shapes: a light blue rounded rectangle at the top, a white rounded rectangle below it, a green rounded rectangle below that, and a large, semi-transparent circular image of a smiling man's face at the bottom. The background of the entire page is a solid blue color.

Escalation Matrix for Enterprise Customers EMEA (Europe, Middle East and Africa) Region

P1Ver.n25 October 2014

Service Update - Escalation Matrix

Dear Customer,

At Tata Communications, it has been our constant endeavour to provide best in class service to our customers. As part of our continued effort to enhance our service and support, we are attaching herewith an updated Escalation Matrix for your reference.

Our customer service and operations team is available to assist you, 24 hours a day, 7 days a week for any queries or assistance that you may seek.

You may also write in to us at: corp.helpdesk@tatacommunications.com

We look forward to being your preferred telecom partner.

Best Regards,

Customer Service and Operations team
Tata Communications

I N D E X

Technical Support Center Numbers	4
Escalation Matrix for Customers – ILL, VPN – IP	5
Escalation Matrix for Customers – MIPL, NPLC, IPLC, DGE, NDE – TDM	6
Escalation Matrix for Customers – Data Center Services	7
Escalation Matrix for Customers – Managed Authentication - GSMC	8
Escalation Matrix for Customers – Managed Firewall / IDPS / VUTM - GSMC	9
Escalation Matrix for Customers – mDDos - GSMC	10
Escalation Matrix for Customers – IDC Services	11
Escalation Matrix for Customers – International Data Center Services	15
Escalation Matrix for Customers – InstaCC Services	16
Escalation Matrix for Customers – IPLCCC, Offnet Voice, DID/TFN	17
Escalation Matrix for Customers – MVoIP, IP Voice Connect	18
Escalation Matrix for Customers – Video Connect	19
Escalation Matrix for Customers – Advanced Solution Delivery -Managed TelePresence/HDVC/VC	20
Escalation Matrix for Customers – Enterprise Solutions Support Centre (ESSC)	21
Escalation Matrix for Customers – Tata Communications and Bit Gravity – CDN	22

Technical Support Center Numbers

INDIA

INDIA Primary number	+91 20 6614 4444
INDIA Toll free number	1 800 2660 660

INTERNATIONAL TOLL-FREE NUMBERS

Sr. No.	ORIGIN COUNTRY NAME	TOLL-FREE
1	USA	1 866 937 8765
2	UK	00 800 11 22 4357
3	SINGAPORE	1 800 555 4357
4	HONG KONG	800 93 8949
5	MALAYSIA	1 800 81 6627
6	AUSTRALIA	1 800 26 7051

Sr. No.	ORIGIN COUNTRY NAME	TOLL-FREE
1	ARGENTINA	800 33 11 1133
2	AUSTRIA	800 33 11 1133
3	BELGIUM	800 33 11 1133
4	BULGARIA	800 33 11 1133
5	CHINA	800 33 11 1133
6	COLOMBIA	800 33 11 1133
7	CZECH (REP)	800 33 11 1133
8	DENMARK	800 33 11 1133
9	FINLAND	800 33 11 1133
10	FRANCE	800 33 11 1133
11	GERMANY	800 33 11 1133
12	HONG KONG	800 33 11 1133
13	ITALY	800 33 11 1133
14	JAPAN	800 33 11 1133
15	NETHERLANDS	800 33 11 1133
16	NORWAY	800 33 11 1133
17	PHILIPPINES	800 33 11 1133
18	POLAND	800 33 11 1133
19	SINGAPORE	800 33 11 1133
20	SOUTH AFRICA	800 33 11 1133
21	SPAIN	800 33 11 1133
22	SWEDEN	800 33 11 1133
23	SWITZERLAND	800 33 11 1133
24	TAIWAN	800 33 11 1133
25	THAILAND	800 33 11 1133
26	UK	800 33 11 1133
27	URUGUAY	800 33 11 1133

Escalation Matrix for Customers – ILL, VPN-IP

		Level 1	Level 2	Level 3	Level 4
Severity 1	Immediate	After 2 Hrs.	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.
Severity 2	Immediate	After 4 Hrs.	After 8 Hrs.	After 12 Hrs.	After 16 Hrs.
Technical Support Center	Technical Support Center (Refer numbers in the "Technical Support Center Numbers" sheet) Email: corp_helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com
	For instant Ticket booking, please use https://www.tatacare.tatacommunications.com/ If you do not have login credentials, request you to mail corp_helpdesk@tatacommunications.com	Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com	Deepak Vyas Senior Manager IP Services Mobile: + 91 8983042544 Email: deepak.vyas@tatacommunications.com	Bharat Pawar GM - IP Services Mobile:+91 9223302667 Email: bharat.pawar@tatacommunications.com	Shailesh Gupta Vice President SOC/ Service Assurance & Service Delivery Mobile: +917208076162 Email: SHAILESH.GUPTA@tatacommunications.com
		Mannu Kumar Singh Manager IP Services Mobile: +91 8087532900 Email: m.singh@tatacommunications.com			

Escalation Matrix for Customers – MIPL, NPLC, IPLC, DGE, NDE – TDM

		Level 1	Level 2	Level 3	Level 4
Severity 1	Immediate	After 2 Hrs.	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.
Severity 2	Immediate	After 4 Hrs.	After 8 Hrs.	After 12 Hrs.	After 16 Hrs.
Technical Support Center	Technical Support Center (Refer numbers in the "Technical Support Center Numbers" sheet) Email: corp.helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com
	For instant Ticket booking, please use https://www.tatacare.tatacommunications.com/ If you do not have login credentials, request you to mail corp.helpdesk@tatacommunications.com	Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com	Viraj Jondhale Sr. Manager Service Operations (Transmission) Mobile: +91-9223223221 Email: viraj.jondhale@tatacommunications.com	Praveen Kumar DGM Service Operations (Transmission) Mobile: +91 9225693871 Email: praveen.kumar@tatacommunications.com	Shailesh Gupta Vice President SOC/ Service Assurance & Service Delivery Mobile: +917208076162 Email: SHAILESH.GUPTA@tatacommunications.com
		Pravesh Bhardwaj Sr. Manager Service Operations (Transmission) Mobile: +91-9028044191 Email: pravesh.b@tatacommunications.com			

Escalation Matrix for Customers – Data Center Services

		Level 1	Level 2	Level 3	Level 4
Severity 1	Immediate	After 2 Hrs.	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.
Severity 2	Immediate	After 4 Hrs.	After 8 Hrs.	After 12 Hrs.	After 16 Hrs.
Technical Support Center	Technical Support Center (Refer numbers in the "Technical Support Center Numbers" sheet) Email: corp_helpdesk@tatacommunications.com For instant Ticket booking, please use https://www.tatacare.tatacommunications.com/ If you do not have login credentials, request you to mail corp_helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com
Data Center Service	Technical Support Center (Refer numbers in the "Technical Support Center Numbers" sheet) Email: corp_helpdesk@tatacommunications.com	GSMC-Incident Manager Landline: +91-44-6677 4253 /26863723 Mobil: +91 9281098410 Email: gsmc.dm@tatacommunications.com	Rajesh Kumar Sasidharan Operation Manager- GSMC Landline : +91-44-66774279 Mobile : +91 8122017734 Email : rajeshkumar.sasidharan@tatacommunications.com Senthil Kumar A S Deputy General Manager Network and Security GSMC Service Assurance Landline : +91-44-66674393 Mobile : +91 9043037582 Email : senthilkumar.as@tatacommunications.com	Ramesh Sadasivan General Manager GSMC Service Assurance Landline: +91-44-66674595 Mobile: +91-7200024672 Email: Ramesh.Sadasivan@tatacommunications.com Sunil Raj A R General Manager GSMC Operations Landline: +91-44-66774228 Mobile: +91 8122080040 Email: sunil.raj@tatacommunications.com	PK Saji Managed Services and DC Operations Landline: +91-44-66774330 Mobile: +91 9884046388 Email: saji.pk@tatacommunications.com

Escalation Matrix for Customers – Managed Authentication - GSMC

		Level 1	Level 2	Level 3	Level 4
Severity 1	Immediate	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.	After 12 Hrs.
Severity 2	Immediate	After 12 Hrs.	After 14 Hrs.	After 24 Hrs.	After 48 Hrs.
Technical Support Center	Technical Support Center (Refer numbers in the "Technical Support Center Numbers" sheet) Email: corp_helpdesk@tatacommunications.com For instant Ticket booking, please use https://www.tatacare.tatacommunications.com/ If you do not have login credentials, request you to mail corp_helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com
Managed Security Services	Immediate: Technical Support Center (Refer numbers in the "Technical Support Center numbers" sheet) Email : corp_helpdesk@tatacommunications.com	GSMC-Incident Manager Landline: +91-44-6677 4253 /26863723 Mobil: +91 9281098410 Email: gsmc.dm@tatacommunications.com	Senthil Kumar A S Deputy General Manager Network and Security GSMC Service Assurance Landline : +91-44-66674393 Mobile : +91 9043037582 Email : senthilkumar.as@tatacommunications.com	Ramesh Sadasivan General Manager GSMC Service Assurance Landline: +91-44-66674595 Mobile: +91-7200024672 Email: Ramesh.Sadasivan@tatacommunications.com Sunil Raj A R General Manager GSMC Operations Landline: +91-44-66774228 Mobile: +91 8122080040 Email: sunil.raaj@tatacommunications.com	PK Saji Managed Services and DC Operations Landline: +91-44-66774330 Mobile: +91 9884046388 Email: saji.pk@tatacommunications.com

Escalation Matrix for Customers – Managed Firewall / IDPS / VUTM – GSMC

		Level 1	Level 2	Level 3	Level 4
Severity 1	Immediate	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.	After 12 Hrs.
Severity 2	Immediate	After 12 Hrs.	After 14 Hrs.	After 24 Hrs.	After 48 Hrs.
Technical Support Center	Technical Support Center (Refer numbers in the "Technical Support Center Numbers" sheet) Email: corp_helpdesk@tatacommunications.com For instant Ticket booking, please use https://www.tatacare.tatacommunications.com/ If you do not have login credentials, request you to mail corp_helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com
Managed Security Services	Immediate: Technical Support Center (Refer numbers in the "Technical Support Center numbers" sheet) Email : corp_helpdesk@tatacommunications.com	GSMC-Incident Manager Landline: +91-44-6677 4253 /26863723 Mobil: +91 9281098410 Email: gsmc.dm@tatacommunications.com	Senthil Kumar A S Deputy General Manager Network and Security GSMC Service Assurance Landline : +91-44-66674393 Mobile : +91 9043037582 Email : senthilkumar.as@tatacommunications.com	Ramesh Sadasivan General Manager GSMC Service Assurance Landline: +91-44-66674595 Mobile: +91-7200024672 Email: Ramesh.Sadasivan@tatacommunications.com Sunil Raj A R General Manager GSMC Operations Landline: +91-44-66774228 Mobile: +91 8122080040 Email: sunil.raj@tatacommunications.com	PK Saji Managed Services and DC Operations Landline: +91-44-66774330 Mobile: +91 9884046388 Email: saji.pk@tatacommunications.com

Escalation Matrix for Customers – mDDos - GSMC

		Level 1	Level 2	Level 3	Level 4
Severity 1	Immediate	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.	After 12 Hrs.
Severity 2	Immediate	After 12 Hrs.	After 14 Hrs.	After 24 Hrs.	After 48 Hrs.
Technical Support Center	Technical Support Center (Refer numbers in the "Technical Support Center Numbers" sheet) Email: corp_helpdesk@tatacommunications.com For instant Ticket booking, please use https://www.tatacare.tatacommunications.com/ If you do not have login credentials, request you to mail corp_helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com
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Escalation Matrix for Customers – IDC Services

Data Centre Hosted At		Level 1	Level 2	Level 3	Level 4
Severity 1 (Outage / Major)	Immediate	After Immediate Hrs.	After Immediate Hrs.	After 2 Hrs.	After 4 Hrs.
Severity 2 (Impaired / Minor)	Immediate	After Immediate Hrs.	After 1 Hrs.	After 4 Hrs.	After 8 Hrs.
Severity 3 (Information)	Immediate	After 1 Hrs.	After 4 Hrs.	After 8 Hrs.	After 16 Hrs.
Mumbai – LVSB	Technical Support Center (Refer numbers in the "Technical Support Center Numbers" sheet) Email: corp.helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com IDC Shift Engineer Contact: +91 - 22 - 66591706 Email: ldc.lvsb@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com Vishwambhar Salgaonkar Manager Mobile: +91 9223398677 Email: vishwambhar.s@tatacommunications.com	Ghatrazu Srinivas DGM Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com Vinayak Desai DGM Mobile: +91 9223408621 Email: vinayak.desai@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com Sandeep Rasse Head IDC Operations Mobile: +91 9028010290 Email: sandeep.rasse@tatacommunications.com
Mumbai – Vashi	Technical Support Center (Refer numbers in the "Technical Support Center numbers" sheet) Email : corp.helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com IDC Shift Engineer Contact: +91– 22- 66591888 Email: ldc.vashi@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com Sachin Chavan Senior Manager Mobile: +91 9223339866 Email: sachin.chavan@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com Vinayak Desai DGM Mobile: + 91 9223408621 Email: vinayak.desai@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com Sandeep Rasse Head IDC Operations Mobile: +91 9028010290 Email: sandeep.rasse@tatacommunications.com
Mumbai – Andheri	Technical Support Center (Refer Numbers in the "Technical Support Center numbers sheet") Email: corp.helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com IDC Shift Engineer Contact: +91 -22-66082807/66082802 Email: ldc.andheri@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com Shyam Kalamkar Senior Manager Mobile: +91 9223416212 Email: shyam.kalamkar@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com Vinayak Desai DGM Mobile: + 91 9223408621 Email: vinayak.desai@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com Sandeep Rasse Head IDC Operations Mobile: +91 9028010290 Email: sandeep.rasse@tatacommunications.com
Mumbai – BKC	Technical Support Center (Refer Numbers in the "Technical Support Center numbers sheet") Email: corp.helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com IDC Shift Engineer Contact: +91-22-66289536 Email: ldc.bkc@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com Sachin Chavan Senior Manager Mobile: +91 9223339866 Email: sachin.chavan@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com Vinayak Desai DGM Mobile: + 91 9223408621 Email: vinayak.desai@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com Sandeep Rasse Head IDC Operations Mobile: +91 9028010290 Email: sandeep.rasse@tatacommunications.com

Escalation Matrix for Customers – IDC Services contd...

Data Centre Hosted At		Level 1	Level 2	Level 3	Level 4
Severity 1 (Outage /Major)	Immediate	After Immediate Hrs.	After Immediate Hrs.	After 2 Hrs.	After 4 Hrs.
Severity 2 (Impaired / Minor)	Immediate	After Immediate Hrs.	After 1 Hrs.	After 4 Hrs.	After 8 Hrs.
Severity 3 (Information)	Immediate	After 1 Hrs.	After 4 Hrs.	After 8 Hrs.	After 16 Hrs.
Chennai – VSB	Technical Support Center (Refer Numbers in the "Technical Support Center numbers sheet") Email: corp.helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com IDC Shift Engineer Contact: +91 - 44-66774210 Email: fdc.chennai@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com Matheswaran D Manager Mobile: +91 9043050395 Email: d.matheswaran@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com Sudheer Yalavarthi DGM Mobile: + 91 9246196645 Email: sudheer.yalavarthi@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com Sandeep Rasse Head IDC Operations Mobile: +91 9028010290 Email: sandeep.rasse@tatacommunications.com
Chennai – Ambattur	Technical Support Center (Refer Numbers in the "Technical Support Center numbers sheet") Email: corp.helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com IDC Shift Engineer Contact: +91-44-66654049 Email: fdcambattur.chennai@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com Thilak S Manager Mobile: +91-9282118706 Email: thilak.s@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com Sudheer Yalavarthi DGM Mobile: + 91 9246196645 Email: sudheer.yalavarthi@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com Sandeep Rasse Head IDC Operations Mobile: +91 9028010290 Email: sandeep.rasse@tatacommunications.com
Hyderabad	Technical Support Center (Refer Numbers in the "Technical Support Center numbers sheet") Email: corp.helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com IDC Shift Engineer Contact: +91-40 66984459 Email: vsbdc.hyd@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com Ravindra Babu Manager Mobile: +91-9246061872 Email: ravindra.babu2@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com Sudheer Yalavarthi DGM Mobile: + 91 9246196645 Email: sudheer.yalavarthi@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com Sandeep Rasse Head IDC Operations Mobile: +91 9028010290 Email: sandeep.rasse@tatacommunications.com
Bangalore – Sanjay Nagar	Technical Support Center (Refer Numbers in the "Technical Support Center numbers sheet") Email: corp.helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com IDC Shift Engineer Contact: +91 - 80-66594890 Email: fdc.bng@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com Sampathkumar Ramana Manager Mobile: + 91 9243722232 Email: sampathkumar@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com Sudheer Yalavarthi DGM Mobile: + 91 9246196645 Email: sudheer.yalavarthi@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com Sandeep Rasse Head IDC Operations Mobile: +91 9028010290 Email: sandeep.rasse@tatacommunications.com

Escalation Matrix for Customers – IDC Services contd...2

Data Centre Hosted At		Level 1	Level 2	Level 3	Level 4
Severity 1 (Outage /Major)	Immediate	After Immediate Hrs.	After Immediate Hrs.	After 2 Hrs.	After 4 Hrs.
Severity 2 (Impaired / Minor)	Immediate	After Immediate Hrs.	After 1 Hrs.	After 4 Hrs.	After 8 Hrs.
Severity 3 (Information)	Immediate	After 1 Hrs.	After 4 Hrs.	After 8 Hrs.	After 16 Hrs.
Bangalore – KIADB	Technical Support Center (Refer Numbers in the "Technical Support Center numbers sheet") Email: corp_helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com IDC Shift Engineer Contact: +91 -80-66594928 Email: fdc.blr@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com Sampathkumar Ramana Manager Mobile: + 91 9243722232 Email: sampathkumar@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com Sudheer Yalavarthi DGM Mobile: + 91 9246196645 Email: sudheer.yalavarthi@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com Sandeep Rasse Head IDC Operations Mobile: +91 9028010290 Email: sandeep.rasse@tatacommunications.com
Pune	Technical Support Center (Refer Numbers in the "Technical Support Center numbers sheet") Email: corp_helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com IDC Shift Engineer Contact: +91-20-66137251 Email: fdc.pune@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com Kumar Ghodpage Manager Mobile: +91 9223513453 Email: kumar.ghodpage@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com Vinayak Desai DGM Mobile: + 91 9223408621 Email: vinayak.desai@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com Sandeep Rasse Head IDC Operations Mobile: +91 9028010290 Email: sandeep.rasse@tatacommunications.com
Kolkata	Technical Support Center (Refer Numbers in the "Technical Support Center numbers sheet") Email: corp_helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com IDC Shift Engineer Contact: +91-33- 66116692 Email: fdc.kolkata@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com Sudip Samanta Manager Mobile: +91 9038077017 Email: sudip.samanta@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com Vinayak Desai DGM Mobile: +91 9223408621 Email: vinayak.desai@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com Sandeep Rasse Head IDC Operations Mobile: +91 9028010290 Email: sandeep.rasse@tatacommunications.com
Delhi – GK1	Technical Support Center (Refer Numbers in the "Technical Support Center numbers sheet") Email: corp_helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com IDC Shift Engineer Contact: +91-11-66505005 Email: fdc.del.shift@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com Yogesh Sharma Manager Mobile: +91 9250002464 Email: yogesh.sharma@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com Vinayak Desai DGM Mobile: +91 9223408621 Email: vinayak.desai@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com Sandeep Rasse Head IDC Operations Mobile: +91 9028010290 Email: sandeep.rasse@tatacommunications.com

Escalation Matrix for Customers – IDC Services contd...3

Data Centre Hosted At		Level 1	Level 2	Level 3	Level 4
Severity 1 (Outage /Major)	Immediate	After Immediate Hrs.	After Immediate Hrs.	After 2 Hrs.	After 4 Hrs.
Severity 2 (Impaired / Minor)	Immediate	After Immediate Hrs.	After 1 Hrs.	After 4 Hrs.	After 8 Hrs.
Severity 3 (Information)	Immediate	After 1 Hrs.	After 4 Hrs.	After 8 Hrs.	After 16 Hrs.
Delhi – Bangladesheb	Technical Support Center (Refer Numbers in the "Technical Support Center numbers sheet) Email: corp.helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com IDC Shift Engineer Contact: +91 -11-66505327 Email: fdc.delhibs@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com Yogesh Sharma Manager Mobile: +91 9250002464 Email: yogesh.sharma@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com Vinayak Desai DGM Mobile: +91 9223408621 Email: vinayak.desai@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com Sandeep Rasse Head IDC Operations Mobile: +91 9028010290 Email: sandeep.rasse@tatacommunications.com

Escalation Matrix for Customers – International Data Center Services

		Level 1	Level 2	Level 3	Level 4	Level 5
Severity 1	Immediate	After 2 Hrs.	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.	After 12Hrs.
Severity 2	Immediate	After 4 Hrs.	After 8 Hrs.	After 12 Hrs.	After 16 Hrs.	After 24Hrs.
Tata Communications Datacentre services	Datacentre services Phone: +1-514-868-7875 UIFN +800-9333-3999 Email: TCLDatacenterServices@tatacommunications.com	Shift Lead TSC Phone: +1-514-868-7875 UIFN +800-9333-3999 Email: GCSC.Escalations@tatacommunications.com	Ajayan Menon Manager-Global Transmission Services, TSC Office: +91-20-6614-3232 Mobile: +91-92-2355-1516 Email: ajayan.menon@tatacommunications.com	Piyush Handique Head, Technical Support Center Office: +91-20-6614-3207 Mobile: +91-80-9708-0706 Email: Piyush.handique@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com	Neeraj Sonker Sr.Vice President Service Assurance & Service Delivery Mobile: +91 9223416200 Email: neeraj.sonker@tatacommunications.com

Direct Number	+ 1-514-868-7875
UIFN Number*	+800-9333-3999
Fax Number	+1-514-868-8996

INTERNATIONAL TOLL FREE NUMBERS

Sr. No.	Origin country name	Toll - Free	Sr. No.	Origin country name	Toll - Free
1	ARGENTINA	0800 222 0069	17	JAPAN	00 531 162 214
2	BAHRAIN	800 00932	18	MEXICO	001 800 514 0346
3	BRAZIL	0800 891 6953	19	NORWAY	800 13447
4	CANADA	1 800 567 1950	20	PHILIPPINES	1 800 1110 1451
5	CHILE	800 201 790	21	POLAND	00800 1114 497
6	CHINA	10 800 1400 064	22	PORTUGAL	800 819 512
7	COLOMBIA	01 800 919 0178	23	RUSSIA	810800 2161 1012
8	DENMARK	808 80408	24	SINGAPORE	8001013225
9	FRANCE	0800 910 517	25	SPAIN	900 981 576
10	GERMANY	0800 1812 364	26	SWEDEN	0207 98512
11	GREECE	00800 161 2203 0179	27	SWITZERLAND	0800 838 811
12	HONG KONG (1)	800 930 578	28	THAILAND	001 800 1562 200 592
13	HONG KONG (2)	800 965 063	29	TURKEY	00800 142 030 326
14	INDONESIA (1)	0018030172566	30	U.K	0800 895 256
15	INDONESIA (2)	0078030172566	31	U.S.A	1888 933 3399
16	ITALY	800 872 018	32	VENEZUELA	0800 1003 081

Escalation Matrix for Customers – InstaCC Services

		Level 1	Level 2	Level 3	Level 4
Severity 1	Immediate	After 2 Hrs.	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.
Severity 2	Immediate	After 4 Hrs.	After 8 Hrs.	After 12 Hrs.	After 16 Hrs.
Technical Support Center	<p>Corporate Helpdesk (numbers in the "Helpdesk numbers" sheet)</p> <p>For instant Ticket booking, please use https://www.tatacare.tatacommunications.com/corp_helpdesk</p> <p>If you do not have login credentials, request you to mail corp_helpdesk@tatacommunications.com</p>	<p>Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com</p> <p>Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com</p> <p>Debasis Chanda Manager-Instacc Mobile: +91 8446335335 Email: debasis.chanda@tatacommunications.com</p>	<p>Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com</p> <p>Ramkumar Kayarat DGM - InstaCC Services Mobile: +91 9225664686 Email: Ramkumar.k@tatacommunications.com</p>	<p>Ghatrazu Srinivas DGM Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com</p> <p>Ritesh Priya General Manager Head – Enterprise Voice Mobile: +91 9225509867 Email: ritesh.priya@tatacommunications.com</p>	<p>Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com</p> <p>Vijay Agarwal Vice President UCC, Enterprise Voice & TelePresence Mobile: +91 9223299170 Email: vijay.agarwal@tatacommunications.com</p>

Escalation Matrix for Customers – IPLCCC, Offnet Voice, DID/TFN

		Level 1	Level 2	Level 3	Level 4
Severity 1	Immediate	After 2 Hrs.	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.
Severity 2	Immediate	After 4 Hrs.	After 8 Hrs.	After 12 Hrs.	After 16 Hrs.
Technical Support Center	Technical Support Center (Refer numbers in the "Technical Support Center Numbers" sheet) Email: corp_helpdesk@tatacommunications.com	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com	Ghatrazu Srinivas DGM – Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com
	For instant Ticket booking, please use https://www.tatacare.tatacommunications.com/ If you do not have login credentials, request you to mail corp_helpdesk@tatacommunications.com	Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com	Amol Dhage Senior Manager - TDM - Voice Mobile: +91-9223364760 Email: amol.dhage@tatacommunications.com	Ritesh Priya General Manager Enterprise Voice Landline: +91-020-66357021 Mobile: +91 9225509867 Email: ritesh.priya@tatacommunications.com	Vijay Agarwal Vice President UCC, Enterprise Voice & TelePresence Mobile: +91 9223299170 Email: vijay.agarwal@tatacommunications.com
		Dhananjay Wadkar Lead – Service Assurance TDM Voice (Enterprise Voice) Mobile: +91-9225527056 Email: ghananjay.wadkar@tatacommunications.com			

Escalation Matrix for Customers – MVoIP, IP Voice Connect

		Level 1	Level 2	Level 3	Level 4
Severity 1	Immediate	After 2 Hrs.	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.
Severity 2	Immediate	After 4 Hrs.	After 8 Hrs.	After 12 Hrs.	After 16 Hrs.
Technical Support Center	Corporate Helpdesk (numbers in the "Helpdesk numbers" sheet)	Amartya Sarkar AM Technical Support Centre Mobile No : +918983007123 Email Id : amartya.sarkar@tatacommunications.com	Anil Gaikwad Operations Manager- Technical Support Center Mobile: +91 9225614291 Email: anil.gaikwad@tatacommunications.com	Ghatrazu Srinivas DGM Head Technical Support Center Mobile: +91 8446626269 Email: ghatrazu.srinivas@tatacommunications.com	Rashmi Naegamvala General Manager Technical Support Centre Mobile: +91 8983008756 Email: rashmi.naegamvala@tatacommunications.com
	For instant Ticket booking, please use https://www.tatacare.tatacommunications.com/ If you do not have login credentials, request you to mail corp.helpdesk@tatacommunications.com	Siddharth Pandya AM Technical Support Centre Mobile No : +919029919918 Email : siddharth.pandya@tatacommunications.com Bhavesh Modi Manager-VOIP Mobile: +91 7276076004 Email: bhaveshmodi@tatacommunications.com	Suresh Sinha Senior Manager -IP Voice Services Mobile: +91 8087002562 Email: suresh.sinha@tatacommunications.com	Ritesh Priya General Manager Enterprise Voice Landline: +91-020-66357021 Mobile: +91 9225509867 Email: ritesh.priya@tatacommunications.com	Vijay Agarwal Vice President UCC, Enterprise Voice & TelePresence Mobile: +91 9223299170 Email: vijay.agarwal@tatacommunications.com

Escalation Matrix for Customers – Video Connect

		Level 1	Level 2	Level 3	Level 4
Severity 1	Immediate	After 2 Hrs.	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.
Severity 2	Immediate	After 4 Hrs.	After 8 Hrs.	After 12 Hrs.	After 16 Hrs.
Video Connect	Video Connect NOC Landline: +91-20-66153391/3393 Email: VideoConnectNoc@tatacommunications.com	Samit Deorukhkar Manager - Video Connect - NOC operations Landline: +91-20-6615 3397 Mobile: +91 9223305649 Email: samit.deorukhar@tatacommunications.com	Manoj Kumar Mitra Deputy General Manager NOC Operations Mobile: +91 9223302650 Email: mk.mitra@tatacommunications.com	Sridhar R General Manager – Video Connect NOC Operations Mobile: +91 9043000284 Email: R.SRIDHAR@tatacommunications.com	Sameer Kanse Head - Video Connect +91 9223302013 Email: sameer.kanse@tatacommunications.com

ESCALATION MATRIX of ADVANCED SOLUTION DELIVERY (Managed TelePresence/HDVC/VC)

		Level 1	Level 2	Level 3	Level 4
Severity 1	Immediate	After 2 Hrs.	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.
Severity 2	Immediate	After 4 Hrs.	After 8 Hrs.	After 12 Hrs.	After 16 Hrs.
On-going Conference Support	Conference Producer Producer on Duty Phone: +1 312 646 7620 option 1	Joanne Harvey Team Leader Night/Day Email: jharvey@vnocservice.com Phone: +1 973 855 3411 x2023 Karen Baker Team Leader Day Email: kbaker@vnocservice.com Phone: +1 973 855 3411 x2147	Aaron Seiden Manager, Production Operations Phone: +1 312 646 7620 X 2066 Email: aseiden@vnocservice.com	Mindy Conary Director, Conferencing Operations Office: +1 973 855 3411 x2025 Mobile: +1 805-509-0928 Email: mconary@vnocservice.com	Matt Thompson Vice President, Operations Office: +1 973 855 3411 x2035 Mobile: +1 720-217-2858 Email: mthompson@vnocservice.com
Scheduling and Reservations	Reservationist Reservationist on Duty Email: scheduling@vnocservice.com Phone: +1 312 646 7620 option 2	Bridget O'Brien Team Leader Day Email: bobrien@vnocservice.com Phone: +1 312 646 7620 x2139 Nicholas Gannon Team Leader Night Email: ngannon@vnocservice.com Phone: +1 312 646 7620 x2092	Mindy Conary Director, Conferencing Operations Office: +1 973 855 3411 x2025 Mobile: +1 805-509-0928 Email: mconary@vnocservice.com	Matt Thompson Vice President, Operations Office: +1 973 855 3411 x2035 Mobile: +1 720-217-2858 Email: mthompson@vnocservice.com	
Technical Support and Repair	NOC NOC Technician Email: nocstaff@vnocservice.com Phone: +1 312 646 7620 option 3	Rolando Bosque Manager, NOC 08:00 to 20:00 EST Email: rbosque@vnocservice.com Phone: +1 312 646 7620 x2145 Freddi Guerrero Manager, NOC 20:00 to 08:00 EST Email: fquerrero@vnocservice.com Phone: +1 312 646 7620 x2001	Brian Stamm Director, Service Operations Email: bstamm@vnocservice.com Phone: +1 312 646 7620 x2008	Matt Thompson Vice President, Operations Office: +1 973 855 3411 x2035 Mobile: +1 720-217-2858 Email: mthompson@vnocservice.com	
Service Certifications	Service Delivery Phone: +1 312 646 7620 option 4	Rolando Bosque Manager, TAC Email: rbosque@vnocservice.com Phone: +1 312 646 7620 x2145	Brian Stamm Director, Service Operations Email: bstamm@vnocservice.com Phone: +1 312 646 7620 x2008	Matt Thompson Vice President, Operations Office: +1 973 855 3411 x2035 Mobile: +1 720-217-2858 Email: mthompson@vnocservice.com	

ESCALATION MATRIX of Enterprise Solutions Support Centre (ESSC)

		Level 1	Level 2	Level 3	Level 4
Severity 1	After 2 Hrs.	After 3 Hrs.	After 4 Hrs.	After 8 Hrs.	After 16 Hrs.
Severity 2	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.	After 10 Hrs.	After 12 Hrs.
Enterprise Solutions Support Centre (ESSC)	Manager on duty Phone: +44 1494 795090 Email: enterprise.escalation@tatacommunications.com	Viral Modi Senior Manager ESSC – Service Desk Office: +44 1494 795095 Mobile: +44 7867 915321 Email: viral.modi@tatacommunications.com	Jean-Jacques Munsch Operations Director, Enterprise Solutions Support Office: +44 1494 795081 Mobile: +44 7789 876 517 Email: jean-jacques.munsch@tatacommunications.com	Vijay Agarwal Vice President UCC, Enterprise Voice & TelePresence Mobile: +91 9223299170 Email: vijay.agarwal@tatacommunications.com	Mike Winder Vice President Advanced Solutions Delivery Mobile: +6591442975 Email: Mike.Winder@tatacommunications.com

* Additional numbers to contact the ESSC are:

Country	Access number	Country	Access number
FINLAND	80080018190	UNITED KINGDOM	+80080018190
FRANCE	+80080018190 or 0800915237	INDIA	08001005962
GERMANY	+80080018190	USA	18557483876
SINGAPORE	+80080018190 or 8001012982	SOUTH AFRICA	80080018190

ESCALATION MATRIX of Tata Communications and Bit Gravity – CDN

	Immediate	Level 1	Level 2	Level 3
Severity 1 (Service Outage)	Immediate	After 2 Hrs.	After 4 Hrs.	After 6 Hrs.
Severity 2 (Partial Outage)	Immediate	After 3 Hrs.	After 6 Hrs.	After 9 Hrs.
Severity 3 (Service Impaired)	Immediate	After 4 Hrs.	After 8 Hrs.	After 12 Hrs.
Severity 4 (End User Issues)	Immediate	After 12 hrs.	After 24 hrs.	After 48 hrs.
Tata Communications and Bit Gravity – CDN	CDN Customer Support 24 X7 US Number: +1-650-262-0004 ext. 2 India Number: +91 226-628-9170 Email: support@bitgravity.com Email creates a ticket in the Support Portal Customer Support Web Portal at http://help.bitgravity.com o Live Chat can be initiated through the portal o New tickets can be opened o Existing tickets can be reviewed and updated o Searchable Knowledge Base for technical reference	Shweta Sharma Bisoi Head – India CDN Operations Hours: 9:30 AM through 9:30 PM IST 9:00 PM through 9:00 AM PDT Mobile: +91 922-358-6919 Email: ssharma@bitgravity.com shweta.sharma@tatacommunications.com Matt Estes Customer Support Manager (US) Hours: 9:30 PM through 9:30 AM IST 9:00 AM through 9:00 PM PDT Phone: +1 650-294-4218 Email: mestes@bitgravity.com	Jason Dunlap Director of Customer Support Desk: +1 650-353-9911 Mobile: +1 831-419-8018 Email: jason.dunlap@tatacommunications.com jason.dunlap@bitgravity.com	Don Legnitto Head of Operations Phone: +1 650-294-4222 Email: donald.legnitto@tatacommunications.com dlegnitto@bitgravity.com