

Akshara Escalation Matrix				
Support Level	SPOC	Contact Details	E-Mail ID	Time
L1 Support	Central Helpdesk	0866 - 2547767		9:30 AM to 7 PM
L2 Support	Client SPOC	8985553609	<a href="mailto:gsww_ap@aksharags.com">gsww_ap@aksharags.com</a>	9:30 AM to 7 PM
L3 Support	Manager Services	9652272272	<a href="mailto:bharath@aksharags.com">bharath@aksharags.com</a>	9:30 AM to 7 PM

All mails to be copied to  
First call should be landed at L1 Support (Central Helpdesk)  
If there is no response in 4 Hrs, call L2 Support  
If there is no response in 8 Hrs, call L3 Support  
Support not available on General and Public Holidays,  
SLA will started at the time of call raise within 24 working hours,  
Call received after working hours with be considered next working day only.

Canon Printer Escalation Matrix						
S.No	District	Service Center Address details	Primary Contact Details	Secondary Contact	E-Mail ID	Time
1	Krishna	Microlion Computers Door no: 40-7-1/A, Venkata Balaji Towers,Opp. Modern Academy College, Jemmichattu Center,Vijayawada	0866 - 2493049, 2493761	Mr.Saradhi 9885772233, 9966892277	<a href="mailto:microlion.canon@gmail.com">microlion.canon@gmail.com</a>	9:30 AM to 7 PM
2	Guntur	SKY Technologies Door no: 6-10-37/1, 10/2 Arundelpet,Guntur	0863 - 2222254	Mr.Gopi Kumar 9700555397	<a href="mailto:gopikumar.boorsu@gmail.com">gopikumar.boorsu@gmail.com</a>	9:30 AM to 7 PM
3	Ongole	Virat Technologies DOOR NO: 5-32(2), BESIDE VIJAY DIGITALS, Kurnool Road,Ongole	08592-229199	Mr.Vasanth 9246462940	<a href="mailto:virattechnologies.ong@gmail.com">virattechnologies.ong@gmail.com</a>	9:30 AM to 7 PM
4	Nellore	SAI SYSTEMS COMMUNICATIONS SHOP NO:35 & 36, 1st Floor, Cooperative Bank complex NEAR GANDHI STATUS, GT ROAD S.P.S.R. NELLORE	0861 - 2338775	Mr.Arun 7337367700, 8919738836	<a href="mailto:saisysys@yahoo.com">saisysys@yahoo.com</a>	9:30 AM to 7 PM
5	Chittoor	PAWAN COMPUTERS 1st Floor, 10-4-578, TK Street,Tirupathi		Mr.Adinarayana 7989914558	<a href="mailto:pawancomputerstirupathi@gmail.com">pawancomputerstirupathi@gmail.com</a>	9:30 AM to 7 PM
6	Kadapa	Sri Sai Technologies Flat No: G1, Ground floor, Sree Balaji Towers, Beside Reddy Seva Samiti Ladies Hostel, Rajiv park Road, Kadapa	08562 - 241856	Mr.Sai Kumar 9440521070, 9700452200	<a href="mailto:srisaitechnologies.kdp@gmail.com">srisaitechnologies.kdp@gmail.com</a>	9:30 AM to 7 PM
7	East Godavari	Gayatri Infotech Door no: 8-18-54/5, KVN Building Kambham choultry street, Big mosque down,Rajahmundry	0883 - 6666763	Mr.Kalyan 9866224317	<a href="mailto:gayatriinfotech18@gmail.com">gayatriinfotech18@gmail.com</a>	9:30 AM to 7 PM
8	East Godavari	S.I Computers & Communications A-6, Devi niwas, Behind Subadra Junction, BHANUGUDJI JUNCTION, Kakinada-533 001	0884 - 2362341	Mr.Murthy / Sekhar 9848361613, 9848162341	<a href="mailto:narayanamurthy@yahoo.com">narayanamurthy@yahoo.com</a> , <a href="mailto:sekharp7@yahoo.com">sekharp7@yahoo.com</a> .	9:30 AM to 7 PM
9	Vishakapatnam	JSS Technologies # 45-48-2, Abid nagar Akkayapalem Vishakapatnam	08518 - 222074	Mr.Atchi babu 9348822559	<a href="mailto:jsstech26@gmail.com">jsstech26@gmail.com</a>	9:30 AM to 7 PM
10	Srikakulam	Micro Systems # 7-4-11, SHOP NO.9, 1st FLOOR OPP. KARNATAKA BANK, NEAR SUN MAX, GT ROAD, Srikakulam	08942-220456	Mr.Seshagiri 9390611779	<a href="mailto:microsystems.skm@gmail.com">microsystems.skm@gmail.com</a>	9:30 AM to 7 PM
11	West Godavari	A1 Computers Door no: 22B-13-2, Near Low Bridge, Powerpet, Eluru	08812 - 236491	Mr.Ravi Babu 6302987270, 9441081491	<a href="mailto:a1computerselr@gmail.com">a1computerselr@gmail.com</a>	9:30 AM to 7 PM
12	Ananthapur	Printer Care # 13, POLICE WELFARE COMPLEX, Ananthapur	08554 - 240860	Mr.Nazeer 9440285002	<a href="mailto:printercareap@gmail.com">printercareap@gmail.com</a>	9:30 AM to 7 PM
13	Kurnool	Digitech Solutions Soma Arcade, shop no: 111, 1st floor, near Rajvihar circle, Near Rajvihar circle, RS Road, Kurnool	08518 - 222074	Mr.Shravan Kumar 8328647498	<a href="mailto:m.sravankumar08@gmail.com">m.sravankumar08@gmail.com</a>	9:30 AM to 7 PM

Support not available on General and Public Holidays,  
SLA will started at the time of call raise within 24 working hours,  
Call received after working hours will be considered next working day only