



Escalation Matrix Contact Details

Sr. No.	Department	Email ID	Contact No.	Support Window
1.	Tech Infra Operations Shared NOC Support	support@netmagicsolutions.com	18001022120 / +91 22 67851599 / +91 22 40411599	24 X 7
2.	Billing / Payment	clientservices@netmagicsolutions.com	7738133334 / 35 / 38	Monday to Friday - 09.30 Hrs to 16.30 Hrs
3.	Sales	vinit.pandya@netmagicsolutions.com	40493400 / +91 98 20 752810	Monday to Friday - 09.30 Hrs to 16.30 Hrs
4.	Implementation New Setup / Decommissionin Existing Setup	svdel@netmagicsolutions.com	Neeraj Joshi +91 7738 055257	Monday to Friday - 09.30 Hrs to 18.30 Hrs
5.	Online Sales (Services Purchased from website)	insidesales@netmagicsolutions.com	NA	Monday to Friday - 09.30 Hrs to 18.30 Hrs
6.	Compliance	compliance@netmagicsolutions.com	NA	Monday to Friday - 09.30 Hrs to 18.30 Hrs