

Annexure 3

Contact Details of M/s. Bharti Airtel for commissioning of links

For Commissioning of Links

Sr.	Name	Designation	Email id	Contact Nos.
1	Jackson Lopes	Project Manager	Jackson.Lopes@airtel.com	9004826455
2	Sadanand Bagwe	Team Leader	sadanad.bagwe@airtel.com	9867693570
3	Vinay Lala	Regional Projects Head	Vinay.Lala@airtel.com	9867530710
4	Kannan A	Chief Service Officer - West	Kannan.A@airtel.com	9004310000

For Post Commissioning Maintenance and Troubleshooting Matters

Sr.	Name	Email	Contact no	Escalation Level
1	Service Manager / Enoc	service.manager@airtel.com / e.noc@airtel.com	+91 8130394801 / +91 124 4902174	1 (4 hrs)
2	Operation Manager / Anand Salunkhe / Javed Shaikh /	operation.manager@airtel.com / a_Ananda.Salunkhe@airtel.com / javed.shaikh@airtel.com	9599068463 / 9867821520 / 9987149479	2 (6 hrs)
3	Prashant Arora / Ramu Yenumula	Prashant1.Arora@airtel.com / Ramu.Yenumula@airtel.com	+919871008105 / +919892049268	3 (8 hrs)
4	Chakravarty Abhijit Kannan A	chakravarty.abhijit@in.airtel.com / Kannan.A@airtel.com	9867530678 / 9004310000	4 (12 hrs)

Web	http://www.airtel.in/wps/wcm/connect/AirtelinAES/AES/Home
Toll Free / Toll No.	1800102001 / +91-124-4609696
E-mail	enterprise.data@in.airtel.com

Contact Details of M/s. TCL for commissioning of links

For Commissioning of Links

Sr.	Name	Designation	Email id	Contact
1	Pankaj Kumbhar	Program Manager	Pankaj Kumbhar < Pankaj.Kumbhar@tatacommunications.com >	+91 7208676179
2	Vinay Nagavelly	Sr. Manager	Vinay Nagavelly < vinay.nagavelly@tatacommunications.com >	+91 9029044548
3	Raghavendra Ramdurgkar	Regional Delivery Head for West	Raghavendra Ramdurgkar < raghavendra.r@tatacommunications.com >	+91 9223329991
4	Kunal Roy	Enterprise Service Delivery – Head (India Region)	Kunal Roy < Kunal.Roy@tatacommunications.com >	+91 9810002836

For Post Commissioning Maintenance and Troubleshooting Matters

Service	For Network Services (IP and Tx Services)
Immediate	Technical Support Center 91-20-66144444, 18002660660 corp.helpdesk@tatacommunications.com
Escalation Level 1 (2 Hr)	Escalation desk - 24*7 +91-20-66144800 escalation.desk@tatacommunications.com
Escalation Level 2 (4 Hr)	Amitesh Ghatak / Makrand Raitar Sr. Manager, Service Assurance / Manager, Service Assurance +917276033679 / +919028017600 amitesh.ghatak@tatacommunications.com / makrand.raitar@tatacommunications.com
Escalation Level 3 (6 Hr)	Ganapathi Kolloji Deputy General Manager +917875599099 ganapathi.k@tatacommunications.com
Escalation Level 4 (8 Hr)	Bharat Pawar Asst. Vice President Head Service Assurance +919223302667 bharat.pawar@tatacommunications.com
Escalation Level 5 (12 Hr)	Shailesh Gupta Vice President Head Service Assurance and Delivery +917208076162 shailesh.gupta@tatacommunications.com

Web	https://portal.tatacommunications.com
Toll Free	18002660660
E-mail	corp.helpdesk@tatacommunications.com

Contact Details of M/s. Vodafone India Ltd. for commissioning of links

For Commissioning of Links

Sr.No.	Name	Designation	Email id	Contact
1	Siddhesh Naik	SDM	Siddhesh.Naik@vodafone.com	9820018454
2	Anil Khaire	Circle Lead-Mumbai	Anil.khaire2@vodafone.com	9619218790
3	Paromita Joseph	CS Head-Mumbai	Paromita.Joseph@Vodafone.com	9820018011
4	T Somashekhar	National Delivery Head	Somashekhar.tippimath@Vodafone.com	9819818734

For Post Commissioning Maintenance and Troubleshooting Matters

Level	Time to reach	Name	Role	Contact No	Email Id
Level 0	Immediate	Fixed Line support	Fixed Line Contact Center	1800-121-55666/ 09920055666 (IVR Option 4)	Flsupport.in@vodafone.com
Level 1	1 Hours	L1 Support	Customer Service Escalation Desk	1800-123-55666	L1support.In@vodafone.com
Level 2	2 Hours	Kundan Jayale	Technical Service Manager	9619218487	kundan.jayale5@vodafone.com
Level 3	4 Hours	Gaurang Desai	Service Management Lead	9619218129	Gaurang.desai4@vodafone.com
Level 4	5 Hours	Paromita Joseph	Circle CS Head	9820018011	Paromita.Joseph@Vodafone.com
Level 5	6 Hours	Anand Singhai	Service Management Head	9819818872	Anand.Singhai@Vodafone.com
Level 6	8 Hours	Dhaivat Oza	Service Assurance Head	9819818781	Dhaivat.Oza@Vodafone.com

