

Annexure 2

HCL escalation matrix

➤ **For assistance related to Leased Line services**

Name	Email ID	Contact No.
HCL Helpdesk team	NSEOMCHELPDESK@hcl.com NSEOMCL2@hcl.com	1800-180-1108 1800-419-4570 0120-2547128/2546934/18001801108
HCL Central team	DL-IT-OPS-TEL-MEMNW-VENDOR@nse.co.in	022-26598220 022-26598253 022-26598100 (Ext. 25271-74)
Rajeev Kumar Singh	Rajeev.Sin@hcl.com	9711036994
Sunil Kumar Jha	sunilj@hcl.com	9810888160
Rajesh Jhonsa	rajesh.jhonsa@hcl.com	9820374455/ 022-40320310

➤ **For assistance related to VSAT services**

Name	Email ID	Contact No.
HCL Helpdesk team	GILATHUBTEAM@hcl.com HO-HUB <HO-HUB@hcl.com>	18001801107 (option 3)
HCL Central team	DL-IT-OPS-TEL-MEMNW-VENDOR@nse.co.in	022-26598220 (Direct) 022-26598253 (Direct) 022-26598100 (Ext. 25271-74)
Rajeev Patiyal	RajeevP@hcl.com	9650004594/ 9650057166
Amit Kumar	AmitKu@hcl.com>	9717599350/ 9717896386
Sunil Jha	sunilj@hcl.com	9810888160/ 9810902270
Rajesh Jhonsa	rajesh.jhonsa@hcl.com	9820374455/ 022-40320310