



## Annexure Escalation Matrix

### SIFY HANDBOOK

#### Sify Contact Details:

- Members having any issue with respect to Leased line connectivity (Managed Service) or updates regarding new applications request can follow the below provided escalation matrix or members can refer Aakash Portal for more information provided by Sify.
  - Members subscribing Leased line connectivity (Self Service) can follow the below escalation matrix only for the limited purpose of new line configuration and link health at POP level.
- NOC escalation matrix – Issues & queries post commissioning of member link connectivity (Managed Services)
- Onsite Team escalation matrix – Updates for new applications before commissioning of link connectivity (Managed Services)

#### NOC – Escalation Matrix

Escalation Level	Contact Number	Email id	Contact person	Priority
Immediate	18004199963 / 044-61332900	nse.servicedesk@sifycorp.com	NSE Service Desk	Immediate
Level 1	9655590361 / 8667611357	mohammed.fayaz@sifycorp.com & gokul.kanakaraj@sifycorp.com	R Mohammed Fayaz / Gokul Kanakaraj	ETR +30 mins
Level 2	7904666508 / 9986755831	julian.dmonte@sifycorp.com / ramesh.siddhan@sifycorp.com	Julian Dmonte / Ramesh Siddhan	ETR + 1 Hr
Level 3	9986735727	anilkumar.rachappa@sifycorp.com	Anilkumar Rachappa	ETR + 2 Hr
Level 4	9094575698 / 8452947794	lavanya.jayaraj@sifycorp.com Swapnil.bambarkar@sifycorp.com	Lavanya J / Swapnil Bambarkar	ETR + 3 Hr
Level 5	9867004284 / 9884070474	ravinder.keer@sifycorp.com joseph.abraham@sifycorp.com	Ravinder Keer / Joseph Abraham	ETR + 4 Hr

**Onsite Team Escalation Matrix – New Application Requests**

<b>Escalation Level</b>	<b>Contact Number</b>	<b>Email id</b>	<b>Contact person</b>
Level 1	8655258060 / 9773701152	onsite_nse@sifycorp.com	Sandhya Yadav Saurabh Manjrekar
Level 2	9920826607	pramodr.kadam@sifycorp.com	Pramod Kadam
Level 3	7738033385 8452947794	rohini.singh@sifycorp.com swapnil.bambarkar@sifycorp.com	Rohini Singh Swapnil Bambarkar
Level 4	9867004284	ravinder.keer@sifycorp.com	Ravinder Singh Keer