

Annexure 1

SIFY HANDBOOK

Sify Contact Details:

Members having any issue with respect to Leased line connectivity (Managed Service) can follow the below escalation matrix. Members utilising Leased line connectivity (Self Service) can follow the below escalation matrix only for the limited purpose of new line configuration and line health at POP level. For more information, members can access Aakash Portal supported by NI.

- For the queries before commissioning of connectivity, members can contact NI on onsite_nse@sifycorp.com
- For queries post commissioning of connectivity members can follow below escalation matrix

Criticality	Contact Number	Email id	Contact person	Priority
Level 1	18004199963/04 4-61332900	nse.servicedesk @sifycorp.com	NSE Service Desk	Immediate
Level 2	90031 53554	prasannakumar. mani@sifycorp.c om	Prasanna Kumar	30 Mins
Level 3	99867 35727	anilkumar.rachap pa@sifycorp.com	Anil Kumar K R	60 Mins
Level 4	90945 75698	lavanya.jayaraj@ sifycorp.com	Lavanya J	120 Mins
Level 5	98670 04284	ravinder.keer@sif ycorp.com	Ravinder Keer	180 Mins
Level 6	98840 70474	joseph.abraham @sifycorp.com	Joseph Abraham	240 Mins