

 **Jaina Systems Network**
where technology touches life

Jaina Systems Network Escalation Procedure has been established to provide our customers with the ability to notify our Management of Service or Operational system problems. This procedure applies to both management of existing services and installation of new services. We track all problems through a comprehensive Reporting System.

Support and Problem Resolution Escalation Procedure

Jaina Systems Network provides Customers with 24x7 Technical Support with contact numbers for submission of all requests for support and/or technical assistance,

+1 516 248 3870

+1 516 232 8500 Ext. 221/222

An on-call support technician will answer the telephone number. You can also email the technician at support@jainasystems.com

Problem Classification

The following Problem Classification Table definitions are used for classifying performance issues.

Classification Criteria	Description
Severity 1 (Critical)	The Service is non-operative or significantly impaired. Data transmission cannot be conducted without significant delay, if at all. No known work around is currently available.
Severity 2 (Degraded)	The Service does not function as designed.
Severity 3 (Minimal)	This group includes problems that have little or no impact on daily business process.

Response Expectation

If the Bandwidth Service fails to operate in conformance with the Performance Standards set forth above, either Jaina Systems Network will itself note the problem or Customer may so notify Jaina Systems Network. Immediately thereafter, the customer will classify the problem and Jaina Systems Network will assign at least one engineer to resolve the situation. If Jaina Systems Network determines that the problem is due to customer equipment or premises wiring changes, escalation procedure may be halted.

Escalation Procedure: Technical Support

Customer Care	Email: supportticket@jainasystems.com Contact: +1 516 248 3870 Option 6
Network Operations on Site	NOC Email: support@jainasystems.com Contact: +1 516 248 3870 Ext. 221/222
Network Operations on Site: 1 st Escalation	Saswata Kar Email: saswata.k@jainasystems.com Contact: +1 516 248 3870 Ext. 245
Network Operations on Site: 2 nd Escalation	Alex Martinez Email: alex@jainasystems.com Contact: +1 516 248 3870 Ext.227
Network Operations on Site: 3 rd Escalation	Suraj Shankar Bose Email: suraj.b@jainasystems.com Contact: +1 516 248 3870 Ext.244
Engineering Team	Jun Ye Email: jye@jainasystems.com Contact: +1 516 248 3870 Ext. 215
	Naushit Sakarvadia Email: n.sakarvadia@jainasystems.com Contact: +1 516 248 3870 Ext. 219
IT Support	Tapashi Sen Email: tapashi.sen@jainasystems.com Contact: +1 516 248 3870 Ext. 224
IT Operations : 1 st Escalation	Arunima Sinha Email: a.sinha@jainasystems.com
IT Operations : 2 nd Escalation	Suraj Shankar Bose Email: suraj.b@jainasystems.com Contact: +1 516 248 3870 Ext. 224
Our Technical staff members are available 24 hours a day, 7 days a week, 365 days a year	

Escalation Procedure: Non-Technical Support

Finance Support	Ajay Roy Email: ak.roy@jainasystems.com Contact: + 1 516 248 3870 Ext.223
Settlement and Dispute Support	Subhasis Pal Email: s.pal@jainasystems.com Contact: +1 516 248 3870 Ext.223
Rates Support	Ujjal Sarkar Email: u.sarkar@jainasystems.com Contact: +1 516 248 3870 Ext. 223
Finance: 1 st Escalation	Subrota Batabyal Email: s.batabyal@jainasystems.com Contact: +1 516 248 3870 Ext.223
Finance: 2 nd Escalation	Manmohan Daga Email: manmohan.daga@jainasystems.com Contact: +1 516 248 3870 Ext. 220
Wholesale Voice Services: 1 st Escalation	Shanawaz Shah Email: s.shah@jainasystems.com Contact: +1 516 248 3870 Ext. 226
Wholesale Voice Services: 2 nd Escalation	Manmohan Daga Email: manmohan.daga@jainasystems.com Contact: +1 516 248 3870 Ext. 220
Retail and Calling Card Products	Syed Rahman Email: r.syed@jainasystems.com Contact: +1 516 248 3870 Ext. 213
Our Non-Technical Support staff members are available from Monday to Friday 00.30 AM to 10.00 AM EST	

Finance Support

Rate Updates from Vendors	Email: buy.rate@jainasystems.com [Hubbing A-Z Rates]
	Email: cost.rate@jainasystems.com [India Termination Rates]
Rate Updates to customers	Email: sell.rate@jainasystems.com
Disputes from Customers and Vendors	Email: dispute@jainasystems.com
Invoices from vendors	Email: invoice@jainasystems.com

How to request support

If you need to request support, please send an email or call the numbers above.

Please provide the following information where it applies,

- Customer Trouble Ticket Number
- Problem Classification Criteria
- Service Type
- Company Name
- Fault description
- Impacted Circuit-ID
- Capacity
- Nature of fault
- Contact information
- Fault date and time

IF THERE ARE ANY CRITICAL EMERGENCIES
you can contact us at:

+91 33 4004 5280 & +91 9007008893