



Jaina Systems Network, Inc.

Escalation Procedures

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 Trouble Reporting System.

Technical Support

Procedure

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

+1 516 248 3870 and +1 516 232 8500 Ext: 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 Expectations

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, a 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 procedures may be halted.

Escalation Procedure

Technical support is responsible for and has access to all corporate resources available to resolve your support issue. In order for us to provide high quality resolutions to your support issues in the most expeditious manner possible, please follow the procedures below.

Customer Care	Email: supportticket@jainasystems.com Contact: +1 516 248 3870 Option 6
Network Operations on Site: 1st Escalation	NOC Email: support@jainasystems.com Contact: +1 516 248 3870 Ext 230
Network Operations on Site: 2nd Escalation	Rajiv Singla Email: r.singla@jainasystems.com Contact: +1 516 248 3870 Ext 221 Mobile: + 91 9007004258 (IND)
Network Operations on Site: 3rd Escalation	Biman Podder Email: biman.podder@jainasystems.com Contact: +1 516 248 3870 Ext 223 Mobile: + 91 9007000685 (IND)
Network Operations on Site: 4th Escalation	Kumar Govindaraju Email: g.kumar@jainasystems.com Contact Number: +1 516 248 3870 Ext 244 Mobile: +91 9007004259 (IND) Mobile: +1 516 270 7165 (USA)
Engineering Team	Jun Ye Email: jye@jainasystems.com Contact: +1 516 248 3870 Ext 230
	Naushit Sakarvadia Email: n.sakarvadia@jainasystems.com Contact: +1 516 248 3870 Ext 219
Our technical staff members are available 24 hours a day, 7 days a week, 365 days a year.	

**Non-Technical Support**

Finance: 1st Escalation	Subrota Batabyal Email: s.batabyal@jainasystems.com Contact: +1 516 248 3870 Ext 223 Mobile: +91 9748752218 (IND)
Finance: 2nd Escalation	Manmohan Daga Email: manmohan.daga@jainasystems.com Contact: +1 516 248 3870 Ext 220 Mobile: +91 9007000683 (IND)
Settlement and Dispute Support	Subrota Batabyal Email: s.batabyal@jainasystems.com Contact: +1 516 248 3870 Ext 223 Mobile: +91 9748752218 (IND)
Rates Support	Ujjal Sarkar Email: u.sarkar@jainasystems.com Contact: +1 516 248 3870 Ext 223
IT Operations : 1st Escalation	Anuja Vora Email: a.vora@jainasystems.com Contact: +1 516 248 3870 Ext 214
IT Operations : 2nd Escalation	Suraj Shankar Bose Email: suraj.b@jainasystems.com Contact: +1 516 248 3870 Ext 224
Wholesale Voice Services: 1st Escalation	Shanawaz Shah Email: s.shah@jainasystems.com Contact: +1 516 248 3870 Ext 220 Mobile: +91 9903166740 (IND)
Wholesale Voice Services: 2nd Escalation	Manmohan Daga Email: manmohan.daga@jainasystems.com Contact: +1 516 248 3870 Ext 220 Mobile: +91 9007000683 (IND)
Retail and Calling Card Products	Syed Rahman Email: r.syed@jainasystems.com Contact: +1 516 248 3870 Ext 213
Rate Updates from Vendors	Email: buy.rate@jainasystems.com [Hubbing A-Z Rates]
	Email: cost.rate@jainasystems.com [Only for Indian ILDO, India Termination Rates]
Rate Updates to customers	Email: sell.rate@jainasystems.com
Disputes from Customer and Vendors	Email: dispute@jainasystems.com



Invoices from vendors	Email: invoice@jainasystems.com
Trouble tickets and maintenance	Email: supportticket@jainasystems.com
DATA Centre and Switch Room	+1 516 248 3870 Ext 230
NOC 24 x 7	+1 516 248 3870 Option 6
Fax Number:	+1 516 248 0583
Our Support staff members are available Monday to Friday 9 AM to 5 PM EST.	

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

Please submit disputes with all necessary details in order to serve you better and faster (Please get a dispute form to submit your disputes).

Critical emergencies between 5:00 PM and 8:00 AM EST, Contact us at:

+1 516 248 3870 Ext 221 & 222

+91 33 40045280

Website : www.jainasystems.com

info@jainasystems.com