



Software Technology Parks of India
 (Ministry of Communication & Information Technology, Dept. of IT, Govt. of India)
Block IV , Ganga Software Technology Complex , Sector 29, Noida - 201303,India
 Phone: 91 120 2470401, Fax: 91 120 2470403, www.noida.stpi.in

Service Support & Escalation Matrix

Sl. No	Details	Responsibility
1	<p><u>Reporting of complaints by the customer</u></p> <p>All complaints are reported to the NOC -24/7 helpdesk through any of the means: Tel: + 91 120 2450401/2470441 / 9810105565 Fax: + 91 120 2470403 E - mail: noida.techsupport@stpi.in</p> <p>Note</p> <ol style="list-style-type: none"> 1. The customer should state the Company Name, Circuit reference and type of Fault. 2. Give call back Telephone Number and Contact name. 3. Logging of complaint is mandatory to ensure you get a fault ticket number for your further reference and auto escalation through our work flow system. 	<p>NOC- Shift Operations Engineer</p>
2	<p><u>Generation Of Fault Ticket No</u></p> <p>The NOC - 24/7 helpdesk will enter the details in the fault management and will inform to the customer about the following:</p> <ul style="list-style-type: none"> ➤ Fault ticket No ➤ Name of the Shift Engineer ➤ Expected Restoration Time 	<p>NOC- Shift Operations Engineer</p>
3	<p><u>Updates to Customer</u></p> <p>Update to the customer will be given at regular intervals</p>	<p>NOC- Shift Operations Engineer</p>
4	<p><u>Escalation of Complaint (By OPG members)</u></p> <p>In case 24/7 helpdesk is not able to resolve the customer complaint it has to be escalated as per Matrix enclosed</p>	<p>As per Escalation Matrix</p>
5	<p><u>Ticket Closure</u></p> <ul style="list-style-type: none"> ➤ Once the fault has been corrected, NOC -24/7 helpdesk will contact the customer to ensure that customer is satisfied with service restoration. ➤ The fault ticket will be closed in accordance with the customer's verbal acceptance. ➤ Detailed Root cause analysis report will be sent to customer upon satisfactory performance 	<p>NOC- Shift Operations Engineer</p>



Service Escalation Matrix

Escalation Level	Service Affecting	Contact Point	Concerned Person	Contact Details
1st	Immediate	Helpdesk	Shift Engineer	0120-2450401, 0120-2470441,444 +91-9810105565 noida.techsupport@stpi.in
2nd	Two Hours	Technical Officer	Mr. Sunil Sharma Ms. Mamta Mehra	0120-2470430 , 9871398817 sunil.sharma@stpi.in 0120-2470433 , 9811035479 mamta.mehra@stpi.in
3rd	Four Hours	Deputy Director	Mr. Rakesh Kumar Verma	0120-2470505, 7042961578 rakesh.verma@stpi.in
4th	Six Hours	Additional Director	Mr. Ganesh Nayak K	0120-2470509, 9997375656 ganesh.nayak@stpi.in
5th	Eight Hours	Director	Mr. Rajneesh Agrawal	0120-2450502, 9818610076 rajneesh@stpi.in