

IX Escalation /Fault Reporting								
	Location	Contact Person	Email	Telephone	Escalation Time	Resolution time	Remarks	Timings
Level 0	All Location	Customer Care	<a href="mailto:ixsupport@irinn.in">ixsupport@irinn.in</a> , <a href="mailto:customercare@nixi.in">customercare@nixi.in</a>	011-48202001	0 hrs	2 hrs	Initial Reporting	24*7*365
	Mumbai and West Zone	Chirag Vasani	<a href="mailto:chirag.vasani@nixi.in">chirag.vasani@nixi.in</a>	8369384043				
	Kolkata and East Zone	Jignesh Patel	<a href="mailto:jignesh@nixi.in">jignesh@nixi.in</a>	9898536464				
	Gujrat	Jignesh Patel	<a href="mailto:jignesh@nixi.in">jignesh@nixi.in</a>	9898536464				
	Bnaglore and South Zone	Rajesh	<a href="mailto:rajesh@nixi.in">rajesh@nixi.in</a>	8754808858				
	Chennai, Hyderabad	Rajesh	<a href="mailto:rajesh@nixi.in">rajesh@nixi.in</a>	8754808858				
	Noida/ All other North Zone Node	Telewire Support / Shahid Hasmi	<a href="mailto:support.telewire@nixi.in">support.telewire@nixi.in</a> , <a href="mailto:shashmi@nixi.in">shashmi@nixi.in</a>	9289243961, 9717011154				
Level 1	All Location	Rohit Kumar	<a href="mailto:rohit.kumar@nixi.in">rohit.kumar@nixi.in</a>	7053390190	2 hrs	2 hrs		
Level 2	All location	Shubham Saran	<a href="mailto:shubham@nixi.in">shubham@nixi.in</a>	9716499333	4 hrs	2 hrs		
Level 3	All location	CEO	<a href="mailto:reachceo@nixi.in">reachceo@nixi.in</a>	9877469584	6 hrs			

**Note: The above matrix is applicable only for Port down/ BGP issue/Node Isolation or Major outage/ Any Other Technical Issue**

Billing								
Level 0	All Location	Customer Care	<a href="mailto:customercare@nixi.in">customercare@nixi.in</a> , <a href="mailto:accounts@nixi.in">accounts@nixi.in</a>	011-48202001	0 hrs	2 hrs	Initial Reporting	24*7*365
Level 1	All Location	Mr. Anurag	<a href="mailto:anurag@nixi.in">anurag@nixi.in</a>	011-48202020, 9810826623	2 hrs	2 hrs		
Level 2	All Location	<a href="mailto:acharya.s@nixi.in">acharya.s@nixi.in</a>	<a href="mailto:acharya.s@nixi.in">acharya.s@nixi.in</a>	011-48202025	4 hrs	2 hrs		
Level3	All Location	CEO,NIXI	<a href="mailto:reachceo@nixi.in">reachceo@nixi.in</a>	9877469584 whatsapp no.	6 hrs			