

## Escalation Matrix

### Service Availability

Coverage parameters specific to the service's covered in this Agreement are as follows:

Telephone Support: 9:00 A.M. to 7:00 P.M. Monday – Saturday

Email support: Monitored 9:00 A.M. to 7:00 P.M. Monday – Saturday

Emails received outside office hours will be collected, however no action can be guaranteed until the next working day

Ticket Generation: Monitored 9:00 A.M. to 7:00 P.M. Monday – Saturday

On receipt of Call/Email ticket will be generated and will be shared to the concern.

Onsite assistance guaranteed within 72 hours during the business week

### Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

Call Login (Responding TAT) - Mr. Pratik Jodh - 7066678966.

After 48 Hrs. - Mr. Abhijit Jadhav - 7507999122.

Final Escalation after 96 Hrs. - Kiran Jadhav - 7264001188.

Remote assistance will be provided in-line with the above timelines dependent on the priority of the support request.

Level	Name	Designation	Mail Id	Mob. No
Level - 1	Mr. Mayuresh Patil	Customer Relationship Executive	support@vitrexinfra.com	8530400929
Level - 2	Mr. Pratik Jodh	AMC Sales	Pratik@vitrexinfra.com	7066678966
Level -3	Mr. Abhijit Jadhav	Service Head	abhijit@vitrexinfra.com	7507999122
Level -4	Mr. Kiran Jadhav	Business Head	kiran@vitrexinfra.com	7264001188

**Vitrex Infra Pvt. Ltd.**



Authorized Signature

**Regd. Address**

A-205, Ornate, Grande View 7, Behind Podar International School,  
Katraj Dehu Road Bypass, Ambegaon (BK) Pune - 411046.

**Vitrex Infra Pvt. Ltd.**

1st Floor, Rajwade Complex, Near Chowgule Showroom,  
Behind SBI Bank, Ambegaon (BK) Pune - 411046.  
Tel.: +91 72640 01188 Email : marketing@vitrexinfra.com



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