

Support Matrix – Achariya VAS Services

We believe that our Success is possible only through your Success so we always put our best effort to make you success by providing unmatched level of Support.

As a part of our continuous effort to improve our support system and to ensures all your support and services issues are correctly been followed up and addressed by our Support Team on time, we request you to please follow the below guidelines.

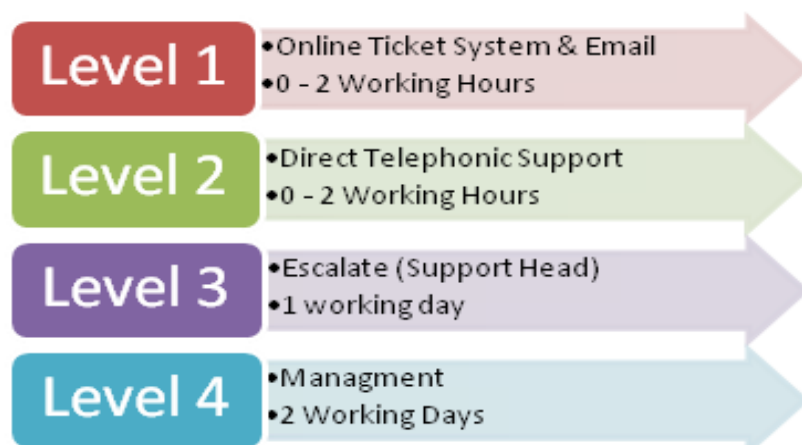
When you are interacting through Calling/Chatting/Emailing with any of our team members **Sales/Support/Billing** regarding any issues and if your issues are not getting solved in the single communication session or the issue requires more time to investigate then please tell our support team member to raise a support ticket on behalf of you and tell them to give the **Unique Support Ticket ID**, this Ticket ID can be quoted for all future communication with any of our Support Team to follow up the matter or can be used for further escalations of the issues.

You can view all the Tickets through your web panel **Support->View All Tickets**

We also request you to kindly follow the below guidelines in order enable us to serve you better.

1. Always register a compliant through Web Panel
2. Always quote your Ticket ID for all future communication regarding the same issue
3. If you are calling our Support and your issues are not solved in the same call session then request them to create a support ticket for you and get the Ticket ID.
4. If issues are not getting solved from the first level support then please escalate the issues to next level.

Support Level Matrix



First Level Support (Online Ticket System & Email)

Our first level support is based on Online Ticket System you can raise a support ticket from your control panel **Support -> Raise A Support Ticket** or simply send an email to support@smsachariya.com from your registered email address ;each request is assigned with a unique ticket id and need to be quoted for all future communications.

Support Timings 9 am to 9 pm Monday – Saturday

Average Response Time : 0 -2 Working Hours except mobile recharge dispute

Second Level Support (Direct Telephonic Support)

If you need an urgent solution or issue need to be highlighted on real time basis then please contact our Direct Telephonic Support

Name	Location	Contact Number	Email
Centralized Support No	Delhi	011-30146500	support@smsachariya.com
Mr Kiran	Kerala	0471-4242403	kiran@achariya.co.in
Mr. Chandran T	Kerala	0471-4242402	chandran@achariya.co.in
Mr. Abbas	Kerala	0471-4242405	abbas@achariya.co.in
Mr. Rohit Kumar	Delhi	011-30146518	rohit@achariya.co.in
Mr. Chandra Prakash	Delhi	011-30146520/ 09711615438	chandra@achariya.co.in
Support Timings 9 am to 9 pm Monday – Saturday			
*Sundays – 10am to 5 Pm (1800 102 3004 / 0471-4242424)			
Average Response Time : 0 -2 Working Hours except mobile recharge dispute			

Third Level Escalation (Missed Call Based Support Desk)

Now you don't have to worry about your calls being unattended or missed when trying to reach us, even at peak hours. You can place a missed call on the following number. Our automated system will log a call back request on behalf of you and our support executives will reach you back shortly to address your queries and concerns.

Missed Call No: 08039118121

Support Timings 9 am to 9 pm Monday – Saturday
***Sundays – 10am to 5 Pm**

Fourth Level Escalation (Online Ticket & Direct Telephonic)

If your issues are not getting solved within 24 working hours after reporting to our team then please escalate your ticket using the “**Escalate to Support Head**” button or Contact Directly through phone or email

Name	Contact Number	Email
Mr Sreejith	0471 – 4242406	sreejith@achariya.co.in
	Mobile : 09400055071	

Available From 9 am to 5 pm Monday – Saturday

Fifth Level Escalation (Email to Management)

If your issues are not getting solved within **48 working hours** after reporting to our team then please drop an email to feedbacks@achariya.co.in with your “Unique Ticket ID”

Billing & Payment Update

After making the payment for desired service please login into your control panel and go to **Support -> Update Payments** and fill the form with correct details.

1. Please use the correct reference number exactly as shown in the online bank statement for speedy processing your payment.
2. Please don't submit multiple payment requests, which will delay your payments to get updated.
3. All NEFT payment transfers will take 2 to 24 hours to update depends on the different settlement timings of RBI

You can also leave your valuable feedbacks and suggestion to improve our Service and Support System to feedbacks@achariya.co.in please mention your "Userid" or Contact Number.

! Solution Guaranteed !