Support Matrix of Achariya 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 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 track 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.

First Level Support

Our first level support is based on online ticket system you can raise a support ticket from your control panel or simply send an email to support@smsachariya.com with your issues; each request is assigned with a unique ticket id and need to be quoted for all future communications.

Centralized Help Line Details	
Centralized Support Number:	0471 – 4242424 (100 Lines)
Toll Free No	1800 102 3004
Email	support@smsachariya.com
Knowledge Base	www.smsachariya.com/support
Support Timings	9 am to 9 pm (Monday – Saturday)

Service	Issue Type	Support Options
Bulk Messaging	Delivery Issues, Number Series Issues, Late Delivery, Transactional Template Approval, Sender ID Approval	Raise a support ticket from your Panel with the Push ID
Bulk Voice Calling	Delivery Issues Number Series Issues	Raise a support ticket from your Panel with the Push ID
2 Way Messaging – Virtual & Long Codes	SMS Not Processing, Keyword Approval Pending, URL Forwarding	Send an email to support@smsachariya.com
SIM Hosting & Missed Call	SMS Not Processing, Call Not Rejecting, URL Forwarding Not Working	Send an email to support@smsachariya.com
Mobile Recharge	Recharge Disputes, Failure Issues, Refund Requests	Raise a support ticket from your Panel with the Transaction ID or Use the API or SMS to Raise the Support Ticket
Mobile Recharge API Integration	API Integration Help and other Issues	Send an email to support@smsachariya.com

Second Level Support Layer

If your issues are not getting solved or not satisfied then please escalate the issue to 2nd Level Support with your Support Ticket Details.

Name	Contact Number	Email
Mr Deepak	0471 – 4242424 (Ext 405) Mobile : 09400055072	deepak@achariya.co.in
Mr Ankit	0471 – 4242424 (Ext 404)	ankit@achariya.co.in

Third Level Support Layer

Still not solved then please contact 3rd Level Support Team with the entire communication details.

Name	Contact Number	Email
Mr Lohi	0471 – 4242424 (Ext 406) Mobile : 09400055071	lohi@achariya.co.in

Still you are not satisfied then please write to feedbacks@achariya.co.in quoting your "Support Ticket Id"

You can also leave your valuable feedbacks and suggestion to improve our Service and Support System to feedbacks@achariya.co.in

! Solution Guaranteed !