

Call Logging Procedure / Standard SLA / Escalation Matrix

For KODAK DOCUMENT SCANNER SUPPORT, you can contact the Centillionss Service & Support Division by either of the following ways —

- Toll Free: 1800 210 8989
- Direct: 022-62136438 /27 Mobile: 9152131051
- Email: disupportin@centillionss.com
- For warranty registration call 022-62136438 /27
Email: disupportin@centillionss.com
- For Parts Enquiry call 022-62136438 /27
Email: disupportin@centillionss.com

Escalation with respect to Operations / Spares logistics: Mr Sumon Ghosh – AVP - Operations.
Cell: 09820493790, Email: sumon.ghosh@centillionss.com.

Standard SLA

Our Standard SLA is > 90% Expectancy

| City | City Classification |
|---------|--|
| Class A | Delhi, Mumbai, Chennai, Kolkatta, Bangalore, Hyderabad |
| Class B | All state capitals except all class A cities |
| Class C | Cities within 100 to 150 Kms from state capitals |
| Other | Cities above 150+ Kms from state capitals |

| City | Response SLA |
|-------------------|-----------------------------------|
| Class A & Class B | Response within 2 business days |
| Class C | Response within 3-4 business days |
| Other | Response within 5-6 business days |

| City | Resolution SLA |
|---------|--|
| Class A | Delhi, Mumbai, Chennai, Kolkatta, Bangalore, Hyderabad - Resolution within 3 Business days incase of spares failure |
| Class B | All state capitals except all class A cities- Resolution - Within 6 business days in case of spares failure |
| Class C | Cities within 100 to 150 KMs from state capitals - Resolution within 10 business days in case of spares failure |
| Other | Cities above 150+ KMs from state capitals - Resolution within 10 to 15 business days, exceptions for J&K ,North East depending upon local political situation which can be discussed and agreed mutually . |

Important note : Non-operational Scanners for want of consumables or physically damaged spares are not part of this SLA.

Support Window: 8X6 9:30 am to 6.00 Pm excluding all public holidays.

ESCALATION MATRIX with respect to technical support & Regional support issues

NORTH INDIA:

Mr Satyawan Singh, Cell: 9212129720, Email: satyawan.singh@centillionss.com

EAST INDIA:

Mr Anupam Ray, Cell: 9874589770, Email: anupam.ray@centillionss.com

WEST INDIA:

Mr Sameer Sawant, Cell: 9987427433, Email: sameer.s@centillionss.com

Mr Thomas Jadhav, Cell: 9930373770, Email: thomas.jadhav@centillionss.com

SOUTH INDIA:

Mr Niranjan Kumar, Cell: 9962568809, Email: niranjan.kumar@centillionss.com

Senior Management ESCALATION III

NEIL FALCAO — VP Customer Service & Operations.

Cell: 9820348354

Email: neil.falcao@centillionss.com



Want to learn more?

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Please contact:

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Toll free: 1-800-210- 8989