

Crescent Electronics Pvt. Ltd.
'SHALMALI'
Bh Navrangpura Post Office,
Ahmedabad 380 009

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Fax : (079) 26421069
E-mail : info@crescentworld.com
Website : www.crescentworld.com



SERVICE LEVEL AGREEMENT

Hardware Warranty:

1. 3 yrs. On-site by HP,
2. 1 Stand-by PC + Monitor for Emergency Replacement with Uni. Office,
3. Stand-by PC should be used as Replacement PC only,
4. No parts to be removed or exchanged with any faulty PC,
5. A defective PC will be repaired by HP ASP(Authorized Service Provider) and reinstated to its original user,

Exceptions & Omissions:

1. Driver CD will be created and provided to each HDD and Administrator for their internal use,

Exclusions:

2. Data back-up,
3. Data Recovery,
4. Virus Removal

Method of Complaint(Registering Hardware Fault):

1. Call at HP Toll Free Nos.: 1 800 112 267 for end-users
2. You may also Contact at 30306363 (Prefix city code when calling from Mobile phone or from non MTNL/BSNL,
3. Further for any kind of technical query and on-line hardware case logging, you may touch base HP on Toll Free No.: 1 800 112 267
4. For self help and on-line chat with HP Tech Support specialist, please visit:
<http://www.hp.com/go/instant-support>
5. For any Technical query on e-mail, you may write to: techsupportindia@hp.com
6. For any Hardware call, you may write at cpac-callback_india@hp.com
7. You can also contact HP ASP (Authorized Service Provider) –Xcort on Tel. No.: (079)27540091/92
8. An Administrator will be assigned Institute wise, who'll register the Call,
9. The Administrator will first understand the fault and then communicate,
10. A unique "Identity #" will be issued to Each desktop PC for easy follow-ups,
11. A typical Hardware Call will include following details:
 - Nature of Fault:
 - Model:
 - Sr. No. of CPU/Monitor:
 - Purchase details(Invoice No. & Date):
 - Name of Institute:
 - Name of Dept.:
 - User Name/Identity #:
 - Authorized Contact Person:
 - Contact No. of authorized person:

GUJ ESCALATION MATRIX -Ganpat University

		Call logging & Call updates	Case updates /action ,logged cases	Level I	Level II	Level III	Level IV	CAD
				CaG /Call management	Channel Suprt co-ordination	Service delivery Manager	Channel Support	
Name					Priyanka Verma	Jashmin Joshi	Minesh Suthar	91-80-25041500
Contact Nos	Phone	Toll Free 1800112267 / 30306363	Partner	Oncall.ahmedabad@hp.com	91-79-3982300	079-39820327	079-39820312	
	Fax	Phone :- 01126388000	panrtner manager		91-79-39820302	079-39820301		91-80-250421500
Email		cpsc-callback.india@hp.com		079-39820300 /301	priyanka_verma@hp.com	jashmin.joshi@hp.com	minesh.suthar@hp.com	
Technical Support		india.customercare@hp.com						
TechOnline								
Chat with our Tech Support		http://www.hp.com/go/instantssupport						
Contact nos information		http://welcome.hp.com/country/in/en/contact/phone_assist.html#section1						