

Technical Support Procedures for the MCACert Product

The following procedures will apply for Technical Support.

1. Level 1 support will be provided by authorized representatives of SafeScript. They will depute technical personnel, who have been trained by SafeScript.
2. To assist our authorized technical support personnel, SafeScript will maintain:
 - a> A set of FAQ's, updated from time to time, on our website. Using these, the technical support personnel will keep themselves updated on all the standard issues/challenges reported.
 - b> If the error cannot be resolved they will in turn escalate to SafeScript technical support team as per the table given below
 - c> Support will be provided by SafeScript technical support team during standard business hours: 9 am – 5:30 pm, 5 days a week. SafeScript technical support personnel can be contacted over telephone or email
3. Turnaround time for **acknowledgement** of the problem reported: 24 hours
4. Turnaround time for problem identification/resolution: 3 working days.

SafeScript has the following dedicated Technical Support personnel to attend to your queries regarding the MCACert Product.

SafeScript Team Location	Support Personnel	Office Contact Numbers
Mumbai	Ashutosh	022-56772333 / 56772383
Delhi	Sandeep, Swati	011-41039457 / 41017439
Bangalore	Roshan, Nazia	080-26545873 / 26545876
Chennai	Riaz, Karthik	044-22540862 / 22540863

For all queries, please keep the following information ready with you, before you contact the SafeScript personnel:

1. Serial Number from the back of the MCACert DSC Pack
2. Full Name of the applicant as given in the enrolment
3. E-mail ID of the applicant as given in the enrolment
4. Error messages (send screenshots if possible) and action that caused the error

To enable us to track your query and the resolution provided by our support personnel, you must also send your query information by E-mail to support@safescript.com

Note:

1. FAQ's and causes of common errors such as A001, A004 etc and their resolutions are published at <http://mcacert.safescript.com>
2. All documentation, product and validation related queries must be sent to support@safescript.com only