

## HP RP9

To place an order for the HP POS bundle, please find the attached order form. Please note, payment through credit cards will attract additional bank charges:

### **HP Reseller:**

Infobahn Technical Solutions(I) Pvt. Ltd.  
604 Lodha Supremus, iThink Techno Campus,  
Kanjurmarg (E) Mumbai – 400 042

GST details: - 27AABCI1237K1ZN  
PAN details: - AABCI1237K

### **Contact Point – Sales**

Nipun Raje - nipun.raje@infobahnindia.com - +91 70457 95347  
Manali Anagal - manali.anagal@infobahnindia.net + 91 97690 98204

### **Bank details :**

Bank Name: Kotak Mahindra Bank Ltd.  
Nariman Point branch Mumbai  
Account number: 09582000006346  
IFSC Code: KKBK0000958

## Service Levels :

To avail service for POS, franchisee are requested to log their complaint on IPCA TechNet, through Toll free no.-18002700235 (Opt - 2) or via email as per details as below. Please find below details for service escalation matrix.

	<b>Service Support</b>		
1	Level 1	TECHNET	<a href="mailto:technet@ipcmeasa.com">technet@ipcmeasa.com</a>
2	HP Service- Level- 1	Umesh Pardeshi	<a href="mailto:umesh.pardeshi@infobahnindia.net">umesh.pardeshi@infobahnindia.net</a>
3	HP Service- Level- 2	Prabhat Bhoir	<a href="mailto:prabhatbhoir@infobahnindia.net">prabhatbhoir@infobahnindia.net</a>
4	HP Service- Level- 3	Nipun Raje	<a href="mailto:nipun.raje@infobahnindia.com">nipun.raje@infobahnindia.com</a>
5	IPC SUPPORT ESCALATIONS	Hemant Garg	<a href="mailto:hemant.garg@ipcmeasa.com">hemant.garg@ipcmeasa.com</a>

Services will be provided through HP & Reseller service network onsite remedial maintenance services from 9.00am to 9.00pm , India local time, six days a weeks except for gazette National and State Government Public Holiday.

Installation and problem response will be on the same business day for Subway stores location within 50km of HP service offices, if the service call is logged in before 12 noon. For other Subway store locations, the service response time will be the next business day.

