

Escalation Matrix for services of Bangladesh Submarine Cables PLC (BSCPLC)

Department : Operations & Maintenance

Services	Level-1	Level-2	Level-3
IPT & NIX Services	IIG NOC Telephone: +88-02-226603317, Mobile: +880-1534-788909, Email: support.iig@bscplc.gov.bd	Name: Mr. Md Arifur Rahman Designation: Manager (O&M, IIG) Email: manager.ipt@bscplc.gov.bd; Mobile: 01775300576	Name: Mr. Abdul Wahhab Designation: DGM (O & M, IIG) Email: dgm.ipt@bscplc.gov.bd; Mobile +8801755655068
IPLC & CO-LOCATION Services Cox's Bazar Submarine Cable LS (SMW-4)	SMW-4 NOC Telephone: +880-3416-2400 Mobile: +880-1798-162400 Email: smw4.noc@bscplc.gov.bd	Name Mr. Uzzal Kumar Saha Designation: Manager (Operation, COX LS) Email: manager.opcox@bscplc.gov.bd; Mobile:01712648500	Name: Mr. Suracit Barua Designation: DGM (O&M, Cox LS) Email: dgm.cox@bscplc.gov.bd; Mobile: +8801580301744
IPLC & CO-LOCATION Services Kuakata Submarine Cable LS (SMW-5)	SMW-5 NOC Mobile: +880-1780-039710 Email: smw5.noc@bscplc.gov.bd	Name: Mr. Md. Margoob Mahfuz Designation: Manager (Operation, KKT LS) Email: manager.opkkt@bscplc.gov.bd; Mobile: 01717374171	Name: Engr. Md. Tariqul Islam, PEng. Designation: DGM (O&M, KKT LS) Email: dgm.kkt@bscplc.gov.bd; Mobile: +8801554444555
Name: Mr. Targhibul Islam Designation: General Manager (Operation & Maintenance) Email: gm.onm@bscplc.gov.bd; gm.onm@bsccl.com, Mobile: +8801550155050			

Department: Planning & Development

Services	Level-1	Level-2
Bandwidth Planning (For IPLC connection & IPLC Related Issues)	Name: Mr. Helal Jabel-E-Noor Designation: AM (Bandwidth Planning) Email: am.bwp@bscplc.gov.bd, Mobile:01729992798	Name: Mr. Muhammed Shoeb Ali Designation: Manager (BWP) and DGM (BWP), add. charge Email: dgm.bwp@bscplc.gov.bd; Mobile: 01911310932
Name: Mr. Md. Jahangir Alam Designation: General Manager (P&D) Additional Charge Email: gm.pnd@bscplc.gov.bd; Mobile: +8801711135857		

Department: Marketing & Sales

Services	Level-1	Level-2	Level-3
IPT/IPLC New Connection/ Upgradation/ Downgradation	Name: Mr. Md. Zahirul Islam Abir Designation: AM(IIG M&S) and AM(SMC M&S) Add. charge Email: am.mnsipt@bscplc.gov.bd Phone: +8801737557108	Name Mr. Md. Soriful Haque Designation Manager (M&S) Email manager.mns@bscplc.gov.bd Mobile 01763222555	Name: Mr. Md. Ariful Huq Designation: DGM(M&S) Email: dgm.mns@bscplc.gov.bd; dgm.mns@bsccl.com Mobile: 01703587872
For Billing & Other Customer Care Related Issue	Name: Mr. Shaon Das Designation: AM (Billing) Email: am.billing@bscplc.gov.bd Mobile: 01843262228, 01764052806	Name: Mr. Md. Shakawat Hussein Designation: Manager (Customer Care) Email: manager.cc@bscplc.gov.bd Mobile:01819723786	Name: Mr. Md. Abdus Salam Khan Designation: DGM (Customer Care) Email: dgm.cc@bscplc.gov.bd Mobile: +8801552369905
Name: Mr. Provash Chandra Bhattacharjee Designation: General Manager (Marketing & Sales) Email: gm.mns@bscplc.gov.bd, Mobile: +8801550151370			

Name: **Mr. Md. Aslam Hossain**
 Designation: Managing Director
 Email: md@bscplc.gov.bd; md@bsccl.com, Mobile: +88 01550151260