

Facing MPLS network Issues?

A. First level of troubleshooting:-

- **Router Restart:** - If the light of Router is Yellow or Red then reboot the router.
- **Check Patching-** Remove cable and Reconnect.
- **Check Ping response:-** using command ping 10.96.7.20 or 10.96.3.5

B. For Complaint Registration:-

- Toll Free Number- **1800 88 99 444**
- Email ID - **bussinesscare@jio.com**
- Complaint may also be register through online portal (<https://shorturl.at/aeCV2>) by contacting Discoms IT team or Reliance Jio team.

C. Reliance Jio's Contact Person:

Sr. No.	Discom	Zone	Zonal Engineer Detail (L1)			Discom Manager Detail (L2)
			Name	Mobile No.	E-Mail ID	
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Reliance Jio's Centralized Team Details

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