

Escalation Matrix : Kenfixit (Aster)

Escalation	Name	Duration	Description	Mail Id	Contact No	If not resolved Contact No
1st	Himanshu Sharma	0-24 Hrs.	For all service call registering	callcentre@kenfixit.com	8800209922	Go to 2nd Level
2nd	Pradeep Saini	24-48 Hrs.	For Cold Equipments	ps@kenfixit.com	9958986857	Go to 3rd Level
3rd	Maheswar Pradhan	48-72 Hrs	For All Equipments	mp@kenfixit.com	9811726211	