

Ken-Fixit - Escalation Matrix

S.no	Name	Duration	Description	Mail ID	Contact No	If not resolved contact no
1	Himanshu Sharma	0-24 Hrs	For All service call requesting	callcentre@kenfixit.com	8800209922	Go to 2nd Level
2	Aditya Aggarwal	24-48 Hrs	For Cold Equipments	aa@kenfixit.com	9013589766	Go to 3rd Level
3	Brijesh Kumar	48-72 Hrs	For All service call requesting	bk@kenfixit.com	9599484743	Go to 4th Level
4	Sunil Khanna	Above 72 Hrs	For All service call requesting	sk@kenfixit.com	9810086477	