



## ESCALATION MATRIX -

24 X 7 VERTIV "CUSTOMER RESOLUTION CENTRE"  
Toll Free :- 1800-209-6070 Chargeable :- 020-26100000  
E. Mail: [Customer.Care@vertivco.co](mailto:Customer.Care@vertivco.co)

**Note :** Please log call with Customer Resolution centre(CRC)  
Please quote service Call ID provided by CRC while communicating.

### **Escalation if not responded within 1/2 hours from the first call**

**Mr.Sagar Ghorpade / Mr.Rakesh Gaikwad**  
**Mobile No: +91 8291030917 /897670576**  
**E-mail: [.sagar.ghorpade@vertiv.com](mailto:.sagar.ghorpade@vertiv.com) /[manish.barhate@vertiv.com](mailto:manish.barhate@vertiv.com)**

### **Escalation if not responded within 2 hours from the first call**

**Mr.Vishwanath Bidre / Mr.Dayananand**  
**Mobile No: +919922962027/+919822962027**  
**E-mail: [vishwanath.bidre@vertivco.com](mailto:vishwanath.bidre@vertivco.com)/[Dayananand@vertivco.com](mailto:Dayananand@vertivco.com)**

### **Escalation if not responded within 4 hours from the first call**