



# Escalation Matrix and Guide

PC Care Airway Infratel Private Limited

Level-1	Through Voice	Via Mail	Through SMS and Whatapps	Elapsed Time (Cum.)	Contact hr's
Customer Care Centre (Monday to Sunday) (8:00 AM to 9:00 PM)	+91 751 2458201 +91 751 2458202 +91 751 2458203	<a href="mailto:helpdesk@pccareonline.in">helpdesk@pccareonline.in</a> <a href="mailto:wecare@pccareonline.in">wecare@pccareonline.in</a>	<b>+91 9713354321</b>	4-5 Hr.	8:00 AM to 9:00 PM (365 Days)

Level-2	Through Voice	Via Mail	Through SMS and Whatapps	Elapsed Time (cum.)	Contact hr's
Customer Service Manager Deepika Agarwal	+91 9713254321	<a href="mailto:activation@pccareonline.in">activation@pccareonline.in</a>	Yes	2-3 Hr.	(24/7)

Level-3	Through Voice	Via Mail	Through SMS and Whatapps	Elapsed Time (cum.)	Contact hr's
General Manager (Operation) Mr. Santosh Singh Sikarwar	+91 9826270309	<a href="mailto:info@pccareonline.in">info@pccareonline.in</a>	Yes	1-2 Hr.	(24/7)

Level-4	Through Voice	Via Mail	Through SMS and Whatapps	Elapsed Time (cum.)	Contact hr's
CEO Mr. Abhay Singh Sengar	+91 9522275610	<a href="mailto:netabhay@pccareonline.in">netabhay@pccareonline.in</a>	Yes	24 Hr's	(24/7)