

## LENOVO SUPPORT

| Description  | Details |
|--|---------|
| User Name  |         |
| Company Name   |         |
| Customer Complete Postal Address with Pin Code                             |         |
| Contact Number and Alternate Number  |         |
| Email ID   |         |
| Type & Model (PC/TP) (4 Digits)  |         |
| Serial Number (PC/TP) (7 Characters)                                       |         |
| Monitor Type/SL# (If it is a monitor problem)                              |         |
| Problem Details  |         |
| Action Taken   |         |
| Service Providers Name   |         |
| Suspected Part with FRU Number   |         |
| Suspected Part with Bar Code Number (For Battery, Adaptor & Optical Drive) |         |
| Snap/Screen Shot attached - Yes/No   |         |

**LENOVO Tolfree Nos. : 180030008465 or 18004194666**

| Lenovo CC Toll Free Number  | Think CC Mail Address                                     | Case Log Escalation Matrix - Monday to Friday |                                   |                                |
|---|---|---|-----------------------------------|--------------------------------|
|   |   | Level 1 (> 4 hrs) - Mon to Fri                | Level 2 (> 6 hrs)                 | Level 3 (> 8 hrs)              |
| <b>1800 3000 8465</b><br><b>1800 419 4666</b><br>Monday to Friday<br>9am to 6pm | commercialts@lenovo.com<br>Monday to Friday<br>9am to 6pm | <b>Case Manager</b>                           | <b>Team Manager</b>               | <b>DGM</b>                     |
|   |   | Abhijit Lalgondar                             | Sandeep Ramesh                    | Samik Sengupta                 |
|   |   | alalgondar@lenovo.com                         | sramesh@lenovo.com<br>89712-21221 | ssengupta@lenovo.com           |
|   |   | or  |                                   |                                |
|   |   | Anoop MD                                      | Monday to Friday<br>9am to 6pm    | Monday to Friday<br>9am to 6pm |
|   |   | amd@lenovo.com                                |                                   |                                |
|   |   | or  |                                   |                                |
| Mohammed Suhail   |   |   |                                   |                                |
| msuhail@lenovo.com  |   |   |                                   |                                |