



ACER SERVICE & SUPPORT NETWORK

Technical & Warranty Support for Acer Products

All the below toll free numbers are applicable/valid only for customers calling-in from India. All customers calling-in from India need to call these numbers directly with out prefixing "0". All callers who are calling - in from other countries outside India, please note that if this number lands on any other entity other than Acer Call Centers in India, it will be beyond the scope of Acer India Pvt Ltd. And Acer India Pvt Ltd will not be responsible for such calls. Please note that these numbers are allocated by Authorized Telco Service Provider of India.

Call Center Contact Number
Monday to Saturday 9 AM to 9PM(Excluding public holidays)

Products Category

Laptop , Consumer PC & Projector



1-800-11-6677 (Toll free from BSNL/MTNL landlines).



1-800-3000-2237 for India(1-800-3000-ACER, Toll free from Reliance Mobile/Landline. Local call charges applicable for other telecom networks).



1-800-816-2237 for US



0120-3807200 (Standard call charges apply).



9901676677 (SMS service - Send SMS with system serial no & query for call center to revert back)

Standalone Monitor Commercial PC & Server



1-800-11-4100 (Toll free from BSNL/MTNL landlines).



1-800-3000-1919 (Toll free from Reliance Mobile/Landline. Local call charges applicable for other telecom networks).



011-26734300 (MTNL/BSNL) and **011-30658200** (Reliance).
(Standard Call Charges Apply)

Online Chat is also available through
<http://apn.acer.co.in>

Complain Call can be also logged at acersupport@sutherlandglobal.com
for commercial Products

Our Presence in India





Escalation Matrix

(Level 1)

1. Mahesh Sharma - Assistant Manager- Customer Support
Operating Location – Bhopal (MP and Chhattisgarh)
Mb: 9300327079
Email Id – Mahesh.sharma@acer.com

(Level 2)

2. Mr. Deepak Sinha - Senior Manager – Customer Support
Mb: 7354611011
Email ID: Deepak.sinha@acer.com

(Level 3)

1. Mr. Amrish Mahajan – Head – Service Delivery
Operating Location – Bangalore
Mb: 9916173715
Email ID: amrish.mahajan@acer.com



ASP Name	Address	Contact#	Contact Person (Service Incharge)	Owner's ID
It Care-Raipur	Phool Chowk, In front Of Dr. Dinesh Mishra, "ANUVRAT PLAZA", 2nd Floor , Shop No - C2,	9827910099	Mithilesh Prasad	itcare@itcare.in;itcare33@gmail.com
Sysnet Global Technology Pvt Ltd-Raipur	42/1035, Near Raj Rajeshwari Mandir, Netaji chowk, Katora Talaab, Raipur - 492001, CG.	0771-3201025/09826567506	Mr. Pradeep	arush.sogani@sysnetglobal.com
IT CARE-BILASPUR	way to bus stand road in front of Raja nursari Rahul plaza shop no b2 2nd floor bilaspur	9827910099	Mithilesh Prasad	itcare@itcare.in ; itcare33@gmail.com
It Care-Bilaspur MPLUN	Way to bus stand road in front of Raja nursari Rahul plaza shop no B2 2nd floor	9827910099	MR MITHLESH PRASAD	itcare@itcare.in ; itcare33@gmail.com
Fonecare c/o Mobile Expression	Jail Road, Garcha Complex, Landmark Opp. DSR Lab,	9827133337/ 9827178653	Zafar	mobileexpression.zafar786@gmail.com