McDonalds PUC Service and Support

For standard hours: Monday – Friday from 8:00AM CST – 5:00PM CST

- 1st Call : McD PUC Support
  - Contact Number: +1 (800) 323-9793 option 3
  - Email: PUCsupport@carter-hoffmann.com

- 2nd Level, Escalation : Heladio Hernandez – Technical Service Manager
  - Contact Number: (847) 573-3651
  - Email: hhernandez@carter-hoffmann.com

- 3rd Level : Stephanie Martin – Project Manager
  - Contact Number: +1 (918) 894-1797
  - Email: smartin@carter-hoffmann.com

After hours: Monday – Thursday from 5:00PM CST – 8:00AM CST and weekends

- On Call designee answers calls and support emails.
  - Contact Number: +1 (800) 323-9793 option 3
  - Email: PUCsupport@carter-hoffmann.com