

How to contact us?

Global Number
+32 2 547 51 51

Regional Numbers

USA: +1 516 254 8028

Singapore: +65 3158 1045

The latest version of this document can be found on our website:

<http://bics.com/customer-care>

Escalation List

1. Service and Network Assurance

All services except Capacity services	
Repair	+32 2 547 51 51 (option 1) or customer.care@bics.com
1 st level escalation	On duty escalation manager: + 32 2 547 51 51 (option 1) or repair.escalation@bics.com
2 nd level escalation	Pierre Doat: + 32 2 547 51 51 (option 1) or pierre.doat@bics.com
3 rd level escalation	Johan Wouters: + 32 2 547 51 51 (option 1) or johan.wouters@bics.com

Capacity services	
Repair	+32 2 547 51 51 (option 1) or customer.care@bics.com
1 st level escalation	André Ronkart: + 32 2 547 51 51 (option 1) or andre.ronkart@bics.com
2 nd level escalation	Pierre Doat: + 32 2 547 51 51 (option 1) or pierre.doat@bics.com
3 rd level escalation	Johan Wouters: + 32 2 547 51 51 (option 1) or johan.wouters@bics.com