



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

### Customer and Service Operations

All services except Capacity services	
Repair	+32 2 547 51 51 (option 1) or <a href="mailto:customer.care@bics.com">customer.care@bics.com</a>
1 <sup>st</sup> level escalation	On duty escalation manager: + 32 2 547 51 51 (option 1) or <a href="mailto:repair.escalation@bics.com">repair.escalation@bics.com</a>
2 <sup>nd</sup> level escalation	Nadja Stojkovic: + 32 2 547 51 51 (option 1) or <a href="mailto:nadja.stojkovic@bics.com">nadja.stojkovic@bics.com</a>
3 <sup>rd</sup> level escalation	Yaunese Aazibou: + 32 2 547 51 51 (option 1) or <a href="mailto:yaunese.aazibou@bics.com">yaunese.aazibou@bics.com</a>

Capacity services	
Repair	+32 2 547 51 51 (option 1) or <a href="mailto:customer.care@bics.com">customer.care@bics.com</a>
1 <sup>st</sup> level escalation	Peter Debosschere: + 32 2 547 51 51 (option 1) or <a href="mailto:peter.debosschere@bics.com">peter.debosschere@bics.com</a>
2 <sup>nd</sup> level escalation	Nadja Stojkovic: + 32 2 547 51 51 (option 1) or <a href="mailto:nadja.stojkovic@bics.com">nadja.stojkovic@bics.com</a>
3 <sup>rd</sup> level escalation	Johan Wouters: + 32 2 547 51 51 (option 1) or <a href="mailto:johan.wouters@bics.com">johan.wouters@bics.com</a>