



**How can you 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>



## Services Escalation List (All services except Capacity)

Repair	<p><b>Customer Care</b></p> <p>Mail: <a href="mailto:customer.care@bics.com">customer.care@bics.com</a></p> <p><b>OR</b></p> <p>Call +32 2 547 51 51</p>
1 <sup>st</sup> level escalation	<p><b>On Duty Escalation Manager</b></p> <p>Mail: <a href="mailto:level1.service.escalation@bics.com">level1.service.escalation@bics.com</a></p> <p><b>AND</b></p> <p>Call + 32 2 547 51 51</p>
2 <sup>nd</sup> level escalation	<p><b>Nadja Stojkovic</b></p> <p><b>(Head of Customer Care)</b></p> <p>Mail: <a href="mailto:Level2.service.escalation@bics.com">Level2.service.escalation@bics.com</a></p> <p><b>AND</b></p> <p>Call + 32 2 547 51 51</p>
3 <sup>rd</sup> level escalation	<p><b>Yaunese Aazibou</b></p> <p><b>(CTO)</b></p> <p>Mail: <a href="mailto:Level3.service.escalation@bics.com">Level3.service.escalation@bics.com</a></p> <p><b>AND</b></p> <p>Call + 32 2 547 51 51</p>
To notify BICS about planned works	<p>Send emails to <a href="mailto:report.maintenance@bics.com">report.maintenance@bics.com</a></p>

## Capacity Escalation List

Repair	<p><b>Customer CARE</b></p> <p>Mail: <a href="mailto:customer.care@bics.com">customer.care@bics.com</a></p> <p><b>OR</b></p> <p>Call +32 2 547 51 51</p>
1 <sup>st</sup> level escalation	<p><b>On Duty Escalation Manager</b></p> <p>Mail: <a href="mailto:level1.capacity.escalation@bics.com">level1.capacity.escalation@bics.com</a></p> <p><b>AND</b></p> <p>Call + 32 2 547 51 51</p>
2 <sup>nd</sup> level escalation	<p><b>Nadja Stojkovic</b></p> <p><b>(Head of Customer Care)</b></p> <p>Mail: <a href="mailto:Level2.capacity.escalation@bics.com">Level2.capacity.escalation@bics.com</a></p> <p><b>AND</b></p> <p>Call + 32 2 547 51 51</p>
3 <sup>rd</sup> level escalation	<p><b>Johan Wouters</b></p> <p><b>(Sr. VP Infrastructure &amp; Sourcing)</b></p> <p>Mail: <a href="mailto:Level3.capacity.escalation@bics.com">Level3.capacity.escalation@bics.com</a></p> <p><b>AND</b></p> <p>Call + 32 2 547 51 51</p>
To notify BICS about planned works	<p>Send emails to <a href="mailto:report.maintenance@bics.com">report.maintenance@bics.com</a></p>