

## How to contact us?

**one number**  
**+32 2 547 51 51**

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website:

[www.bics.com/index.php/support/get-in-touch/](http://www.bics.com/index.php/support/get-in-touch/)

# Escalation List

## 1. Service fulfillment

<b>Fixed services (Voice, VoIP)</b>	
Provisioning & Implementation	+32 2 547 51 51 (option 2-1) or provisioning.fixed@bics.com
1 <sup>st</sup> level escalation	Steven Kent: + 32 2 547 50 71 or steven.kent@bics.com Abdellah Hidara: + 32 2 547 50 79 or abdellah.hidara@bics.com
2 <sup>nd</sup> level escalation	Stephane Braquelaire: + 32 2 547 50 10 or stephane.braquelaire@bics.com Iera Gorostiaga Luzarraga: + 32 2 547 53 36 or iera.gorostiaga.luzarraga@bics.com
3 <sup>rd</sup> level escalation	Erno Stouten: + 32 2 547 50 11 or erno.stouten@bics.com

<b>Fixed services (Leased Lines)</b>	
Provisioning & Implementation	+32 2 547 51 51 (option 2-1) or capacity.design@bics.com
1 <sup>st</sup> level escalation	Nick Romero: + 32 2 547 50 43 or nick.romero@bics.com
2 <sup>nd</sup> level escalation	Xavier Gondry: + 32 2 547 52 92 or xavier.gondry@bics.com Erno Stouten: + 32 2 547 50 11 or erno.stouten@bics.com
3 <sup>rd</sup> level escalation	Johan Wouters: + 32 2 547 51 51 (option 1) or johan.wouters@bics.com

<b>Mobile services (Signalling, SMS, MMS &amp; GRX)</b>	
Provisioning & Implementation	+32 2 547 51 51 (option 2-2) or provisioning.mobile@bics.com
1 <sup>st</sup> level escalation	Philippe Mertens: + 32 2 547 51 69 or philippe.mertens@bics.com
2 <sup>nd</sup> level escalation	Rudy Lamote: + 32 2 547 51 62 or rudy.lamote@bics.com
3 <sup>rd</sup> level escalation	Erno Stouten: + 32 2 547 50 11 or erno.stouten@bics.com

## 2. Service and network assurance

<b>All services except connectivity services</b>	
Repair	+32 2 547 51 51 (option 1) or customer.care@bics.com
1 <sup>st</sup> level escalation	On Duty Escalation Manager: + 32 2 547 51 51 (option 1) Or service.escalation@bics.com
2 <sup>nd</sup> level escalation	Pierre Doat: + 32 2 547 51 51 (option 1) or pierre.doat@bics.com
3 <sup>rd</sup> level escalation	Johan Wouters: + 32 2 547 51 51 (option 1) or johan.wouters@bics.com

<b>Connectivity services</b>	
Repair	+32 2 547 51 51 (option 1) or customer.care@bics.com
1 <sup>st</sup> level escalation	Eric Dangoisse: + 32 2 547 51 51 (option 1) or eric.dangoisse@bics.com Jordan Bauduin: + 32 2 547 51 51 (option 1) or Jordan.bauduin@bics.com
2 <sup>nd</sup> level escalation	Pierre Doat: + 32 2 547 51 51 (option 1) or pierre.doat@bics.com
3 <sup>rd</sup> level escalation	Johan Wouters: + 32 2 547 51 51 (option 1) or johan.wouters@bics.com