



## How can you contact us?

**Global Number**  
+32 2 547 51 51

**Regional Numbers**  
USA: +1 516 254 8028  
Singapore: +65 3158 1045

### Services Escalation List (All services except Capacity)

<b>Repair</b>	<b>Customer Care</b> Mail: <a href="mailto:customer.care@bics.com">customer.care@bics.com</a> <u>or</u> Call +32 2 547 51 51
<b>1st level escalation</b>	<b>On Duty Escalation Manager</b> Mail: <a href="mailto:level1.service.escalation@bics.com">level1.service.escalation@bics.com</a> <u>and</u> Call + 32 2 547 51 51
<b>2nd level escalation</b>	<b>Nadja Stojkovic</b> (Head of Customer Care) Mail: <a href="mailto:level2.service.escalation@bics.com">level2.service.escalation@bics.com</a> <u>and</u> Call + 32 2 547 51 51
<b>3rd level escalation</b>	<b>Yaunese Aazibou</b> (CTO) Mail: <a href="mailto:level3.service.escalation@bics.com">level3.service.escalation@bics.com</a> <u>and</u> Call + 32 2 547 51 51
<b>To notify BICS about planned works</b>	Send emails to <a href="mailto:report.maintenance@bics.com">report.maintenance@bics.com</a>

### Capacity Escalation List

<b>Repair</b>	<b>Customer Care</b> Mail: <a href="mailto:customer.care@bics.com">customer.care@bics.com</a> <u>or</u> Call +32 2 547 51 51
<b>1st level escalation</b>	<b>On Duty Escalation Manager</b> Mail: <a href="mailto:level1.capacity.escalation@bics.com">level1.capacity.escalation@bics.com</a> <u>and</u> Call + 32 2 547 51 51
<b>2nd level escalation</b>	<b>Nadja Stojkovic</b> (Head of Customer Care) Mail: <a href="mailto:level2.capacity.escalation@bics.com">level2.capacity.escalation@bics.com</a> <u>and</u> Call + 32 2 547 51 51
<b>3rd level escalation</b>	<b>Johan Wouters</b> (Sr. VP Infrastructure & Sourcing) Mail: <a href="mailto:level3.capacity.escalation@bics.com">level3.capacity.escalation@bics.com</a> <u>and</u> Call + 32 2 547 51 51
<b>To notify BICS about planned works</b>	Send emails to <a href="mailto:report.maintenance@bics.com">report.maintenance@bics.com</a>