



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)

Repair	Customer Care Mail: customer.care@bics.com	or	Call +32 2 547 51 51
1st level escalation	On Duty Escalation Manager Mail: level1.service.escalation@bics.com	and	Call + 32 2 547 51 51
2nd level escalation	Nadja Stojkovic (Head of Customer Care) Mail: level2.service.escalation@bics.com	and	Call +32 2 547 08 80 (Escalation Manager on duty)
3rd level escalation	Yaunese Aazibou (CTO) Mail: level3.service.escalation@bics.com	and	Call +32 2 547 08 80 (Escalation Manager on duty)
To notify BICS about planned works	Send emails to report.maintenance@bics.com		

Capacity Escalation List

Repair	Customer Care Mail: customer.care@bics.com	or	Call +32 2 547 51 51
1st level escalation	On Duty Escalation Manager Mail: level1.capacity.escalation@bics.com	and	Call + 32 2 547 51 51
2nd level escalation	Nadja Stojkovic (Head of Customer Care) Mail: level2.capacity.escalation@bics.com	and	Call +32 2 547 08 80 (Escalation Manager on duty)
3rd level escalation	Yaunese Aazibou (CTO) Mail: level3.capacity.escalation@bics.com	and	Call +32 2 547 08 80 (Escalation Manager on duty)
To notify BICS about planned works	Send emails to report.maintenance@bics.com		