

# Getting in touch...

## ...with the team

FluidOne

### Your FluidOne Service Teams

#### Connectivity

##### Support

**Telephone:** 0345 868 7848

Raise a support ticket via [Dash](#) or  
**Email:** [support@fluidone.com](mailto:support@fluidone.com)

**Operating Hours:** 24/7/365

##### Orders

**Telephone:** 0345 868 7848

**Email:** [provisioning@fluidone.com](mailto:provisioning@fluidone.com)

Or for Channel Partners:

**Email:** [channelprovisioning@fluidone.com](mailto:channelprovisioning@fluidone.com)

**Operating Hours:** Monday to Thursday, 9am-5.30pm  
Fridays, 9am-5pm

#### IT Managed Services and UC & Voice

##### Support

**Telephone:** 0345 868 7848

**Email:** [ictsupport@fluidone.com](mailto:ictsupport@fluidone.com)

**Operating Hours:** Monday to Friday, 8am-5.30pm

(Outside of these hours the team can be contacted as per contract terms)

For technical support with 8x8 services you can also  
email our specialist team directly on:

**Email:** [8x8support@fluidone.com](mailto:8x8support@fluidone.com)

##### Orders

**Telephone:**

0345 868 7848

**Email:**

[ictorders@fluidone.com](mailto:ictorders@fluidone.com)

**Operating Hours:**

Monday to Thursday, 9am-5.30pm  
Fridays, 9am-5pm

#### Mobile

##### Orders & Support

Contact the mobile team for updates  
regarding any orders in progress or for  
assistance with your mobile services.

**Telephone:**

0345 868 7848

**Email:**

[servicepoint@fluidone.com](mailto:servicepoint@fluidone.com)

**Operating Hours:**

Monday to Friday, 9am-6pm

#### Cyber Security

##### Support

Contact CSA Cyber for expert support for all your cybersecurity needs —  
from Incident Response and Penetration Testing to Security Consulting,  
SOC MDR (Monitoring, Detection & Response), and tailored training to  
help keep you and your organisation secure

**Telephone:**

0300 303 4691

**Email:**

[hello@csacyber.com](mailto:hello@csacyber.com)

**Operating Hours:**

24x7x365

# Getting in touch...

...with the **right person**

**FluidOne**

At FluidOne, we pride ourselves on delivering consistently high standards of customer service across all of our teams. We aim to respond to all enquiries within 4 business hours and all incidents within the relevant SLA. In order to provide the most effective level of assistance, we ask that you firstly contact our specialist Level 1 teams. Should you not receive a satisfactory response within these time frames, please feel free to then escalate through each level. **For urgent or out of hours support please contact our team by calling 0345 868 7848**

	<b>Mobile</b>	<b>Connectivity</b> Orders	<b>Connectivity</b> Support	<b>IT Managed Services</b>	<b>UC &amp; Voice</b>	<b>Cyber Security</b>
<b>1</b> Level	Mobile Team 0345 868 7848 servicepoint@fluidone.com	New Orders Desk 0345 868 7848 provisioning@fluidone.com	Support Desk Available 24/7 0345 868 7848 support@fluidone.com	Support Team 0345 868 7848 ictsupport@fluidone.com	Customer Service Team 0345 868 7848 ictorders@fluidone.com	CSA Cyber Operations Centre 0300 303 4691 hello@csacyber.com
<b>2</b> Level	Paul MacLennan Mobile Team Manager 020 7135 6751 paulmaclennan@fluidone.com	Paul Haines Provisioning Manager 01293 229 169 paulhaines@fluidone.com	Duty Managers Available 24/7 0345 868 7848 dutymanager@fluidone.com	Craig Minney IT Services Team Manager 01242 265 838 craigminney@fluidone.com	Scott Petri UC & Voice Team Leader 0345 868 7848 scottpetri@fluidone.com	CSA Security Operations Centre soc@csacyber.com
<b>3</b> Level	Michael Ayres Managing Director – Connectivity & Telecoms 07715 421 264 michaelayres@fluidone.com	Michael Ayres Managing Director – Connectivity & Telecoms 07715 421 264 michaelayres@fluidone.com	Michael Ayres Managing Director – Connectivity & Telecoms 07715 421 264 michaelayres@fluidone.com	James Storey Service & Billing Director 020 8176 3007 07720 554 666 jamesstorey@fluidone.com	Michael Ayres Managing Director – Connectivity & Telecoms 07715 421 264 michaelayres@fluidone.com	Phil Cordey Operations Director 07708 872 902 phil.cordey@csacyber.com
<b>4</b> Level						
<b>5</b> Level						
Level 1 Operating Hours	Monday to Friday, 9am – 6pm	Monday to Thursday, 9am – 5:30pm, Fridays 9am – 5pm	24x7	Monday to Friday, 8am – 5:30pm (Outside of these hours the same number can be used to engage the on- call team, as per contract terms)	Monday to Thursday, 9am – 5:30pm, Fridays 9am – 5:00pm	24x7x365