

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

Operating Hours: 24/7/365

Orders

Telephone: 0345 868 7848

Email: provisioning@fluidone.com

Or for Channel Partners:

Email: 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

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

Orders

Telephone:

0345 868 7848

Email:

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

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

Operating Hours:

24x7x365

For urgent or out of hours support please contact our team by calling **0345 868 7848**

Getting in touch...

...with the **right person**

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**

	Mobile	Connectivity Orders	Connectivity Support	IT Managed Services	UC & Voice	Cyber Security
1 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
2 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
3 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
4 Level						
5 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