

# Getting in touch...

...with the team

## 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 our Security Operations Centre (SOC) at Cyber Security Associates (CSA) for assistance with your monitoring and detection, protection, response and training to keep you and your company safe.

**Telephone:**  
01452 886 982

**Email:**  
[sioc@csa.limited](mailto:sioc@csa.limited)

**Operating Hours:**  
Monday to Friday, 6am-10pm

# 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
<b>1</b> Level	<b>Mobile Team</b> 0345 868 7848 servicepoint@fluidone.com	<b>New Orders Desk</b> 0345 868 7848 provisioning@fluidone.com	<b>Support Desk</b> Available 24/7 0345 868 7848 support@fluidone.com	<b>Support Team</b> 0345 868 7848 ictsupport@fluidone.com	<b>Customer Service Team</b> 0345 868 7848 ictorders@fluidone.com	<b>CSA Security Operations Centre (SOC)</b> sioc@csa.limited 0300 303 4691
<b>2</b> Level	<b>Paul MacLennan</b> Mobile Team Manager 020 7135 6751 paulmacLennan@fluidone.com	<b>Paul Haines</b> Provisioning Manager 01293 229 169 paulhaines@fluidone.com	<b>Duty Managers</b> Available 24/7 0345 868 7848 dutymanager@fluidone.com	<b>Craig Minney</b> IT Services Team Manager 01242 265838 craigminney@fluidone.com	<b>Scott Petri</b> UC & Voice Team Leader 0345 8687848 scottpetri@fluidone.com	<b>Luke Osborne</b> SOC Manager 07931 678 883 lo@csa.limited
<b>3</b> Level	<b>James Storey</b> Service & Billing Director 020 8176 3007 07720 554 666 jamesstorey@fluidone.com	<b>James Storey</b> Service & Billing Director 020 8176 3007 07720 554 666 jamesstorey@fluidone.com	<b>James Storey</b> Service & Billing Director 020 8176 3007 07720 554 666 jamesstorey@fluidone.com	<b>James Storey</b> Service & Billing Director 020 8176 3007 07720 554 666 jamesstorey@fluidone.com	<b>James Storey</b> Service & Billing Director 020 8176 3007 07720 554 666 jamesstorey@fluidone.com	<b>Racheal Birt</b> Service Delivery Manager 07708 872 739 rb@csa.limited
<b>4</b> Level						<b>Phil Cordey</b> Director of Operations 07708 872 902 pc@csa.limited
<b>5</b> Level						
Level 1 Operating Hours	Monday to Friday, 9am-6pm	Monday to Thursday, 9am-5.30pm Fridays, 9am-5pm	24/7	Monday to Friday, 8am-5.30pm <small>(Outside of these hours the same number can be used to engage the on-call team, as per contract terms)</small>	Monday to Thursday, 9am-5.30pm Fridays, 9am-5pm	Monday to Sunday, 6am-Midnight