

USEFUL CONTACTS & ESCALATION PATH



GET IN TOUCH WITH THE TEAM

Everything we do is underpinned by our commitment to you. Delivering a service that meets your objectives and priorities is of the greatest importance to us. If you have any questions or feedback about any aspect of your journey with us, please email contact@fluidone.com. We welcome your thoughts and views at any time.

Your FluidOne teams

NEW ORDERS DESK

Contact the provisioning team for updates regarding any orders in progress.

provisioning@fluidone.com
0345 868 7848 Option 3

SUPPORT

Contact support for any queries or issues regarding your service. You can reach the team 24 hours a day, 7 days a week by telephone

0345 868 7848 Option 1

Raise a support ticket via **Dash** or alternatively email the team at support@fluidone.com

ACCOUNT MANAGEMENT / SALES

For any account queries, questions regarding your service or solution contact your account manager or email accountmanagement@fluidone.com

FINANCE

If you're unable to find your answer via Dash and have an accounts related query contact the finance team at accounts@fluidone.com

PARTNERS

For any partner related query or if you are an existing Partner you can reach the team at channel@fluidone.com

If you would like to become a FluidOne Partner - please call **0345 457 3411** or email newpartner@fluidone.com

Dash url:
dash.fluidone.com

USEFUL CONTACTS & ESCALATIONS



GETTING IN TOUCH WITH THE RIGHT TEAM

MOBILE ORDERS AND SUPPORT

LEVEL 1

MOBILE TEAM
0345 868 7848
Choose Option 1
servicepoint@fluidone.com

LEVEL 2

PAUL MACLENNAN
MOBILE TEAM MANAGER
020 7135 6751
paulmacleNNAN@fluidone.com

LEVEL 3

JAMES STOREY
SERVICE & BILLING DIRECTOR
07720 554666
jamesstorey@fluidone.com

NEW ORDERS

LEVEL 1

NEW ORDERS DESK
0345 868 7848
Choose Option 3
provisioning@fluidone.com

LEVEL 2

DAN GRAVES
ESCALATIONS MANAGER
020 7099 6882
dangraves@fluidone.com

LEVEL 3

JAMES STOREY
SERVICE & BILLING DIRECTOR
07720 554666
jamesstorey@fluidone.com

FAULTS

LEVEL 1

SUPPORT DESK
0345 868 7848
Choose Option 1
support@fluidone.com

LEVEL 2

ESCALATION ENGINEERS
020 7099 6899
escalations@fluidone.com

LEVEL 3

MARK RICHARDSON
SUPPORT DESK MANAGER
07971 805636
markrichardson@fluidone.com

LEVEL 4

JAMES STOREY
SERVICE & BILLING DIRECTOR
07720 554666
jamesstorey@fluidone.com