

Orange / Escaux : Incident management Operational contacts

[Orange / Escaux : Incident management Operational contacts](#)

[History](#)

[Contact](#)

[General Information](#)

[Orange :](#)

[Escaux](#)

History

Version	Date	Comment
Draft	2017-07-13	

Contact

General Information

Customer Id : 478

Orange :

To BE CONFIRMED BY ORANGE THAT THE CONTACT DETAILS REMAIN THE SAME

- **Contact:** Contact is preferred by phone for any incident. Additionally mail exchange will be performed.
 - Orange Incident Coordination
 - Tel: 0800 95 96 2 or Corporate: 080057772
 - Email: incidentsupport@orange.be
 - Availability: 24/7
- **Escalation:**
 - Incident management escalation process can be triggered for example when:
 - The fault is not cleared within the timing defined for the dedicated priority.
 - There has been no positive change in status and no solution is available within the timing defined for the dedicated priority.
 - Standard Incident management can not find the root cause
 - Standard Incident management has no clear planning towards resolution
 - A dead-lock occurs between 2 or more parties in the process
 - How to trigger it ?

- Incident management escalations are triggered and handled through a single entry contact point: 02/745.96.01.
- After agreement between Escaux and the incident coordinator that the escalation of the incident is within the given criteria required, the escalation needs to be formally confirmed by the requestor by sending a mail to incidentsupport@orange.be
- Level 1 Escalation:
 - Command Center Standby (will be escalated by Incident Coordination)
 - BEEP: +32 903 692 02 FR IN BEEP = 652 009
- Level 2 Escalation:
 - Command Center Manager
 - Walter Van Lancker
 - Mobile: +32 495 55 1625
- Level 3 Escalation:
 - Director Partner Management
 - Yves Kaiser
 - Mobile: +32 495 55 9198

Escaux

- **Contact:** Contact is preferred by phone for P1 and P2.
 - Escaux Service Team
 - Tel: 02 788 74 82
 - Email: Support@escaux.com
 - Availability: 24/7 (for P1)
 - Code 24/24: 27887879
 - Code Escalation : 27887879
- **Escalation:**
 - Level 1 Escalation:
 - Service Team Leader
 - Tim Vanden Schriek
 - Tel : +32.2.788.7543 (FMU activated)
 - Level 2 Escalation:
 - Operations Director
 - Alexis Carbonnelle
 - email : alexis.carbonnelle@escaux.com
 - Tel : +32.2.788.7558 (FMU activated)
 - Level 3 Escalation:
 - CEO
 - Amaury Demilie
 - email : amaury.demilie@escaux.com
 - Mobile: +32.2.686.09.03 (FMU activated)

-- [AlexisCarbonnelle](#) - 13 Jul 2017

This topic: InternalDocs > WebHome > CustomerFiles >

CustomerFileOrange(Mobistar) > ContactSupportOrangeFMU_Corporate

Topic revision: