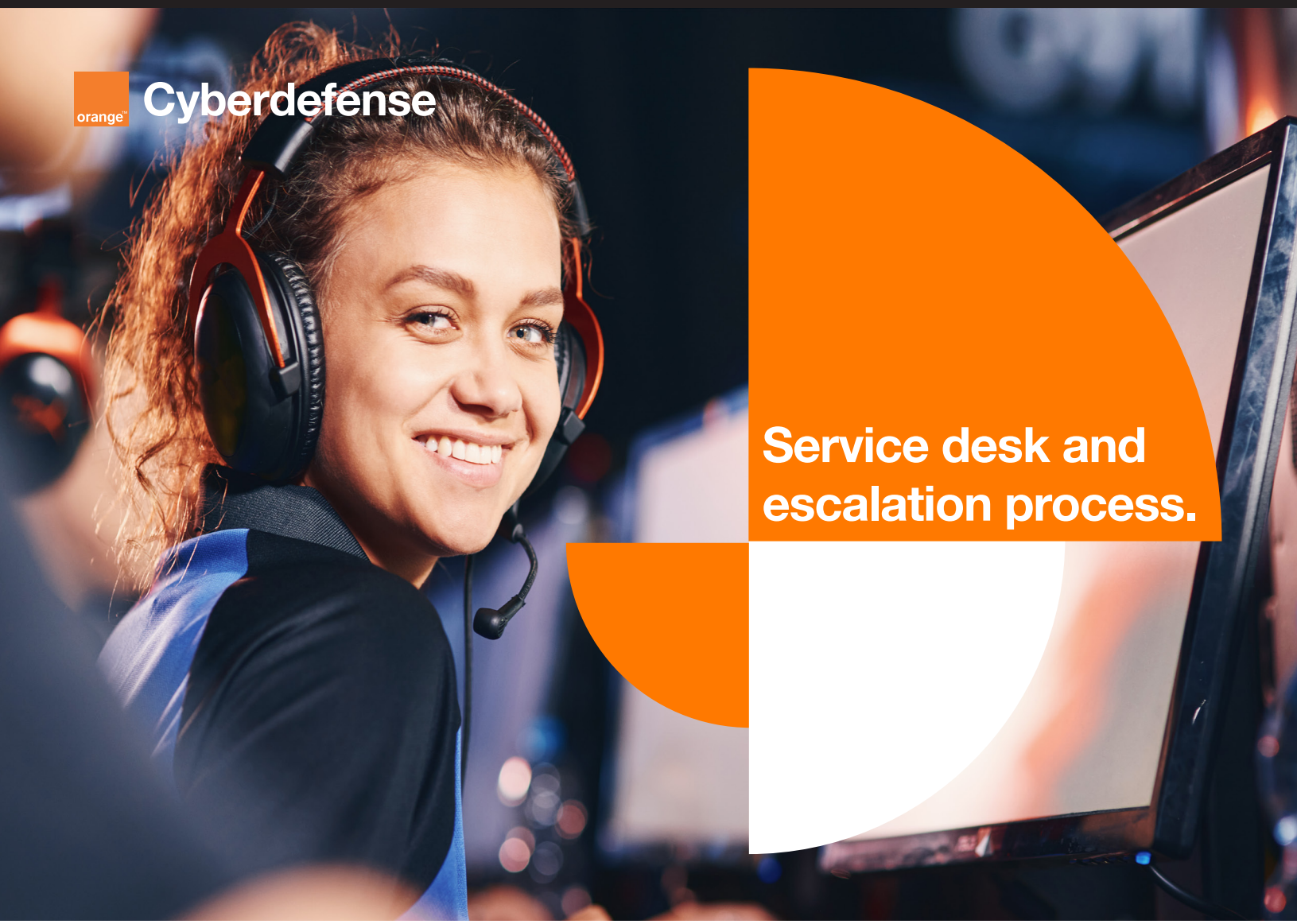

orange™ Cyberdefense

Service desk and escalation process.

The fastest way to Orange Cyberdefense's support service*

*P1 tickets must be confirmed by phone.

Orange Cyberdefense service desk portal

https://portal.orangecyberdefense.com

Your personal Orange Cyberdefense account gives you access to your support tickets and their history. Use this website to monitor the progress of your tickets and communicate with our support engineers.

Phone

+32 (0)3 393 08 44

With a service contract, you benefit from 24/7 or 8/5 access to the Orange Cyberdefense Service Desk, as defined in your agreement.

Escalation process

01

Escalation Level

Operation escalation team

If your SLA is not being met or your ticket requires additional attention, please contact our escalation team.

+32 (0)493 40 38 97 escalations@be.orangecyberdefense.com

02

Escalation Level

Management team

If the escalation team is unable to provide the required support, you may contact our management team.

+32 (0)492 25 52 01

03

Escalation Level

General manager

If further escalation is required, the General Manager can be contacted as the final step.

+32 (0)492 25 51 99

Build a safer digital society.

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