

contact directory



contact us

Telephone: +44 (0) 1932 505999	Email
Press 1: for General Enquiries	postroom@nextconnex.com
Press 2: for Sales	sales@nextconnex.com
Press 3: for Technical Support and Implementation	support@nextconnex.com implementation@nextconnex.com
Press 4: for Finance	accounts@nextconnex.com

log a call with us

To log a call with Next Connex at any time please email support@nextconnex.com. In order for us to deal with your issue as quickly and efficiently as possible, you will need to include the following information in your email to the Next Connex NOC:

- 1 Customer Name and Service ID Number for the faulty service. These can be found on the relevant Service Handover Certificate.
- 2 Name and Contact Details. These are for the individual contact within your organisation who we will liaise with whilst we diagnose and rectify any issues.
- 3 Details of the problem (as much information regarding the issues you are experiencing) and what trouble shooting method you have used.

If you have already logged a call and have a ticket ID you can call 24/7 on the switchboard number +44 (0)1932 505 999 and press 3 for Technical Support. We will take your details and endeavour to respond with an update within 1 hour. If you are emailing make sure the Ticket ID is kept in the subject line so it can be tracked correctly.

SLA's for call resolution are based on the agreed terms set out in your Master Service Agreement.

escalation matrix

Initial Call	Email	Support Team	Telephone
1st Line	support@nextconnex.com	NOC Team Leader	+44 (0)1932 505 999
2nd line	renato.bernardi@nextconnex.com	Network Architect	+44 (0) 738 7106 012
3rd Line	xabier.merino@nextconnex.com	Technical Director	+44 (0) 751 5743 389
4th Line	mark.fitchew@nextconnex.com	CEO	+44 (0) 1932 955 511

Should you be unclear about anything else you can call or email your Account Manager for clarification.