

EUROPEAN CUSTOMER SERVICE CENTRE

Delivering the service excellence required to support your business

Exemplary customer service and operational integrity are a primary focus of Interxion. Our centralised European Customer Service Centre (ECSC) provides personal, efficient and consistent service to you, our customer.

Single point of contact

The Interxion Customer Portal, part of the ECSC capability, is our primary contact method. As our central service and communication platform, the Portal can be used to coordinate site access requests, Hand & Eyes services (our remote-hands intervention) and orders for Precabbling, Cross Connects and Cloud Connect. ECSC and Portal requests are logged utilising our SLA-based ticketing process.

Additionally, Interxion provides you with a single point of contact via the ECSC. All issues, including technical, billing and product enquiries, will be logged by the ECSC and handled immediately or directed to the relevant department.

CONTACT SUPPORT

You can contact our multi-lingual ECSC 24/7 at:

+800 00 999 222 (toll free)

If you are calling from the US, please dial:

1 855 599 9222 (toll free)

Alternatively, you can e-mail the ECSC at:

customer.services@interxion.com

Customers may interact directly with Interxion 24x7 through our Customer Portal at:

<https://portal.interxion.com>

Key features

- Customer Portal & Pan European Service and Operational helpdesk
- Single-point-of-contact
- Proactive 24x7x365 monitoring and management
- Multilingual capability
- Text and email customer notifications
- ISO 27001 – accredited, ITLv3 – trained

About Interxion

Interxion (NYSE: INXN) is a leading provider of carrier and cloud-neutral colocation data centre services in Europe, serving a wide range of customers through over 45 data centres in 11 European countries. Interxion's uniformly designed, energy efficient data centres offer customers extensive security and uptime for their mission-critical applications. With over 700 connectivity providers, 21 European Internet exchanges, and most leading cloud and digital media platforms across its footprint, Interxion has created connectivity, cloud, content and finance hubs that foster growing customer communities of interest.

For more information, please visit www.interxion.com

The Interxion customer service experience

With Interxion, you will never have to jump through the hoops of automated messaging systems. The ECSC staff provide enhanced quality of service and human interaction that adds real value.

- Operational Excellence - Our team is accredited to the internationally recognised information security and business continuity standard, ISO 22301.
- Nerve Centre - The ECSC systems monitor all our data centres, covering all physical infrastructure.
- Multilingual - We provide native language support for customers in English, French, Spanish, and German.

Committed to quality

Every member of the ECSC is an experienced professional trained to ITIL v3 standard. The ECSC uses industry best practice to coordinate activities such as site-access requests, Hands & Eyes (our remote-hands intervention service) and maintenance requests. The ECSC provides a knowledge hub for incident identification, escalation, management and resolution.

Effective communications

Communication is a core function of the ECSC, either via informative customer notifications during critical events or proactively for planned maintenance activity. To ensure customers receive appropriate, detailed and accurate information, the ECSC is in constant contact with operations personnel across Interxion's footprint. The ECSC strive to provide the right information, at the right time to the right audience, liaising with all Interxion sites for you, ensuring you receive the information you need in a quick and efficient manner.

Security

Confidentiality and integrity are maintained through strict access control policies. Only individuals expressly authorised by you have access to ECSC services. The ECSC will never divulge information to, nor act upon information given by anyone, not previously authorised by you.



www.interxion.com
customer.services@interxion.com



International Headquarters
Main: + 44 207 375 7070
Email: hq.info@interxion.com

European Customer Service Centre (ECSC)
Toll free Europe: + 800 00 999 222 / Toll free US: 185 55 999 222
Email: customer.services@interxion.com

Cofounder: Uptime Institute EMEA chapter, **Founding member:** European Data Centre Association, **Patron:** European Internet Exchange Association, **Member:** The Green Grid, with role on Advisory Council and Technical Committee, **Contributor:** EC Joint Research Centre on Sustainability, **Member:** EuroCloud.

Interxion is compliant with the internationally recognised ISO/IEC 27001 certification for Information Security Management and ISO 22301 for Business Continuity Management across all our European operations.
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