

Globway Partner Support

Partners of Globway experience the full support of our international partner support team. Globway has good local connections in order to inform clients in the steps to take when launching new services in existing markets and new services in new markets. Due to the outstanding operator relationships, Globways' partners benefit from the best information available in the market. Our support team also assists with new regulation implementations.

Consumer Support

Our clients can not do business without the interest of the consumers. You are the one using their services via the billing platform of Globway. If somehow you are not satisfied with the services delivered by our clients, we are willing to help you in order to solve your problems. Globway Consumer Support Service is reachable for all consumers that have such issues with their Content Party (CP).

You can send us your complaint by email (for The Netherlands: customercare.nl@globway.eu, for Belgium: customercare.be@globway.eu, for Germany: customercare.de@globway.eu, for Austria customercare.at@globway.eu, for Switzerland: customercare.ch@globway.eu, for Spain: customercare.es@globway.eu).

Please always include your mobile number plus a copy of your ID and telephone bill !

SPECIAL PROPOSITION

New Clients experience the unique special proposition that Globway has. During the first weeks of integration and launch of the first service, a special project team is gathered in order to support our partner during this phase. Also in this case, direct contact with technicians and management staff is experienced as pleasant in this startup phase.