



IoT Customer Handbook

A guide for easier support



What is the customer handbook?

If you need our support, we have compiled useful information in this handbook to make your interactions with us easier and smoother. Depending on your IoT service, the process for incident reporting may vary. If you have specific KPI agreements with us, these are specified in the appendix of your contract.

This document covers the support processes for Telia IoT Connectivity Services, Telia IoT Platform & Solutions, and Smart Public Transport.

To ensure you always have the latest version of the IoT Customer Handbook, please refer to the current version on the [Telia IoT Customer Handbook](#).



Telia IoT Connectivity Services:

- Managed IoT connectivity
- NB-IoT and LTE-M Starter Kits
- IoT Connect Starter Kit
- Pre-packaged connectivity packs
- Telia IoT Connect



Telia IoT Platform & Solutions:

- IoT Platform
- IoT Monitoring
- Managed IoT Gateway
- Telia IoT Portal



Smart Public Transport:

- FMStoIP
- Journey Information
- Ticket validation
- Internet onboard
- Voice over IP (VoIP)
- Eco-Driving
- Passenger count, Driver alarm
- Video surveillance
- Driver ID, Tachograph data management
- Breathalyzer
- Vehicle climate manager
- Message push
- Positioning



Incident Management

To keep your IoT service running smoothly, we provide proactive customer support along with digital tools that allow you to handle basic troubleshooting yourself. We monitor our services 24/7, and you can reach out to us through our online portals at any time. Additionally, during office hours, we are also available via phone and email.

We provide support in English and Swedish. Further down in the [Checklist](#) section, you can read more about the information we need from you when you report a ticket.

IoT Connectivity, Platform & Solutions:



Phone: +46 (0)771 100 235
Monday to Friday 08:00 to 18:00 CET (24/7 for connectivity)



Email: global-iot-support@teliacompany.com

Smart Public Transport (SPT):

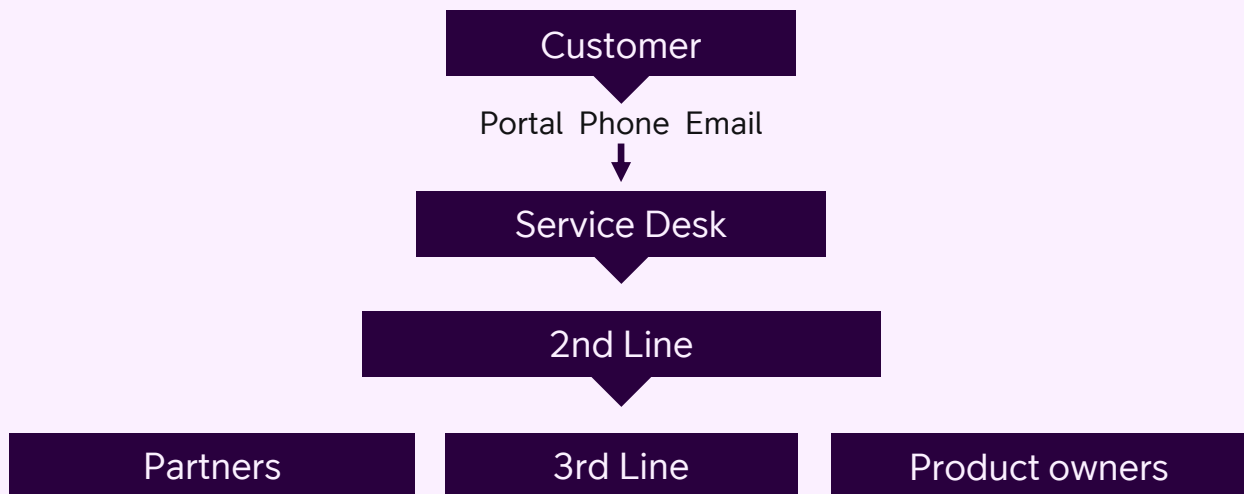


Phone: +46 (0)90 183 928
Monday to Friday 08:00 to 17:00 CET



Email: enterprise-iotsupport@teliacompany.com

Our Incident Management process



You can submit and track your ticket 24/7 in the [Telia IoT portal](#), or [Telia IoT Service Portal](#). You will receive an acknowledgement when a ticket is created. If the matter is critical, it is important to follow up with a phone call. Use the relevant phone number for each service listed above. If you email or call us, please include the checklist and provide as much information as possible about the incident. The more details we receive, the faster we can begin troubleshooting and find a solution for you.

You must submit one ticket for each individual incident or request to the Service Desk.



If you are a Telia IoT Connectivity Services customer and need to report a ticket with critical severity, we are available 24/7. Please contact your Key Account Manager for more information about what is included in your specific support agreement.



Disturbance information

We will keep you informed about any incidents or disturbances affecting our services. Information about disturbances to the Telia mobile network are available at:

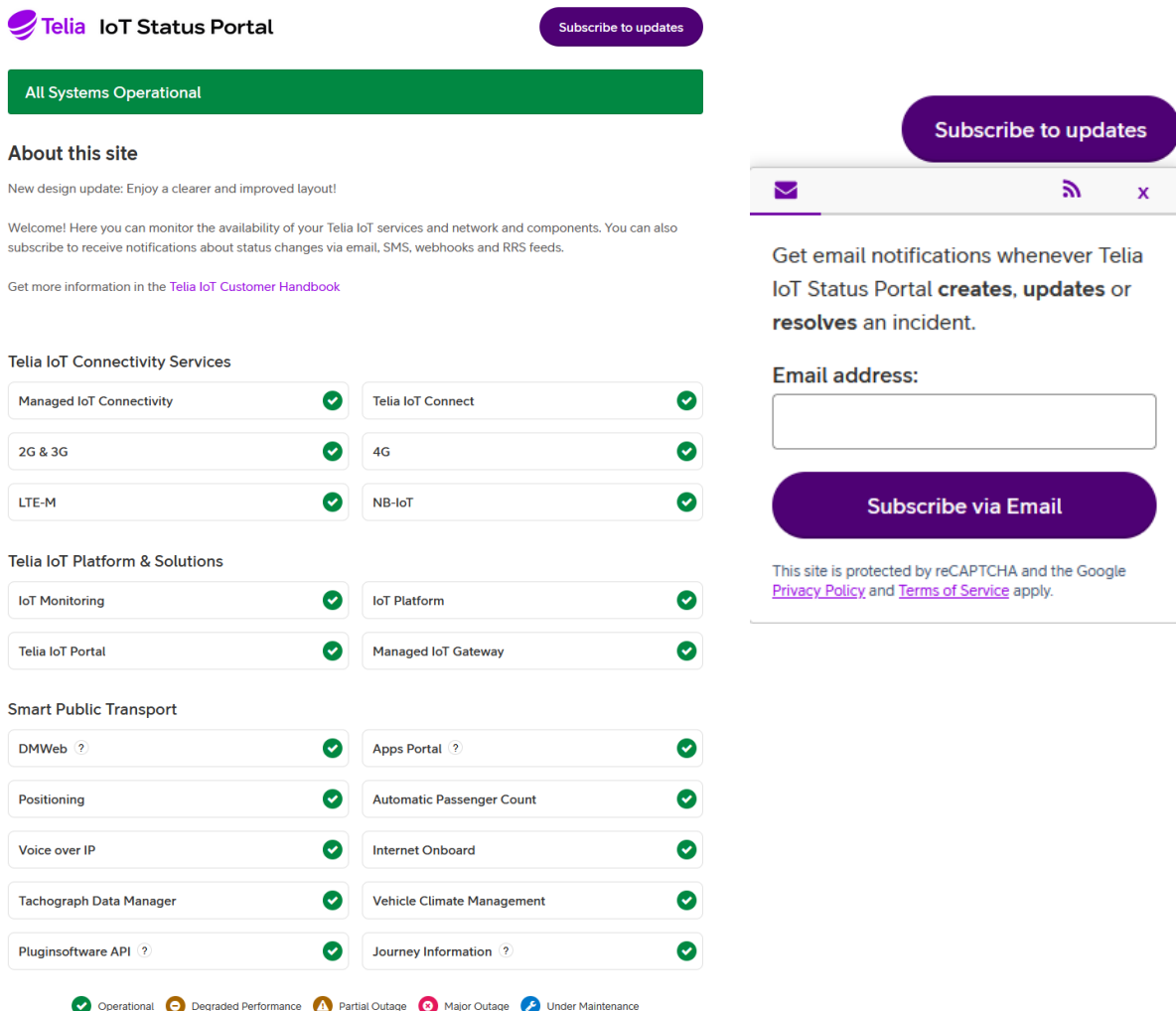
-  **Sweden** <https://www.telia.se/foretag/driftinformation/mobiltelefon>
-  **Finland** <https://www.telia.fi/yriyksille/asiakastuki/viat-ja-hairiotilanteet/hairiotiedotteet>
-  **Denmark** <https://www.telia.dk/privat/hjalp/dakning-og-drift/driftsinformation/>
-  **Norway** <https://www.telia.no/dekning/dekningsutfall/>

Telia IoT Connectivity Services and Telia IoT Platform & Solutions:

Information about incidents can be found in the [Telia IoT Status Portal](#). Please subscribe for updates, and we will notify you according to your preferences (we support email, SMS, webhooks and RSS feeds).

Telia IoT Status Portal:

If you are a Telia IoT Connectivity Services, Telia IoT Platform & Solutions, or Smart Public Transport customer, you will see an overview of the availability of our components. Please subscribe for updates, and we will notify you according to your preferences whenever there is a disturbance or upcoming maintenance work that could affect your services.



The screenshot displays the Telia IoT Status Portal interface. At the top, it features the Telia logo and the text 'Telia IoT Status Portal' next to a 'Subscribe to updates' button. A green banner indicates 'All Systems Operational'. Below this, there is an 'About this site' section with a welcome message and a link to the 'Telia IoT Customer Handbook'. The main content area is divided into three categories: 'Telia IoT Connectivity Services', 'Telia IoT Platform & Solutions', and 'Smart Public Transport'. Each category contains a grid of service status boxes, all of which show a green checkmark, indicating they are operational. A legend at the bottom explains the status icons: green checkmark for Operational, orange circle for Degraded Performance, yellow triangle for Partial Outage, red circle with X for Major Outage, and blue circle with P for Under Maintenance. On the right side of the screenshot, there is a subscription form with a 'Subscribe to updates' button, a text input field for an email address, and a 'Subscribe via Email' button. Below the form, a note states: 'This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.'



Severity matrix

Once you have reported your support ticket, we will prioritize the incident according to the general severity matrix shown below. If the severity changes during the lifecycle of the incident, the initial severity level may be adjusted.

Severity Level	Description		
Critical	Telia IoT Platform & Solutions The Service is down or is subject to a major malfunction, resulting in all or substantially all users or related systems being unable to perform normal tasks.	Telia IoT Connectivity Services Complete breakdown or outage of the Service or a critical function that renders the system unusable.	Smart Public Transport The Service is down or is subject to a major malfunction impacting at least 20% and a minimum of 15 vehicles within the same traffic area, resulting in work stop. The reported issues need to relate to the same fault type.
High	Telia IoT Platform & Solutions Critical loss of Service functionality or performance resulting in majority of users or related systems being unable to perform normal tasks.	Telia IoT Connectivity Services Significant degradation of the Service or a critical function that, while not rendering the system completely unusable, considerably limits one or more of its critical functions.	Smart Public Transport Loss of Service functionality or performance resulting in more than 10% and a minimum of 10 vehicles within the same traffic area being unable to perform normal tasks. The reported issues need to relate to the same fault type.
Medium	Telia IoT Platform & Solutions Moderate loss of Service functionality or performance resulting in multiple users or related systems being impacted when performing normal tasks	Telia IoT Connectivity Services A moderate degradation of the Service or some functionality that causes some loss of service and does limit its functions.	Smart Public Transport Loss of Service functionality or performance resulting in more than 5% and a minimum of 5 vehicles within the same traffic area being impacted when performing normal tasks. The reported issues need to relate to the same fault type.
Low	Telia IoT Platform & Solutions Minor loss or deterioration of Service functionality.	Telia IoT Connectivity Services A minor degradation of the Service or some functionality that causes no or minimal loss of service and does not limit its functions.	Smart Public transport Minor loss or deterioration of Service functionality.

If you are a Smart Public Transport customer and need to report an incident affecting a traffic area smaller than the thresholds specified above, Telia Support will determine the priority in dialogue with you.

Response and update frequency

We will continuously inform you about the progress of your tickets and the actions taken. Notifications will be sent to you through your IoT portal, email, text message, or by phone. The higher the severity of the ticket, the higher its prioritization.

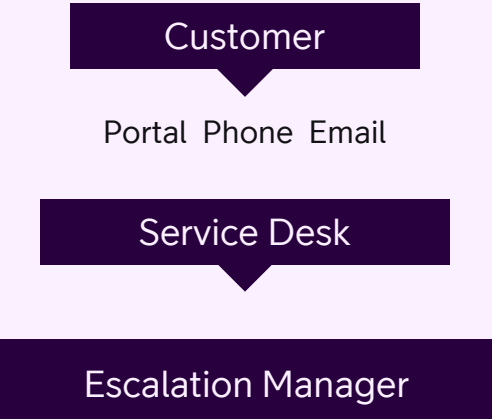


Escalations

If you are not satisfied with the service, the prioritization, or the progress of the troubleshooting, you may request an escalation. All communication related to the escalation will be handled through the Telia Service Desk.

Please submit the escalation request in the ticket you wish to escalate and ensure that you include the reason for the request along with any relevant information. If the escalation is approved, an Escalation Manager will be assigned to your ticket to ensure timely progress and resolution of the incident.

Our Escalation Management process



Problem & Change Management

Telia's network undergoes numerous changes every day, and these may impact the connectivity of your services in different ways. All changes to operational functions and services are implemented through a controlled process.

When we encounter recurring incidents, we strive to identify the root cause and resolve the issue either by applying a temporary workaround or implementing a permanent solution. All problem records are documented and evaluated as part of our continuous improvement efforts.

Telia IoT Connectivity Services

Changes that carry a risk of service impact are announced in advance on the Telia IoT Service Portal and the Telia IoT Status Portal. Depending on the scope and potential impact of the change, we may also send information to the email address you have provided.

Telia IoT Platform & Solutions

The Telia IoT Platform undergoes regular updates and maintenance. All changes are announced in advance on the Telia IoT Status Portal.



Service window for new software release of the IoT Platform: Tue 10.00 – 14.00 CEST

Service window for service-affecting infrastructural changes: Wed 00.00 – 04.00 CEST

Smart Public Transport

Changes to functions and services in operation are implemented through a controlled process. Changes are documented and, where applicable, tested before deployment. We always strive to inform you as a customer when a change may cause significant disturbance.



Checklist

The more information you provide when raising a ticket, the faster we can understand and resolve the incident. If you contact us through your IoT portal, you will receive guidance on what information to include.



A tip is to copy the questions or information below into your ticket or email and provide your answers in italics.

Telia IoT Connectivity Services checklist

All types of issues

Contact person:	<i>(E-mail / phone)</i>
Fault description:	<i>(Be as detailed as possible)</i>
Location of the device(s):	<i>(If possible exact address or GPS coordinates)</i>
Type of device(s):	<i>(Specify brand and model)</i>
Date & time of attempt(s):	<i>(Including time zone)</i>
Has the service been working before?:	<i>(Yes or no)</i>
Action taken to resolve the issue:	<i>(Describe what you have already tested; such as restarting devices, checking coverage, try SIM in another device, check APN or configuration settings)</i>

Data related

IMSI(s):	<i>(Can be found in Telia IoT Service Portal)</i>
IP address:	<i>(Can be found in Telia IoT Service Portal)</i>
APN:	<i>(Can be found in Telia IoT Service Portal)</i>

SMS related

(In general, sending operator should be Telia Company as the sending number should raise the ticket)

Sending number / Short code:	<i>(Eg, 1234)</i>
Sending MSISDN:	<i>(Eg 45371xxxxxxxxx)</i>
Sending operator:	<i>(Eg Telia Company)</i>
Sending from account:	<i>(Yes or no)</i>
Target MSISDN:	<i>(Eg 45371xxxxxxxxx)</i>
Target operator:	<i>(Eg Telia Company)</i>



Telia IoT Platform & Solutions checklist

All types of issues

Contact person:	<i>(E-mail / phone)</i>
Fault description:	<i>(Be as detailed as possible, i.e. is your device connected?, when was the last time the device sent data?, has the device ever sent data?)</i>
Action taken to resolve the issue:	<i>(Describe what you have already tested; such as restarting devices, checking coverage, try SIM in another device, check APN or configuration settings)</i>

Connectivity related

Type of connectivity:	<i>(Specify if the problem affects data, SMS or Voice)</i>
How many SIMs/Devices are affected?	<i>(Add quantity)</i>
Last time service worked:	<i>(Add date and time including time zone)</i>
Location(s):	<i>(If possible exact address or GPS coordinates)</i>
SIM using localization or roaming?	<i>(Specify if localization or roaming are used)</i>
Fixed or moving device(s)?	<i>(Specify if fixed or moving)</i>
Type of device(s):	<i>(Specify brand and model)</i>
IMSI or Device ID:	<i>(Eg 45371xxxxxxxx)</i>

Invoice related

Invoice reference ID:	<i>(Eg R6-xxxxxxxx)</i>
-----------------------	-------------------------

API related

Type:	<i>(Specify if REST (HTTP), Webhook (HTTP), Push to AWS IoT Core (MQTT), Push to Azure Event Hub (AMQP), or other)</i>
-------	--

Managed VPN related

VPN:	<i>(Specify what VPN is affected)</i>
------	---------------------------------------

Portal

Type of issue:	<i>(Specify if performance, access, or other)</i>
----------------	---



Smart Public Transport checklist

All types of issues

Title:	<i>(Severity, Company, Vehicle number and short description)</i>
Company:	<i>(Name)</i>
Contact person:	<i>(E-mail / phone)</i>
Fault description:	<i>(Be as detailed as possible)</i>
Service affected:	<i>(Specify service)</i>
Incident start:	<i>(Date and Time Including time zone)</i>
Incident end:	<i>(Date and Time Including time zone, or state "still ongoing")</i>
Specify the last time service worked:	<i>(Date and time incl time zone)</i>
Action taken to resolve the issue:	<i>(What has been done, i.e device restart, coverage check, put SIM in another device, APN check, configuration settings)</i>
Type of device / MIIPS:	<i>(Specify brand and model)</i>
How many vehicles are affected?	<i>(Add quantity)</i>
How many vehicles in the Traffic area?	<i>(Add quantity)</i>
Traffic area?	<i>(Specify the traffic area)</i>
MAC address:	<i>(0009d80XXXXX)</i>
Inventory number:	<i>(Customer specific)</i>

Invoice related

Invoice reference ID:	<i>(Eg R6-xxxxxxxx)</i>
------------------------------	-------------------------



Appendix 1 – definitions

Change The addition, modification, or removal of anything that could have a direct or indirect effect on services.

Incident An unplanned interruption to a service or reduction in the quality of a service.

Life cycle The full set of stages, transitions, and associated statuses in the life of a service, product, practice, or other entity.

Monitoring Repeated observation of a system, practice, process, service, or other entity to detect events and to ensure that the current status is known.

Problem A cause, or potential cause, of one or more incidents.

Support team A team with the responsibility to maintain normal operations, address users' requests, and resolve incidents and problems related to specified products, services, or other configuration items.

