



# IoT Customer Handbook

A guide for easier support



# What is the customer handbook?

The purpose of this handbook is to make your experience with us smooth and simple. Here you can find information about how to contact us, what information we need to support you in the best way, what you can expect from us, and much more.

To ensure you have the latest version of the IoT Customer Handbook, please download a current copy from <https://business.teliacompany.com/contact>.

Depending on your IoT service, the process for incident reporting varies. You may also have specific KPI agreements with us. If this is the case, these are specified in your contract appendix.

This handbook covers the support of Managed IoT Connectivity and IoT Platform & Solutions (via your IoT portal) and Smart Public Transport (via phone and email). It covers the following services



## IoT Platform & Solutions:

- Telia IoT Portal
- Telia Asset Tracking
- Telia Indoor Climate Monitoring
- Telia Indoor Air Quality Monitoring
- Telia Environmental temperature monitoring
- Global IoT Connectivity



## Managed IoT Connectivity:

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



## 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



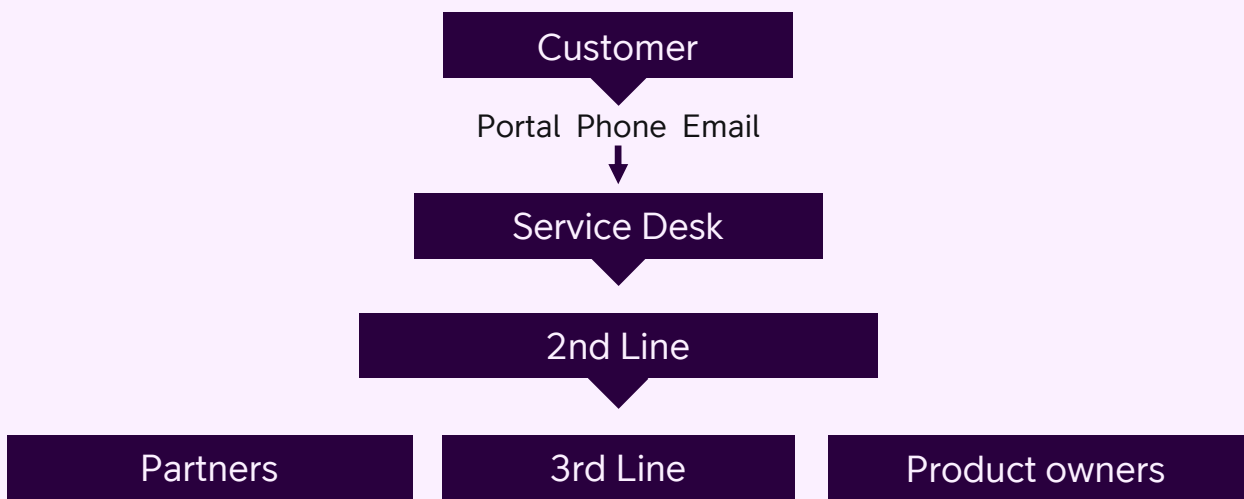
# Incident Management

To keep your IoT service running smoothly; you need proactive customer support as well as the digital tools to do your own troubleshooting. We proactively monitor our services 24/7 and you can contact us at any time.

## How to reach us

You can contact us by email at any time and for relevant services you can also reach out through a portal. We are also available via phone during office hours. We provide support in English and Swedish. Later in this handbook, under Checklists, you can read more on what information we need from you when you need to report a ticket to us.

## Our Incident Management process



Tickets can be submitted 24/7 through IoT portal or by email. You will receive an acknowledgement when you create a ticket. If the subject of the ticket is critical it is important to follow up with a phone call. Use the relevant number for each service below. A tip is to copy the checklist and fill in as much information as possible regarding the incident before you call. The more we know, the quicker we can start trouble shooting and find a solution for you.

You must submit one Ticket for each individual Incident or request to Service Desk.

### 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](mailto: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](mailto:enterprise-iotsupport@teliacompany.com)



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

# Disturbance information

If there are any incidents or disturbances in our services, we will keep you informed. Information about disturbances to the Telia mobile network are available at:

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

## Managed IoT Connectivity:

If you have a Telia IoT Service Portal account, we will inform about incidents there. Depending on the incident severity, we may also send information to the email address you have provided. You can always contact our support team if you want to have more information around what we have communicated.

We also provide information about any incidents on the Telia IoT status site <https://status.teliaiot.com>. You can subscribe to notifications on component status changes and have the notifications delivered according to your preference. We support email, SMS, webhooks and RSS feeds.

## IoT Platform & Solutions:

The Telia IoT status site gives you an overall view of the availability of the IoT Platform's components. You can subscribe to notifications on component status changes and have the notifications delivered according to your preference. We support email, SMS, webhooks and RSS feeds. You can reach the site by going to <https://status.teliaiot.com>.



SUBSCRIBE TO UPDATES

All Systems Operational

## About This Site

Welcome to the status site for Telia IoT. Here you can monitor the availability of your service's network and components. You can also subscribe to receive notifications about status changes via email, SMS, webhooks and RSS feeds. Select the following components for your service:

### IoT Platform & Solutions

- Customer Portal
- Management portal
- Public REST API
- Data Ingress and Egress

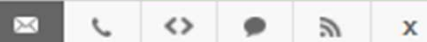
### IoT Connectivity

- Managed IoT Connectivity
- Mobile network components

Get more information in the Telia IoT Customer Handbook at <https://business.teliacompany.com/contact>

|                            |             |
|----------------------------|-------------|
| Customer Portal            | Operational |
| Management Portal          | Operational |
| Public REST API            | Operational |
| ☐ Data Ingress             | Operational |
| ☐ Data Egress              | Operational |
| ☐ Managed IoT Connectivity | Operational |
| ☐ 2G + 3G                  | Operational |

SUBSCRIBE TO UPDATES



Get email notifications whenever Telia IoT creates, updates or resolves an incident.

Email address:

SUBSCRIBE VIA EMAIL

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 to us, we prioritize the incident according to the general severity matrix, as seen below. If the severity changes during the lifecycle of an incident, the initial severity level can change.

| Severity Level | Description   |   |  |
|----------------|---|---|--|
| Critical       | <b>IoT Platform &amp; Solutions</b><br>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. | <b>Managed IoT Connectivity</b><br>Complete breakdown or outage of the Service or a critical function that renders the system unusable.   | <b>Smart Public Transport</b><br>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           | <b>IoT Platform &amp; Solutions</b><br>Critical loss of Service functionality or performance resulting in majority of users or related systems being unable to perform normal tasks.                  | <b>Managed IoT Connectivity</b><br>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. | <b>Smart Public Transport</b><br>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         | <b>IoT Platform &amp; Solutions</b><br>Moderate loss of Service functionality or performance resulting in multiple users or related systems being impacted when performing normal tasks               | <b>Managed IoT Connectivity</b><br>A moderate degradation of the Service or some functionality that causes some loss of service and does limit its functions.   | <b>Smart Public Transport</b><br>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            | <b>IoT Platform &amp; Solutions</b><br>Minor loss or deterioration of Service functionality.  | <b>Managed IoT Connectivity</b><br>A minor degradation of the Service or some functionality that causes no or minimal loss of service and does not limit its functions.   | <b>Smart Public transport</b><br>Minor loss or deterioration of Service functionality.   |

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

## Response and update frequency

We will continuously inform you on the progress of your tickets and measures taken. The notifications are sent to you either through your IoT portal, by email, text message, or by phone. The higher severity of the ticket, the higher we will prioritize it.

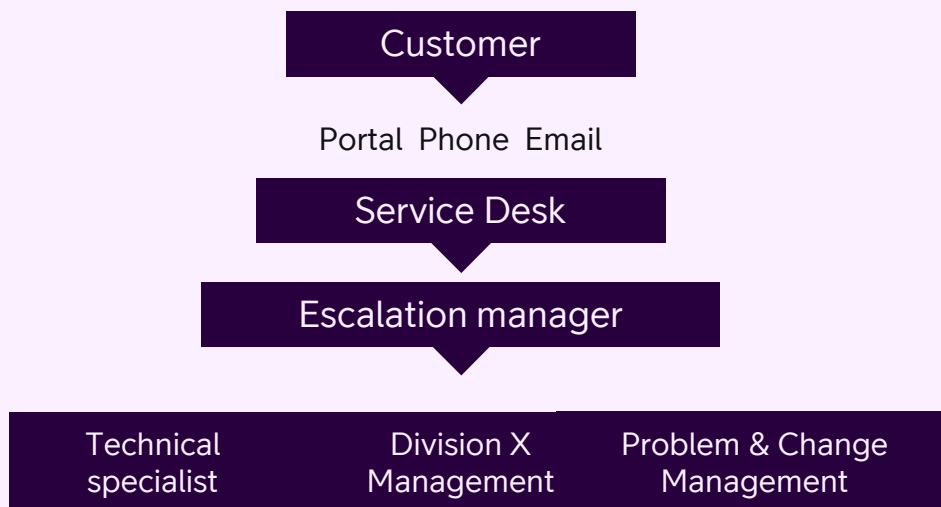


# Escalations

If you are not satisfied with the service, how the troubleshooting is progressing, or how it has been prioritized; you can always request an escalation. All communication connected to the escalation goes via Telia Service Desk.

An escalation should be requested in the ticket you want to escalate. Please provide us with the reason for the escalation request and other relevant information. If the escalation request is fulfilled an Escalation manager will be assigned to your ticket with the purpose of ensuring a speedy progress and incident resolution.

## Our escalation management process



### Availability

Depending on your service, there may be certain availability promises in your agreement with us. If such KPIs exist, you can read more about them in your agreement.



# Problem & change management

Telia's network is subject to numerous changes each day which might have a minor impact on the connectivity of your devices. Therefore, not all changes can be communicated to our IoT customers. All changes to functions and services in operation shall be implemented in a controlled process. If we encounter recurring incidents, we strive to find the actual root cause and solve it in the best way possible, sometimes temporarily with a workaround. All problems are documented and evaluated for continuous improvements.

## IoT Platform & Solutions

The Telia IoT Platform is subject to regular updates and maintenance. Changes are announced in advance on Telia IoT status site.



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

## Managed IoT Connectivity

Changes with risk of service impact are announced in advance on Telia IoT Service Portal and on Telia IoT status site. Depending on the impact of the change we may also send information to the email address you have provided.

## Smart Public Transport

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



# Checklist

The more information you can provide on an incident when raising a ticket, the faster we can understand and resolve your incident. If you contact us via your IoT portal, you'll get guidance on what information to provide there.



A tip is to copy the questions or information below into your ticket or an email and give your answers to the text in cursive.

## Managed IoT Connectivity

### All types of issues

|  |   |
|--|---|
| <b>Contact person:</b>                       | <i>(E-mail / phone)</i>   |
| <b>Fault description:</b>                    | <i>(Be as detailed as possible)</i>   |
| <b>Location of the device(s):</b>            | <i>(If possible exact address or GPS coordinates)</i>   |
| <b>Type of device(s):</b>                    | <i>(Specify brand and model)</i>  |
| <b>Date &amp; time of attempt(s):</b>        | <i>(Including time zone)</i>  |
| <b>Has the service been working before?:</b> | <i>(Yes or no)</i>  |
| <b>Action taken to resolve the issue:</b>    | <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

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

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



## IoT Platform & Solutions

### All types of issues

|   |   |
|---|---|
| <b>Contact person:</b>                    | <i>(E-mail / phone)</i>   |
| <b>Fault description:</b>                 | <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>             |
| <b>Action taken to resolve the issue:</b> | <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

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

### Invoice related

|                              |                          |
|------------------------------|--------------------------|
| <b>Invoice reference ID:</b> | <i>(Eg R6-xxxxxxxxx)</i> |
|------------------------------|--------------------------|

### API related

|              |  |
|--------------|--|
| <b>Type:</b> | <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

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

### Portal

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



## All types of issues

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

## Invoice related

**Invoice reference ID:** *(Eg R6-xxxxxxxx)*



# Appendix 1 – definitions

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**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.

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