

Telia IoT Connect | Support Plans

Choose the support that matches your business needs

Your success is our highest priority, that is why we provide 24/7 support for all Telia Managed IoT Connectivity as standard. For more customized or demanding support needs, we offer premium and enterprise packages designed to match your business requirements.

Our dedicated team of experts and engineers are ready to deliver a great support experience and ensure your issue is resolved in the fastest way possible. Choose the package below that matches your needs.

	Standard (included)	Premium	Enterprise
Support hours	24/7		
Support access	Portal, email & phone		
Response time	Best effort	Critical: < 2h High: every < 4h Medium: Best effort Low: Best effort	Critical: < 1h High: every < 2h Medium: < 2h Low: Best effort
Update frequency	Best effort	Critical: every 4h High: every 6h Medium: Best effort Low: Best effort	Critical: every 1h High: every 2h Medium: every 4h Low: Best effort
Resolution time	Best effort	Best effort	Critical: 8h* High: 16h* Medium: 32h* Low: Best effort

*Estimated resolution time for Telia networks