

Telstra M2M Control Centre (Jasper) IoT Connectivity Support Engagement



Support Required	Channel	What to expect?
Faults, Incidents, Technical	<p>Raise an incident in Telstra Connect by entering 'Jasper M2M' in search option or 'N8894768G'</p> <p>Or call 1800 325 220 Press 1 for M2M or IoT Connectivity Press 1 again for M2M Control Centre and quote FNN 'N8894768G'</p>	<ul style="list-style-type: none"> You may check the status of your fault via Telstra Connect or by contacting the centre and quoting your reference number This centre is available 24/7 We'll give you a reference number and our consultants will work with you to troubleshoot the fault If unable to resolve on the call, we will refer the fault to the appropriate team for further investigation We'll contact you via your preferred method of communication with progress updates or if more information is required
SIM Order (Held orders, delivery issues, order enquiries)	<p>Email m2msimorders@team.telstra.com</p>	<ul style="list-style-type: none"> Please provide your Order Express number (if you have one) or Jasper account Your email will be sent to the appropriate team for actioning between Mon - Fri 8am – 6pm local time (Aust) We'll send you a Telstra Reference Number in response to your email For follow ups, send us an email with your reference number
Billing Enquiries/Account Updates, M2M Control Centre (Jasper) password resets	<p>Email cobs.m2mbillingsupport@team.telstra.com</p> <p>Or alternatively, Call 1800 243 808</p>	<ul style="list-style-type: none"> Please provide your account number and the tax invoice or relevant usage period you are enquiring about Your email will go to our M2M billing team who will investigate and provide an initial response within 2 business days and a reference number A Billing Enquiries number is available to call (Mon – Fri 8:30am – 5pm), but your query may need to be referred to the M2M billing team for investigation