

# Telstra M2M Control Centre (Jasper) IoT Connectivity Support Engagement



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