

Support Guide for the T-Mobile Austria IoT Gateway

Your personal M2M service team

As a T-Mobile Austria M2M business customer you are entitled to a very special service. The "M2M Service Team" is happy to welcome you. You can contact our team directly.

Here's how to contact the T-Mobile Austria "M2M Service Team":

Email: service4iot@t-mobile.at

International telephone number +43 1 79585 1385

Business Hours	Monday to Thursday	8:00 to 17:00 hours
	Friday	8:00 to 16:00 hours

Guideline for error messages

In order to process any errors that may occur as efficiently as possible we would kindly ask you to send the following information to service4iot@t-mobile.at.

In the subject line:

- Customer name
- Partner ID and
- Error description/error title

The following information is required:

Contact details

- Contact person
- Phone number

Possibly affected SIM cards

- MSISDN, IMSI, IMEI or ICC ID

Error description

- Date and time
- Detailed error description (if possible including error message and screenshot)
- Signal strength and signal quality
- Coverage Extension Level
- Place of occurrence
- Cell ID

We endeavour to process every error as quickly as possible. If we escalate an error to Second Level Support, we will send you an error number for any questions that may arise regarding this error.