

# Teleco Guidebook

Teleco is a leading telecommunications and digital services provider based in the Kingdom of Saudi Arabia (KSA), with a growing presence across the wider Middle East region. The company focuses on delivering reliable, high-speed connectivity solutions for individuals, households, and businesses, combining advanced network infrastructure with customer-centric service models. Teleco offers a broad portfolio of services including mobile data plans, broadband connectivity, routing and networking solutions, and value-added digital services designed to support both everyday communication needs and data-driven lifestyles.

With a strong emphasis on network reliability, security, and innovation, Teleco leverages modern 5G and LTE technologies to ensure consistent performance across urban and remote areas alike. The company operates under regional regulatory standards and aligns its services with the evolving digital transformation goals of KSA and the Middle East, supporting smart cities, remote work, and cross-border connectivity. Through transparent policies, competitive pricing, and responsive technical support, Teleco aims to build long-term trust with its customers while contributing to the region's rapidly expanding digital ecosystem.

## **Packages**

Teleco Data Plan Catalog - Effective Jan 2025

### **BASIC PLAN (\$19.99/mo)**

- 10GB high-speed data (5G/LTE)
- Throttled to 128kbps after limit
- 1 free SIM swap/year
- Hotspot: Not included
- Upgrade path: Text "UPGRADE" to 1234 for Premium

### **PREMIUM PLAN (\$44.99/mo)**

- Unlimited high-speed data (5G priority)
- 50GB mobile hotspot included
- 3 free SIM swaps/year
- HD video streaming (1080p)
- Free international roaming in 30 countries
- Upgrade path: Call 1-800-TELECO-PREMIUM

### **NEW CUSTOMER PROMOTION**

- 20% off first 3 months on any plan
- Free router installation (\$99 value)
- Requires 12-month commitment
- Promo code: WELCOME20 (valid 30 days)

## **Billing Details**

- All bills generated on 1st of month
- Payment due 15 days after bill date
- Late payments incur 5% fee + \$5 processing charge
- Example: \$100 bill paid on day 16 = \$100 + \$5 + \$5 = \$110

### **OVERAGE FEES (Basic Plan only)**

- \$0.05/MB beyond 10GB limit
- Calculation:  $(\text{Total GB} - 10) \times 1024 \times \$0.05$
- Example: 15GB usage =  $(15-10) \times 1024 \times 0.05 = \$256$  overage fee

## **Internal Policies**

### Teleco Service Level Agreement - Effective March 2025

Teleco's Service Level Agreement (SLA), effective from March 2025, is designed to clearly define the level of reliability customers can expect from its network services and the remedies available if those standards are not met. Under this agreement, Teleco commits to providing a high level of network availability, with Premium plan customers receiving a 99.95% monthly uptime guarantee and Basic plan customers receiving a 99.5% monthly uptime guarantee. Network uptime is calculated and measured over each individual billing cycle, which runs from the 1st day of the month to the 30th or 31st, depending on the calendar. These guarantees apply specifically to Teleco's core network performance and are subject to certain exclusions, including events beyond Teleco's reasonable control such as natural disasters, large-scale power failures, or other force majeure incidents, as well as service interruptions caused by customer-owned or improperly configured equipment.

In cases where customers experience a qualifying service outage, Teleco provides a structured credit policy to compensate for the disruption. To be eligible, the outage must last for more than four consecutive hours without restoration of service. When this condition is met, customers are entitled to a service credit calculated as one full day of service for every hour of outage experienced, reflecting Teleco's commitment to accountability and customer satisfaction. However, to ensure accurate validation and timely processing, customers must report the outage within 48 hours of its occurrence by sending an SMS with the keyword "OUTAGE" to 5678. Failure to report within this window may result in ineligibility for credits. Once reported and verified, applicable credits are applied according to Teleco's billing procedures, helping to offset the impact of prolonged service interruptions.

## **Troubleshooting (Technical Support)**

### Teleco Technical Support - Article #TRB-2025-001

Teleco's Technical Support and Troubleshooting guidelines are designed to help customers identify and resolve common connectivity issues efficiently, while also ensuring that more serious problems are escalated quickly to professional support teams. One of the first diagnostic indicators customers should check is the router's status lights. If the POWER light on the router is completely off, this typically indicates a power-related issue. In such cases, customers are advised to first inspect the circuit breaker connected to the Teleco dedicated line to confirm that it has not tripped. If the breaker is functioning correctly, the next step is to test the electrical outlet by plugging in another device to ensure that power is being supplied. Should both checks confirm that power is available, customers should then replace the router's power adapter using the approved replacement part, identified as RT-PWR-220, to rule out adapter failure.

If the router's INTERNET light is blinking red, this usually signifies a network connectivity or signal issue that cannot be resolved through basic power checks alone. In this situation, customers are instructed to contact Teleco Technical Support directly by calling 1-800-TELECO-TECH and providing the specific error code "RED-INT-44," which allows support staff to immediately identify the issue and initiate targeted troubleshooting steps. For broader or complete service outages, Teleco provides a streamlined reporting process via SMS. Customers should send a message containing the word "OUTAGE" followed by their service address to 5678, after which they will instantly receive a support ticket number in the format TRB-XXXXX for tracking purposes. This ticket enables both the customer and Teleco's support teams to monitor progress and resolution status. In the event that an outage extends beyond four hours, eligible service credits are automatically applied once the issue has been confirmed, ensuring customers are compensated without requiring additional follow-up and reinforcing Teleco's commitment to reliable service and responsive support.