Telstra Integrated Messaging (TIM)
Customer support guide

TIM Support options and service levels

It is recommended that you conduct basic network connectivity and platform checks on your own platform prior to contacting the helpdesk. This will assist with a speedier resolution process.

TIM Customer support

Email telstraintegratedmessaging@team.telstra.com. This will provide a TRN (Telstra Reference Number), please keep it handy for the duration of the request. Allow 5-10 business days.

- Adds e.g. creation of new accounts, sub-accounts, licenses, applications
- Moves e.g. changes to any billing information
- Changes e.g. changes to Telstra authorised representative
- Non-complex billing enquiries
- NB For any questions outside of the above, please reach out to your Service Delivery Manager or Telstra Account Manager

TIM Technical support

Customer support free call - 1800 730 053, Options 1, 1, 4

- Applications/license support enquiries
- Faults/Service difficulties /troubleshooting
- Service disruption e.g. planned/unplanned
- Password changes

TIM Account management

Telstra Account Manager - For any enquiries regarding your overall customer relationship and identifying solutions to your business needs.

Customer Service Delivery Manager - For any enquiries regarding implementing or maintaining a robust and scalable solution to support any new or existing operational requirements, and for any complex billing requests.

TIM Service assurance service schedules

Scheduled services

Planned outages are conducted periodically to maintain and improve the TIM application platform and network.

If a planned outage is required, Telstra may notify the respective TIM customer administrators and/or through your respective Account Representative approximately 10 business days prior to it taking place.

TIM Service assurance level matrix

TIM service assurance matrix and issues are categorised in severities 1 through 4. The service table below describes the severity categories, response and restoration times for a reported TIM incident.

Severity level	Severity Description	Response Times	Restoration Times
Severity 1 (Critical)	Major business impact on application and service delivery	15 minutes	4 hours
Severity 2 (Major)	Significant business impact on customer	30 minutes	8 hours
Severity 3 (Minor)	Minimal business impact on customer	4 hours	48 hours
Severity 4 (Standard request)	No or minimal business impact on customer	8 hours	96 hours