



Pelion Global Support Plans

Your Business, Our Expertise

Navigating IoT can be complex, and the last thing you need is unreliable support. Pelion's support plans don't just bridge the IoT knowledge gap – we offer tailored, flexible solutions, advanced SLAs, customer reporting, and more face time with our experts.

So, no more guesswork, no more waiting – we're on it when things go wrong. That means you can focus on what matters most – growing your business.

Say goodbye to unclear SLAs & unpredictable costs

- Clear SLAs at every level – no surprises.
- Mission-critical fixes? We've got advanced SLAs for fast resolution.
- Tailored, flexible solutions and custom reporting built around your needs.

Always-on support, when it matters most

- 24/7 availability – IoT disruptions don't follow office hours.
- Multiple contact options – Email, Support Portal, or Phone.
- Instant access to the right help, right when you need it.

Expertise you can rely on for major deployments

- More than just a call center – get IoT experts who know your challenges.
- Strategic advice for large-scale deployments.
- We fill the knowledge gaps and give you the confidence to scale.

Fast, efficient solutions when you can't wait

- Enhanced SLAs for quick resolution
- Prioritize mission-critical issues to minimize downtime and disruption.
- Rapid responses – we don't make you wait.

Service Support Packages Overview

	Essentials	Professional	Enterprise
Service Contact			
Contact Method	Email, Support Portal & Phone	Email, Support Portal & Phone	Email, Support Portal & Phone
Service times			
Europe	8:00 AM-6:00 PM GMT	8:00 AM-6:00 PM GMT	8:00 AM-6:00 PM GMT
North America	8:00 AM-6:00 PM Eastern Time	8:00 AM-6:00 PM Eastern Time	8:00 AM-6:00 PM Eastern Time
Priority Incident Service Times	N/A	24x7 for P1/P2 issues	24x7 for P1/P2 issues
Initial Response Times			
P1	1 business hour	1 hour (24/7)	30 minutes (24/7)
P2	N/A	4 hours (24/7)	3 hours (24/7)
P3	N/A	8 business hours	6 business hours
Additional Support Resources			
Pelion Knowledgebase Access	Yes	Yes	Yes
Technical Services			
Trace requests	Not included	Yes At customer request	Yes At customer request
Integration Support (Devices, API)	Not included	Not included	Yes
eUICC Migration	Not included	Not included	Yes
Ad Hoc Custom Reporting	Not included	Not included	Yes At customer request
Additional Support Services			
Onboarding Support	Self Service	Email, Support Ticket	Email, Support Portal & Phone
Service Management			
Planned Event/Change Support	At predefined windows	Planned in advance	As required
Root Cause Analysis Reports	Not included	Yes At customer request	Yes At customer request
Service Review Meetings	Not included	Not included	Yes Quarterly
Dedicated Escalation Contact	Not included	Not included	Yes
Ready to Get Started? >	£50 /mo Included on all Pelion plans	£250 /mo	£1,000 /mo Up to 10,000 SIMs
			£1,500 /mo 10,000+ SIMs

Get in touch today to learn more about our support packages or to speak with one of our IoT experts.

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