

The contact method for Opaali support changes on April 30 2024

Hi,

your company or your customer company uses the Opaali portal, which manages the Telia Messaging Interface, Telia Mobile Charger and Telia Kontakti SMS Rajapinta Mobiiliviesti services. As we informed earlier, we will close the support e-mail address for these services and assist you through our two current e-service portals in the future.

What will change?

The change concerns the Opaali support e-mail as a contact channel: the e-mail address opaali-tuki@teliacompany.com will be discontinued on April 30 2024.

After the change, you can file support requests either using the contact form on the Opaali portal or in the My Telia for Business e-service. You can communicate with us in all Opaali matters through both portals, so you can choose which contact channel you use. We are making this change so that we can serve you even better and to make it easier for you to stay up to date on the processing of your case.

The Opaali portal

You can use the contact form on the Opaali portal to send us a message while managing the service. The communication is quick and easy, as the form is partly pre-filled for you.

[The login link to the Opaali portal can be found here.](#)

My Telia for Business online service

In my Telia for Business e-service, all your online messages are stored in one place and you get an overview of your company's services. You can easily see your company's support requests in one place, and you can also send additional information about your support request if necessary.

[Click here to access the My Telia for Business e-service.](#)

What action does the change require?

- In the future, you will need to file support requests through our other contact channels instead of e-mail, i.e., the Opaali portal or the My Telia for Business e-service.
- Current administrators must ensure that all necessary representatives of the company or representatives acting on behalf of the company have access to the service portals. For information security reasons, Telia cannot create accounts on behalf of customer companies.
 - Check out the Opaali portal instructions here: [Invite a user for a service provider](#)
 - Read more about the My Telia for Business e-service [here](#).

Please note that after the change, we will no longer receive support requests for Opaali support by e-mail, but the message sender will receive an automatic response directing them to other channels. We will complete pending cases through the e-mail channel, but after the specified time, all new support requests must be submitted through the portals.

Yours sincerely,
Your partner, Telia