



# All about your customer SFTP account

## Contents

- When your customer account is created, a secure SFTP folder is created to host various documents and make them easily accessible to you
- This document is here to help you learn about the contents of the account, and how to access them

### 1 Which files can be found in the SFTP account?

#### Invoice files

Each beginning of the month, we will deposit several files related to your monthly invoice:

- The PDF invoice file
- The detailed invoice file, that you can use to understand your charges, or also to split the bill between your customers\*

#### High Usage Alert reports

- If a SIM cards has triggered a rule that you have set up and for which you have selected that a report should be generated, the CSV report will be deposited on your SFTP account.

#### Fleet inventory report

- Each 1st day of the month, this snapshot file contains the details of your fleet (SIM status, services configured...)

#### Rated Call Detail Records (CDRs)

- Every 30 minutes or so, the traffic made by your SIMs, and the amount charged for this usage is aggregated in a Call Detail Report. Once generated, they are deposited in the CDRs folder of the SFTP.

You can download the files to check how usage is billed during tests

You can also build an automatic tasks to collect all the files and import them into your own interface

#### Files linked to advanced options

**The following files will be hosted if your account includes these advanced options:**

- **Real-Time Call Detail Records**  
if you have this option in your contract, the Real-Time CDRs will also be deposited on your SFTP account every 5 minutes.
- **Test Mode Report**  
This report uploaded daily contains the status of your SIMs in test mode (quota of data/SMS left, days left until the SIM automatically leaves Test mode...)



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## How to use an SFTP Client to connect?

### Many SFTP Clients are available for free, such as:

- FileZilla (Windows, MacOS, Linux)
- WinSCP (Windows only)

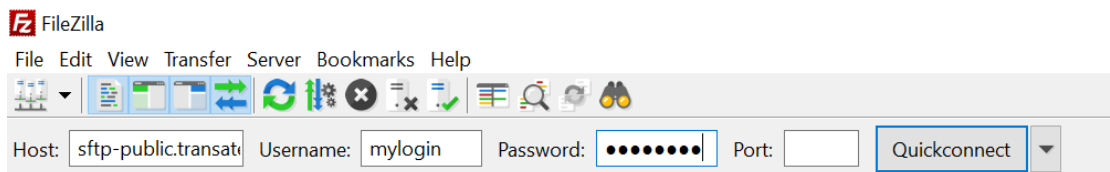
Once you have downloaded a client, follow the steps of the software to create a new site connection.

### The software will ask you to fill in the following:

- Your account's SFTP credentials (user login & password) – given to you by your project manager at your MVNO account's creation.
- The generic settings to connect to Transatel's site:
- Protocol: select SFTP – SSH File Transfer Protocol
- Host: sftp-public.transatel.com
- Port: leave empty
- Logon Type: select "normal" or "ask for password"

Once you are logged in, you will be able to see the folders containing the various files. Here are a few screenshots from Filezilla:

### Quickconnect login in Filezilla:



### Site Manager login in Filezilla:

Protocol:

Host:  Port:

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Logon Type:

User:

Password:



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## Accessing the files from our SIM Management Portal

In our SIM Management Platform, the SFTP files can be found in 2 different locations:

Invoices and detailed invoice files can be found in the « Invoices » menu

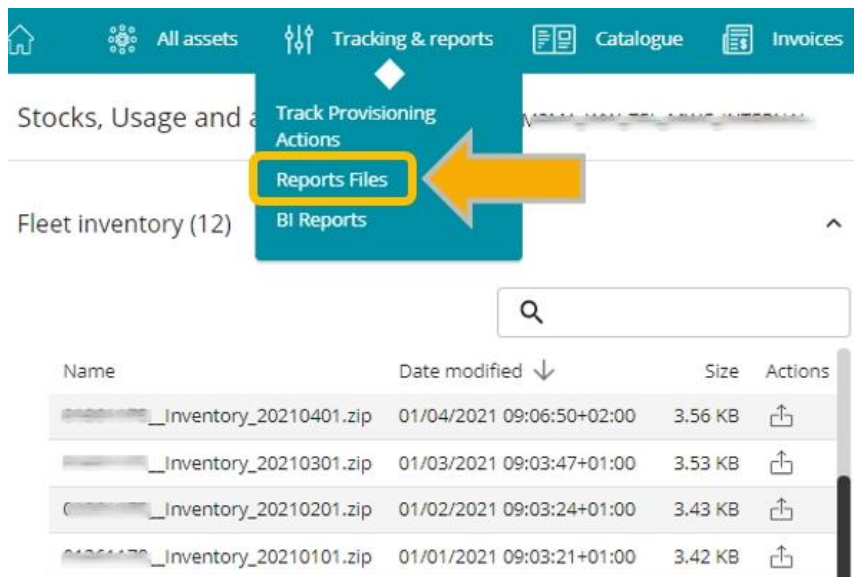


Transatel invoices (234)

Name	Date modified ↓	Size	Actions
TransatelBill_202109_Detailed.zip	10/09/2021 19:41:06+02:00	3.91 MB	📄
TransatelBillDetails_01250041_202109.csv	09/09/2021 16:57:05+02:00	69.12 MB	📄
TransatelBilledCdr_202109.csv.zip	09/09/2021 16:54:51+02:00	184 Bytes	📄
TransatelBill_01250041_202109_Summary.pdf	09/09/2021 16:52:47+02:00	70.43 KB	📄

Inventory reports, rated CDRs and files related to advanced options can be found in Tracking & Reports > Report Files

Just unfold the folders to display the files:



**Note: As the interface retrieves the files from the SFTP folder, it can take a few seconds for them to load and be displayed.**