
User Guide
**GSMA Roaming Gateway
Incidents**



User Guide

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Incidents

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1. Introduction to Incidents

The **Incidents** functionality in GSMA Roaming Gateway provides a central place for managing inter-operator roaming troubleshooting tickets. It is designed to support structured collaboration between roaming partners and to keep the information related to a troubleshooting case together throughout its lifecycle.

Instead of coordinating an issue only through separate email conversations, an incident provides a shared record containing the relevant ticket information, communication, status updates, participants and supporting files. Incidents also make use of information already available in Roaming Gateway and support both direct roaming relationships and roaming relationships involving a roaming hub.

This user guide explains how to create, manage and collaborate on incidents and how the functionality integrates with other areas of Roaming Gateway.

1.1. What Are Incidents?

An incident is a troubleshooting ticket exchanged between organisations in GSMA Roaming Gateway. It can be used whenever two roaming partners need to investigate and resolve a roaming-related issue together.

An incident acts as the central record for the troubleshooting process. Depending on the case, it can contain:

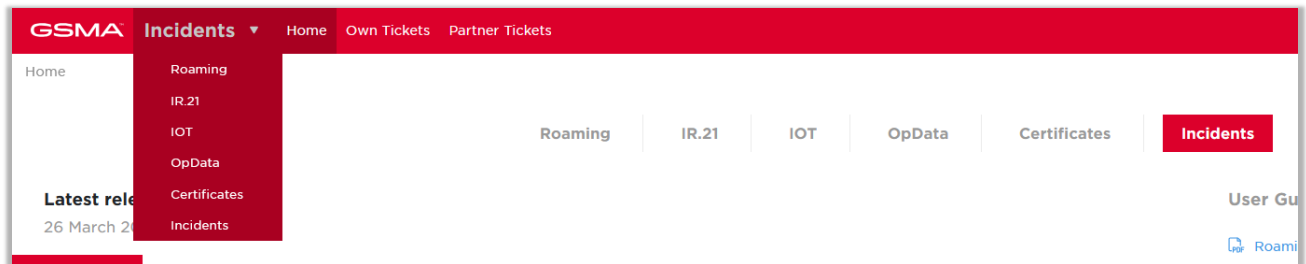
- a description of the issue and relevant technical information;
- the current status, priority and important dates;
- comments and actions exchanged between the involved organisations;
- additional participants involved in the troubleshooting process;
- supporting file attachments;
- email communication related to the ticket; and
- relevant information already available in Roaming Gateway, such as IR.21 or IR.85 information and related broadcasts.

Tickets can be updated as troubleshooting progresses, allowing both parties to follow the latest information and maintain a common view of the issue. Incidents supports troubleshooting with both direct roaming partners and partners connected through a roaming hub.

1.2. Accessing Incidents

Incidents are available through the **Incidents** context in GSMA Roaming Gateway.

Select the context switcher in Roaming Gateway and choose Incidents to access the ticketing functionality. From there, you can access the ticket overviews and, depending on your user roles, create and work with troubleshooting tickets.



1.3. User Roles

The **Incidents** part of Roaming Gateway requires users to have a specific user role that can be requested on GSMA Member Gateway.

If you have trouble requesting an access package for Incidents, please ask your MIM to assist you. The following user roles related to incidents are available on Roaming Gateway:

User role	Actions
Incident Admin	• Access and work in tickets created by roaming partners • Create new tickets for roaming partners
Incident ReadOnly	• View own and partner tickets

2. Incident Overviews

2.1. Own and Partner Tickets

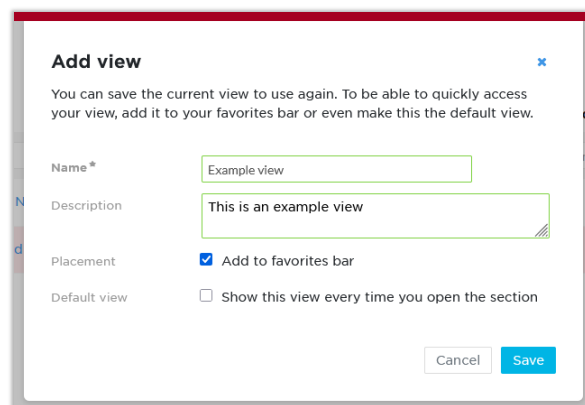
The **Own Tickets** overview shows all troubleshooting tickets created by your organisation. The **Partner Tickets** overview shows troubleshooting tickets that other organisations have created for your organisation. Both sections give you a central view of issues and help you keep track of their current status, priority and latest activity.

2.2. Working with the Overviews and Saved Views

You can choose which columns you want to display with the **Columns** dropdown menu in the top right corner and you can filter the table by using the filter boxes above each column.

To save your column setup and any active filters, click on **Add view** in the top left corner of the table overview. In the window that opens, you can give that view a name and a description and choose whether you want it to appear in your favorites bar and whether you want this view to be your default view.

If you choose to add it to your favorites bar, it will always be displayed in the top left corner of the page, and you only need to click on it to apply the view. If you choose to set it as your default view, this view will be applied by default every time you open this page.



Add view

You can save the current view to use again. To be able to quickly access your view, add it to your favorites bar or even make this the default view.

Name *

Description

Placement ☒ Add to favorites bar

Default view ☐ Show this view every time you open the section

Please note that all views you create will be available to all users of your organisation, but the Placement and Default view options are set individually for each user.

2.3. Excel and CSV Export

Both overview tables include the option to export the table data. To do this, click on [Export](#) in the bottom left corner and select your desired file format.

Please note that each export will contain only the columns you have currently enabled, and only the data you have filtered for.

3. Creating a Troubleshooting Ticket

3.1. Selecting the Roaming Partner

To create a new troubleshooting ticket, click on [Create ticket](#) in the bottom right corner of the [Own Tickets](#) overview. In the dialog that opens, select a roaming partner and, if applicable, a roaming hub. If you have a direct connection with the roaming partner, select “Direct connection” in the Roaming hub box.

If you have a roaming hub set for this roaming partner in Roaming Gateway, this hub will be preselected.

Once you have selected your roaming partner, you can continue by clicking on the [Continue](#) button in the dialog footer.

3.1.1. Creating a Ticket for a Roaming Hub

If a roaming hub is selected, the ticket will be created for this roaming hub, and not for the partner operator. The partner operator is included in the ticket as a third party for information purposes only.

The partner operator will not have access and will not be notified about the ticket unless colleagues from the partner operator are added manually as “Additional participants” (see chapter 3.2.3).

3.1.2. Creating a Ticket as a Roaming Hub

If a roaming hub creates a ticket, they will be prompted to select a VPMN operator and an HPMN operator.

Please note that the ticket will be created for the VPMN operator, and not for the HPMN operator.

The HPMN operator will be added as a third party to the ticket, however for information only. The HPMN operator will not have access and will not be notified about the ticket unless they are added as an “Additional participant” (see chapter 3.2.3).

3.1.3. Roaming Partner Validation

When a roaming partner is selected, the system validates the selection against the data available in your [Roaming partners](#) section in Roaming Gateway. If you select an operator that you have not added as a roaming partner, or if your roaming hub selection does not match the data in your [Roaming partners](#) section, the system will inform you about the mismatch.

You will still be able to create a ticket, but an email informing about the mismatch will be sent to all users in your organisation who have the **RPI Admin** (Roaming Partner Information Administrator) user role.

3.2. Detailed Ticket Creation

Once you have selected a roaming partner and clicked on [Continue](#), you will be redirected to a detailed ticket creation page.

3.2.1. General Ticket Information, Name and Description

In the “General ticket information” section, you can enter some general ticket data such as type, due date and priority.

General ticket information

Type * ⓘ Please select a value ▾	Responsible * ⓘ Please select a val ▾
Priority * ⓘ Please select a value ▾	Internal reference ID ⓘ
Due date * ⓘ 	Roaming SLA * ⓘ Yes No
hh : mm Europe / Berlin	

The due date depends on the Roaming SLA setting. If Roaming SLA is set to "Yes", a time must also be specified. If it is set to "No", only a date can be entered. In addition to these, you have to enter a name and a description for the ticket. **More information about Roaming SLAs can be found in GSMA PRD WA.30.**

Please note that the following fields are maintained separately for your organisation and your roaming partner:

Field name	Handling and visibility
Priority	• Own priority set when creating a ticket • Partner priority will initially be set to the same value • After ticket creation, both own and partner priority are visible to both parties • Each party can change their priority independently
Responsible	• Own responsible set when creating a ticket • Partner responsible initially empty • Each responsible field (own / partner) is only visible to the respective party
Internal reference ID	• Own internal reference ID set when creating a ticket • Partner internal reference ID initially empty • Each internal reference ID field (own / partner) is only visible to the respective party

3.2.2. Technical Information

At the bottom of the ticket, technical information needs to be added. You can refer to the tooltips available for each field to see what kind of data is expected.

Please note that if you have multiple values (e.g. IMSI, MSISDN, IP addresses), it is recommended to upload a file containing these numbers instead of adding them to the technical information.

Technical information

Direction*
Incident date/time*
Recurring issue
Reproducible
Location
Affected subscribers*
Affected subscriber group
Affected devices

HPMN

hh

:

mm

Europe / Berlin

Yes

No

N/A

Yes

No

N/A

Please select a value

Consumer

M2M

Please select a value

Services*

Technologies*

Bearer

IMSI*

APN

☐ Voice MOC
☐ Voice MTC
☐ Data
☐ SMS MO
☐ SMS MT
☐ NRTRDE
☐ Other

☐ GSM
☐ GPRS
☐ 3G
☐ 4G
☐ 5G SA
☐ 5G NSA
☐ CAMEL
☐ LTE-M
☐ NB-IoT
☐ VoIMS
☐ Unknown
☐ Other

3.2.3. Ticket Participants and Additional Participants

In the “Ticket participants” section, the left side lists all users who have access to this ticket through their GSMA Member Gateway user account, both from your own organisation and from your roaming partner.

The “Additional email addresses” part on the right side allows you to add people without a Member Gateway account (e.g. 3rd parties) that should also be notified by email about the ticket creation and any updates. You can find more information about email notifications in chapter 5.1.

Ticket participants

The following users have access to this ticket in Roaming Gateway:

Organisation	Name	Email
***Test RAEX Operator A	ticketAPI	test@roamsys-next.com
***Test RAEX Operator A	Tom Test	tomtest@roamsys.com
***Test RAEX Operator B	Zena Raextest	zenaraextest@roamsysdev.onmicrosoft.com

You can also add other people to this ticket. Please note that they will not have access to this ticket directly, but they will receive emails for any ticket updates and replies will be available in the ticket for you to see.

Additional email addresses

Example@roamsys.com (***Test RAEX Operator B)
Example2@roamsys.com (Other)

[Edit additional email addresses](#)

3.2.4. File Attachments

You can attach supporting files when creating a troubleshooting ticket. Attachments can be used to provide additional technical information such as traces, screenshots, logs or other documents that may help the roaming partner investigate the issue.

Where required, provide the relevant document information when uploading the file. Attachments become part of the incident and remain available to the involved parties throughout the troubleshooting process.

If you create a ticket without an attachment, Roaming Gateway reminds you that no file has been added. An attachment is not mandatory, and you can continue creating the ticket without one.

Please note that the combined size of all files attached to the ticket must not exceed 9 MB.

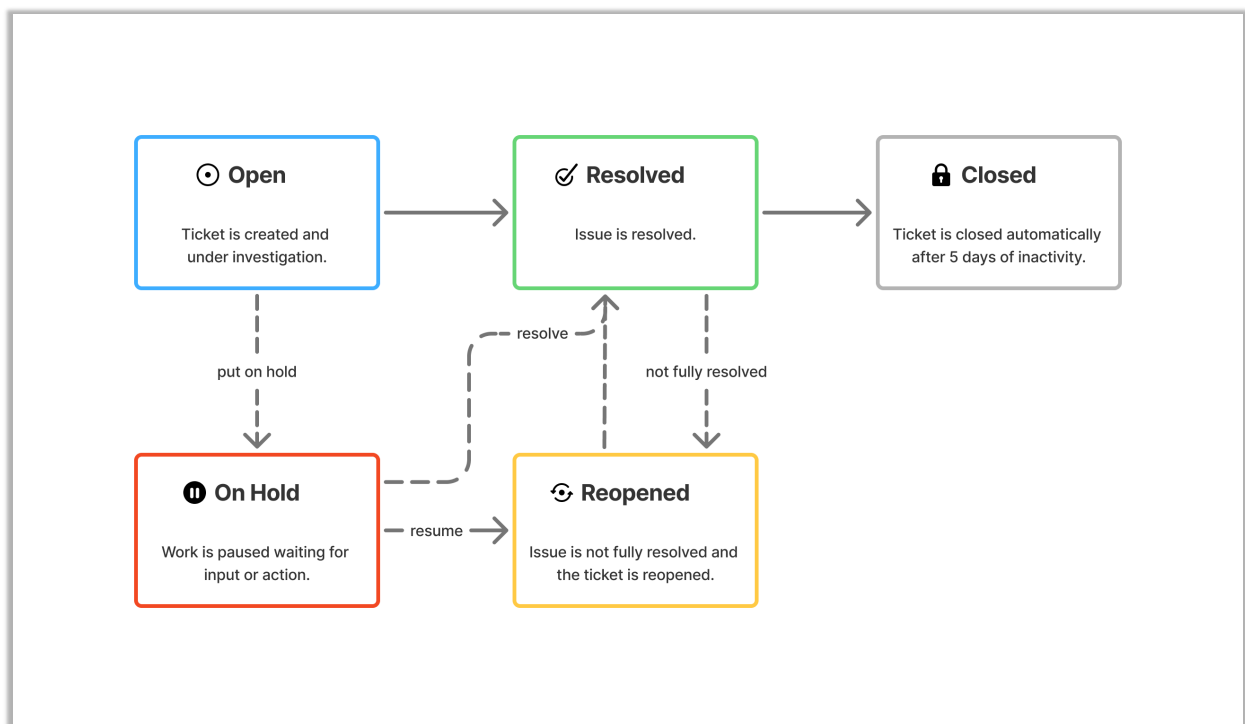
4. Working in a Ticket

4.1. Ticket Status Workflow

Please find below a visualisation of the ticket status workflow. The following status values are available for tickets:

- Open
- Resolved
- On Hold
- Reopened
- Closed

Newly created tickets have the status **Open**. Once a ticket was moved away from that status, it cannot be moved back – it can only be **Reopened**. When a ticket has the status **Resolved**, the ticket is closed automatically after 5 days of inactivity.



4.2. Comments, Comment History and Actions

You can add comments directly from the ticket detail view for both own and partner tickets by clicking on [Add comment](#) in the bottom right corner. Use comments to document the troubleshooting progress, share findings or request further information from the other party. Comments become part of the ticket communication history and remain visible together with the other activities recorded for the ticket.

The communication history shows who performed an action, when it was performed and which channel was used. Depending on the activity, this can be a comment, a file upload or a status change. Entries created by email also contain the email subject.

When you upload a file to an existing ticket, a comment is mandatory and is linked to the uploaded file. The icon at the beginning of the communication entry indicates the action that prompted this entry:

- Directly adding a comment
- Changing the status
- Uploading a file

The icon after the user / organisation that added the entry indicates the channel by which the entry was added:

- Via the web interface
- Via email
- Via API

Communication			
	Roamsys Dev 	2026-08-21 10:22	
	Adrian von Wendt (ROAMSYS Support) Roamsys Demo A 	2026-08-21 10:21	
	Adrian von Wendt (ROAMSYS Support) Roamsys Demo A 	2026-08-21 10:18	
	Adrian von Wendt (ROAMSYS Support) Roamsys Demo A 	2026-08-21 10:18	

For uploaded files, a tooltip in the comment indicates which files were uploaded with this comment.

↑

Adrian von Wendt (ROAMSYS Support) | Roamsys Demo A

Name	Type	Attached by	Attached on	Filesize
Example Excel.xlsx	Call Log	Adrian von Wendt (ROAMSYS Support)	2026-08-21 10:18	0.02 MB

This comment refers to one or more uploaded files

ⓘ

This is an example file upload.

4.3. Active Party

The **Active party** parameter indicates which party is currently expected to take an action in a ticket. When a new ticket is created, the Active party will automatically be set to the operator or roaming hub the ticket is created for.

The Active party can be changed whenever a comment is added or the ticket status is changed.

4.4. Due Dates and Reminders

The **due date** indicates when the issue is expected to be resolved. As described in chapter 3, tickets with a roaming SLA can also include a time component for the due date.

You can send a manual reminder to the partner organisation directly from the ticket. In addition, automatic overdue reminders are sent when the due date has passed, and the ticket is neither Resolved nor Closed.

4.5. Editing Tickets

After a ticket has been created, there are two ways to edit ticket information:

- Inline edit
- Full ticket edit

The inline edit is available to the ticket creator and recipient and allows for editing the following fields by clicking on the respective Edit icon in the “General ticket information” block:

- Own priority
- Due date (only available for ticket creator)
- Own responsible
- Internal reference ID

General ticket information

Status

Open

Active party

***Test RAEX Hub Provider

Type

Subscriber complaint

Partner priority

P1 Critical

Own priority

P1 Critical

Due date

2026-07-27

Responsible

Anna Raextest

Submitted by

Anna RAextest

Submitted date

2026-07-27 10:22:03

Last update

2026-07-27 10:22:03

Internal reference ID

Roaming SLA

No

The full ticket edit is available only for the organisation that created the ticket and can be performed by clicking on [Edit](#) in the bottom right corner.

Through the full edit, the following ticket data can be changed:

- General ticket information (including ticket type and Roaming SLA selection)
- Name and Description
- Technical information

Please note that it is not possible to change the recipient of a ticket after it has been created.

5. Communication in Incidents

5.1. Outgoing Emails

Incidents uses email notifications to keep the relevant participants informed about ticket activity. By default, email notifications are sent for the following actions (dependent on the individual email settings for each user – see chapter 5.4):

Action	Recipients
Ticket creation	• Users from ticket creator • Users from ticket recipient • All additional participants added to the ticket • The responsible user for the ticket creator (separate email)
Comment added	• Users from ticket creator • Users from ticket recipient • All additional participants added to the ticket
File uploaded	• Users from ticket creator • Users from ticket recipient • All additional participants added to the ticket
Status changed	• Users from ticket creator • Users from ticket recipient • All additional participants added to the ticket
Ticket edited	• Users from ticket creator • Users from ticket recipient • All additional participants added to the ticket
Manual reminder	• Users from ticket recipient • Additional participants added to the ticket with the scope “Partner” or “Other”

In addition to these manual actions, automated emails are sent for overdue tickets based on your email notification settings (see chapter 5.4 for more information).

5.2. Incoming Emails

You can reply to emails sent by the Incidents application. The reply is collected automatically and added as a comment to the “Communication” section of the corresponding ticket.

For comments received via email, the communication history shows the sender, the email subject, the message content and email as the channel. If the sender is known as a ticket participant, the corresponding organisation is also displayed. This allows additional participants without direct access to Roaming Gateway to contribute to the troubleshooting conversation via email.

Please reply to the ticket-related email rather than starting a new message, so that the response can be associated with the correct ticket.

5.2.1. Incoming Email Attachments

Attachments included in an incoming ticket reply can also be added automatically to the ticket. To identify the correct ticket, the attachment filename must start with the public ticket ID `TKT-XXX`. All outgoing ticket emails contain a reminder about this naming convention.

Incoming attachments are subject to the same security and file checks as files uploaded through the application. In particular:

- the combined size of all files attached to the ticket must not exceed 9 MB
- the filename must not already be used by another attachment
- the file format must be supported
- the attachment must pass the virus check

Files that do not follow the ticket ID naming convention, or files with content that is already attached to the ticket, are ignored. If a correctly named file cannot be attached because one of the checks above fails, the sender receives an email explaining the reason.

5.3. Email Notification Settings

Incident email settings are available in the [Settings](#) section of Roaming Gateway. These settings are user-specific and allow you to control what kind of own/partner tickets you are updated about, and how frequently you receive automatic reminders for overdue tickets.

Settings > Incidents

Settings

- IR.21
- IOT
- Op Data
- Certificates
- Incidents**
- Broadcasts

Incidents

New and updated tickets

I want to receive email notifications about the following actions:

- ☒ New troubleshooting tickets from my roaming partners
- ☒ Updated troubleshooting tickets from my roaming partners
- ☒ Updated troubleshooting tickets from my own organisation

Overdue tickets

I want to receive email notifications about overdue tickets with the following frequency:

Weekly

- ☒ I want to receive email notifications about overdue tickets with the status "On hold"

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6. IR.21 and IR.85 Information in Incidents

6.1. Partner IR.21 and IR.85 Information

When you create or open a ticket, Incidents provides relevant information from the latest available RAEX IR.21 or IR.85 document of the roaming partner. This allows you to access important troubleshooting contacts and network information directly in the ticket context.

The IR.21 section includes the latest distribution date and source of the document, as well as the available roaming troubleshooting location, office hours, main troubleshooting contact, escalation contact, 24/7 troubleshooting contact and the corresponding 24/7 escalation contact.

Warnings are displayed in the following cases:

- The newest document from your roaming partner is still in your inbox
- The newest document from your roaming partner is only available in the catalog, meaning that you did not receive it directly or have deleted it
- The newest document does not match the expected document type (IR.21 for direct relationships and IR.85 for roaming hub relationships)
- You do not have access to any IR.21 or IR.85 document from your roaming partner

Roaming partner IR.21 information

The latest document is in your IR.21 Inbox, indicating that you may not yet have implemented any changes within.

The latest document is a RAEX IR.85 document. This ticket indicates as direct relationship, which requires a RAEX IR.21 document.

Document location

Inbox

Latest type

IR.85

Latest distributed

2026-06-24

Implementation status

Pending

TADIG code

ROADB

Roaming troubleshooting location

Berlin

UTC time offset

+00:00

Roaming troubleshooting office hours

Mon, 11:11 to 12:12

Main contact for troubleshooting (office hours)

Contact, Example
po@roamsys.com
132456789

Escalation contact for troubleshooting

Example Team
to@roamsys.com
2345678901

24/7 troubleshooting contact (out of office hours)

Contact, Example
po@roamsys.com
132456789

Escalation contact for 24/7 troubleshooting (out of office hours)

Example Team
to@roamsys.com
2345678901

6.2. IR.21 and IR.85 in Roaming Hub Scenarios

For tickets involving a roaming hub connection, Roaming Gateway prioritises the RAEX IR.85 information received from the roaming hub for the selected partner operator. This ensures that the troubleshooting information reflects the hub-based connection where such data is available. If no corresponding IR.85 information is available, the application uses the partner IR.21 information as a fallback.

7. Broadcast Information in Incidents

7.1. Broadcasts Related to a Ticket

Active broadcasts from the roaming partner and from your own organisation are displayed in the ticket context to help you identify network issues that may already have been communicated. Broadcast information is available both when creating a ticket and in the ticket detail view.

You can open the broadcast detail view directly from the ticket to review the available information before continuing with the troubleshooting process.

5 active broadcasts from: Roamsys Demo A, Roamsys Demo B							
Please take the time to check if the issue you or your subscribers are experiencing are already covered by these broadcasts.							
ID	Organisation	Priority	Type	Services	Technologies	Latest note	Start date
BRC-84	Roamsys Demo A	P2 Major	GRX outage	Voice MOC	GSM	Test	2026-07-
BRC-82	Roamsys Demo A	P2 Major	GRX outage	Voice MOC	GSM	Lorem ipsum dolor sit amet	2026-06-
BRC-76	Roamsys Demo A	P2 Major	Other	Voice MOC	GSM	Lorem ipsum dolor sit amet	2026-05-

7.2. More Information About Broadcasts

This manual only covers how broadcasts are used in the Incidents context. For information about creating, updating and managing broadcasts, including their recipient scope, please refer to the separate **Roaming Features** user guide.

8. API Integration

The Incidents functionality can also be integrated with external troubleshooting systems through an API based on the TM Forum **TMF621 v5.0** Trouble Ticket API standard. The API supports retrieving, creating and updating troubleshooting tickets as well as retrieving the supported ticket specifications.

If you are interested in using the API, please contact us at support@roamsys.com and we will provide you with the available API documentation.