

## SMS log search for end-customers

The following article is only relevant to our customers in Norway, and mostly relevant to our customers' customers.

### What kind of SMS service have I been charged for on my mobile bill?

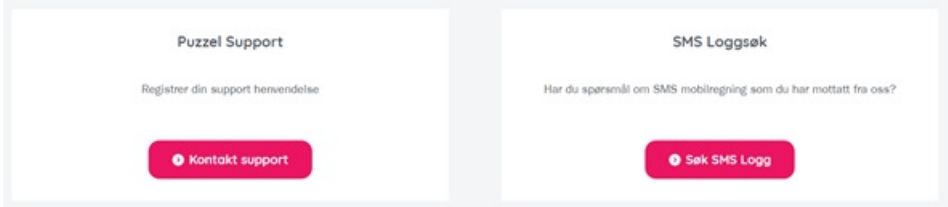
This is a common question asked by mobile users when they receive their mobile invoice.

It is not always easy to remember all of your mobile use, and your invoice will only tell you about payment for goods and services provided by Puzzel.

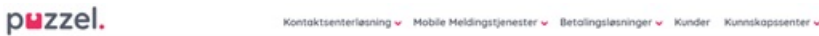
To find the answer to the question, visit our site [www.puzzel.com/no/kundesupport/](http://www.puzzel.com/no/kundesupport/) and check your SMS log for Puzzel services.

### Velkommen til Support

Trenger du kontakt med vår support? Velg inngangen for Puzzel Support. Har du spørsmål om SMS mobilregning som du har mottatt fra oss? Velg SMS Loggsøk.



Enter your mobile number and receive a code to verify that you are you.



### SMS Loggsøk



SMS log search shows your SMS log for the last 3 months. The log contains the date and time for the SMS, the shortcode the SMS was sent from, the name of the service, and the amount you were charged. We also recommend that you check your phone's SMS log, where you can see the SMS sent from your mobile to the services listed in the log search.

## SMS Loggsøk

Viser aktivitet for

Fra:  Til:

Dato	Avsender	Tjeneste	Pris
May 12, 2018, 7:07:07 PM	2335	EventRetur 2335	5.00Kz
May 11, 2018, 7:03:40 PM	2335	EventRetur 2335	5.00Kz
Apr 13, 2018, 7:25:16 PM	2335	EventRetur 2335	5.00Kz
Apr 1, 2018, 12:00:48 PM	2160	Kirkens SOS	45.00Kz
Mar 28, 2018, 8:55:22 AM	2474	Jannickes Minnefond	1.00Kz
Mar 23, 2018, 1:56:36 PM	2474	SAIH - Studentenes og Akademikernes	5.00Kz
Mar 23, 2018, 1:38:03 PM	2474	SAIH - Studentenes og Akademikernes	5.00Kz
Mar 21, 2018, 2:35:05 PM	2160	Caritas	200.00Kz