

# Vulnerability Disclosure Policy

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## Description

At Teltonika, we are committed to delivering safe, secure, and reliable telematics products and services to our customers. Security is a cornerstone of our operations, and we continuously strive to uphold the highest standards of protection for our users and their data. When security vulnerabilities are identified, we react to them seriously to resolve them effectively and transparently.

The following information outlines Teltonika's policy for managing potential security vulnerabilities in our supported telematics products and services.

## Reporting security vulnerabilities

If you identify a potential security vulnerability in any of Teltonika's telematics products or services, we ask you to report it promptly. You can use the following channels to notify us:

### Email reporting

Please email our dedicated security team at **[email@email.com](mailto:email@email.com)**.

- This email is exclusively dedicated to reporting security incidents related to Teltonika's telematics products or services.
- Inquiries unrelated to security vulnerabilities will not be addressed through this channel.

### HelpDesk reporting

If you purchased telematics devices directly from Teltonika, you may also report vulnerabilities via our direct support channel - [HelpDesk](#) system.

# Response times and updates

Teltonika is committed to addressing security concerns with urgency.

- **Initial acknowledgment:** We aim to respond to all security reports within 3 business days of receipt.
- **Status updates:** For complex cases requiring further investigation, we will provide status updates approximately every 5-10 business days until the issue is resolved.

## Additional information

For more details about Teltonika's telematics products, services, and support policies, please refer to the following resources on our websites:

### Product listings

A comprehensive list of all Teltonika's telematics products and solutions currently in the market is available on our [website](#).

### Product launch dates and firmware updates

Information regarding product launch dates and the latest firmware versions is regularly updated on our [website](#). We encourage you to check for firmware updates to maintain the security and performance of Teltonika's telematics devices.

### End of Life (EOL) policy

Teltonika's End of Life (EOL) policy, including details about support timelines and security updates for discontinued telematics products, is outlined on our [website](#).