SIM Assist
Multi-Tier Support

September 2025

'Follow the Sun' support for Global Enterprises

At Wireless Logic, we pride ourselves in delivering an unparalleled level of service in our sector. Once you are onboarded as a customer you can tap into the expertise of our distributed Service and Network operations teams worldwide, who provide localised and real-time support for your global deployments.

25
Worldwide
Office Locations

1000+
Worldwide
Employees

+55
Net Promoter
Score

Figures correct as at 1 July 2024

SIM Assist Service Support Tiers

SIM Assist is a comprehensive support solution designed to enhance the IoT connectivity service experience for customers. Tailored to meet the unique needs of businesses of all sizes, SIM Assist provides multi-tier support across three levels: Standard, Plus and Enterprise.

	Standard	Plus	Enterprise
Support Hours	Business hours only Monday-Friday 8am-6pm CT	24/7 support**	24/7 support with network team available out of hours**
Contact Channels	Webform, email, digital assistant, phone	Webform, email, digital assistant, phone	Webform, email, digital assistant, phone, video
Onboarding	Help centre	Help centre, email, live chat	Phone
SIM Management	Self-serve via SIMPro	Self-serve or support during business hours	Self-serve & 24/7 support
General Support Query First Response Time	< 6 hours	< 4 hours	< 2 hours
Proactive P1 Incident Reporting	✔	✔	✔
Root Cause Analysis Report for P1 Incidents	✔	✔	✔
24/7 Support from Network Team	✘	✘	✔
Dedicated Care Agent	✘	✘	✔
Quarterly Service & Solution Reviews	✘	✘	✔

Priority Incident First Response Times

P1: Critical Incident	< 4 business hours	< 2 hours	< 1 hour
P2: Major Incident	< 8 business hours	< 4 hours	< 2 hours
P3: Relatively Minor Incident	< 12 business hours	< 6 hours	<4 hours
P4: Minor Incident	< 24 business hours	< 12 hours	< 6 hours

* Standard Service Support tier is provided to all new customers by default, although we recommend carefully reviewing our support tiers to meet your business needs. Please contact your account manager or Wireless Logic representative for more information about the SIM Assist Service Support levels.

** Out of hours support by phone is available in English language only.

The Local Teams that are here to support you during business hours

How can I get in touch?

Click the button below to access our help centre.

Contact us

Operational Support consists of these key areas:

Service Operations

Customer Engagement
Focused on 1st line diagnostics for both SIM and routers, dedicated to customer on-boarding, including SIMPro training and general queries.

Order Desk
Process and manage all customer orders from order validation through to fulfillment. Set-up and configuration of routers.

Service Desk
Process and manage cancellations, 2nd line diagnostics and Network escalations.

Network Team

Delivers configuration of VPN connectivity solutions, provides 3rd line support and IP allocations. Technical Support also provide the out of hours support for P1 issues.

Commercial Support

Assist customers with usage and invoice queries. Process Change of Ownership requests.

Credit Control

Responsible for new account set ups, take credit card payments, request outstanding payment.

Calls	Human Chat	Tickets	Wilo Digital Assistant	Help Centre	Website	SIMPro

Assisted Service

Self Service

Available contact channels may vary based on your Service Support tier.

Incident Support Escalation

When raising an incident, regardless of the support priority the issue will always be escalated from Level 0-4 on a case by case basis.

Level 0	Agent
Level 1	Senior Agent
Level 2	**Manager** — Customer Engagement, Service Desk, Finance, Commercial, Order Desk, Network Team
Level 3	Head of Service Operations
Level 4	COO / CTO
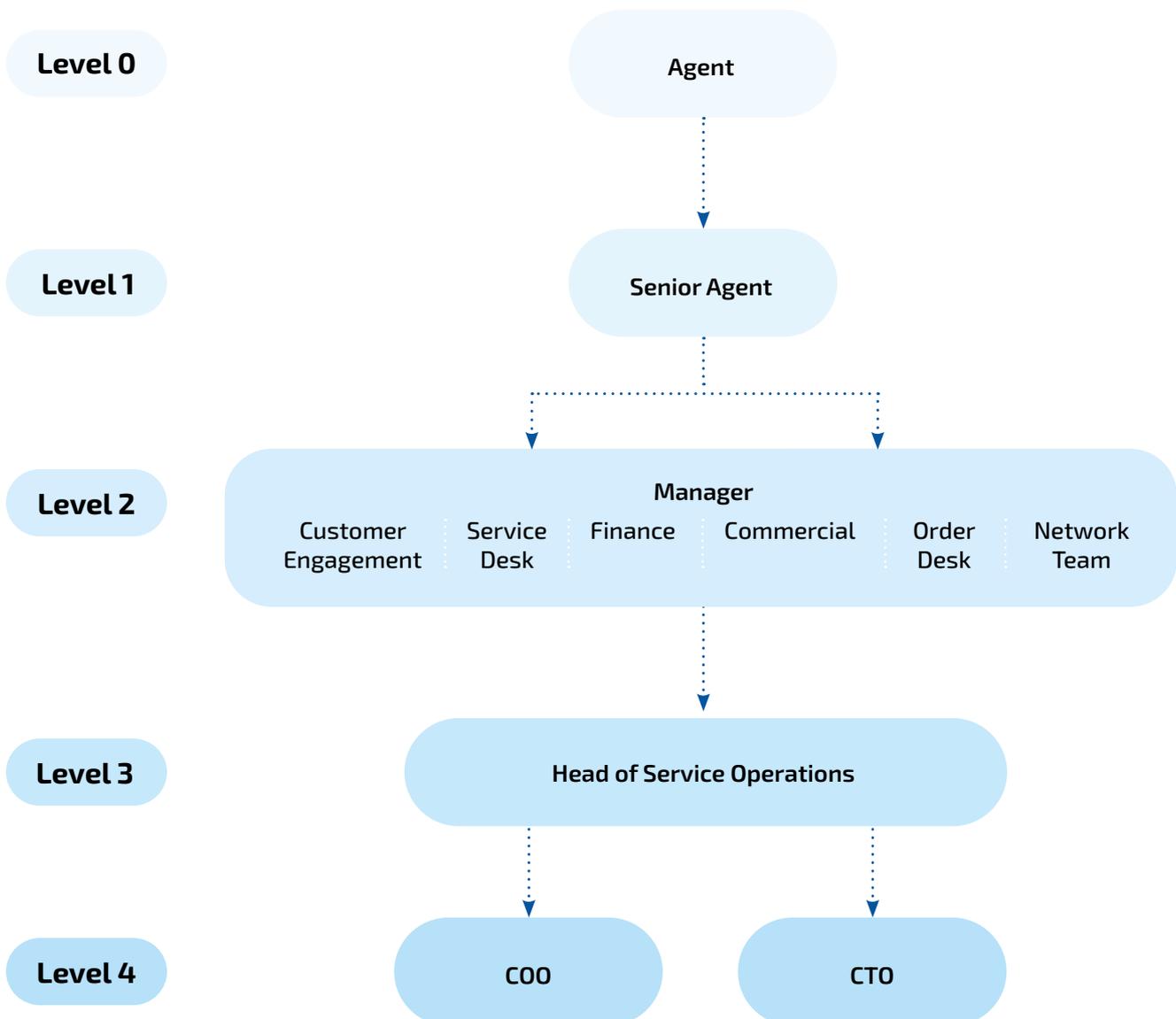
Support definitions

Issues identified as within Mobile Network Operators (MNO) domain affecting multiple customers are outside of Wireless Logic's full control and are not subject to the resolution time.

In 90% of all cases, we usually achieve resolution
of P1, P2, and P3 issues within 2-4 hours.

Support priority	MNO Domain	WL Domain
P1	Total private APN outage affecting all SIMs on an APN.	A failure affecting more than 500 SIMs, or over 50% of SIMs where the customer's base is at a minimum of 250 SIMs within Wireless Logic infrastructure*.
P2	Major private APN issues resulting in loss of service on dedicated MNO Infrastructure.	A failure affecting more than 250 SIMs, or over 25% of SIMs where the customer's base is at a minimum of 250 SIMs within Wireless Logic infrastructure*.
P3	Bulk issues affecting over 25 active SIMs resulting in degradation of services on dedicated MNO infrastructure.	A failure affecting more than 25 SIMs within Wireless Logic infrastructure*.
P4	Individual/small issues affecting fewer than 25 active SIMs resulting in degradation of services on dedicated MNO infrastructure.	A failure affecting fewer than 25 SIMs within Wireless Logic infrastructure*.

All cases are evaluated upon creation and allocated the relevant priority status. Please indicate your priority for our consideration.

* This results in your SIMs being unable to use the service for sending or receiving data, SMS, and/or voice.
This must be reproducible by Wireless Logic.

Support definitions (Continued)

Priority Incident Classification

	Refers to: Conexa Infrastructure

	MNO / Partner Domain	WL Domain
Data		
Roaming Network	✔	
Roaming Interconnect	✔	
Mobile Core	✔	✔ 🔅
WL IP Network		✔
Customer Interconnects (Internet, Dedicated Links)	✔	
Voice		
Roaming Network	✔	
Roaming Interconnect	✔	
Mobile Core	✔	✔ 🔅
Voice Termination Partner	✔	
SMS		
Roaming Network	✔	
Roaming Interconnect	✔	
Mobile Core	✔	✔ 🔅
SMS Termination Partner	✔	
General Connectivity Failure		
Roaming Network	✔	
Roaming Interconnect	✔	
Mobile Core	✔	✔ 🔅
NetPro Services		
Shared Services (DNS, SMTP, Internet Access etc)		✔
Customer IPSECs		✔
SSL VPN Service		✔
Open VPN Service		✔
SIM to SIM (Hub and Spoke)		✔
Dedicated Interconnect	✔	
DMVPN		✔
Fixed Public IP		✔

Support definitions (Continued)

General Support Queries

First Response Times*

Service Operations

	Standard	Plus	Enterprise
Diagnostics (Connectivity and Hardware)	< 6 hours	< 4 hours	< 2 hours
Orders	< 6 hours	< 4 hours	< 2 hours
Activations	< 6 hours	< 4 hours	< 2 hours
SIM Changes	< 6 hours	< 4 hours	< 2 hours
Cancellations	< 6 hours	< 4 hours	< 2 hours
SIMPro Training	< 6 hours	< 4 hours	< 2 hours

Network Team

	Standard	Plus	Enterprise
VPN Creation (SSL, Open, Interconnect, IPSEC)	< 6 hours	< 4 hours	< 2 hours
VPN Amendments (SSL, Open, Interconnect, IPSEC)	< 6 hours	< 4 hours	< 2 hours
IP Range and Peer IP Management (IPSEC, SSL, Open, IP Allocation)	< 6 hours	< 4 hours	< 2 hours

Commercial Support

	Standard	Plus	Enterprise
Billing Queries	< 6 hours	< 4 hours	< 2 hours
Usage Queries	< 6 hours	< 4 hours	< 2 hours
Change of Ownerships	< 6 hours	< 4 hours	< 2 hours
Bespoke Agreements	< 6 hours	< 4 hours	< 2 hours

Credit Control

	Standard	Plus	Enterprise
Invoicing and Account Management	< 6 hours	< 4 hours	< 2 hours
Payments and Financial Transactions	< 6 hours	< 4 hours	< 2 hours
Purchase Orders	< 6 hours	< 4 hours	< 2 hours
Order and SIM Management (based on account credit hold)	< 6 hours	< 4 hours	< 2 hours

* Standard tier first response times are during local business hours only.

Wireless Logic's Role in Resolving Issues Across Your Solution

Understanding Our Issue Resolution Capabilities:

Full Control, Fully Managed and Expert Advisory
This diagram illustrates Wireless Logic's role in resolving issues across your solution, detailing the different levels of control we have. **Issues within the Wireless Logic Domain** are fully under our control and can be resolved quickly, including outside of business hours.

Issues within the Mobile Network Operators' (MNO) Domain are fully managed by Wireless Logic through a dedicated escalation path with the MNO, adhering to ITIL standards to ensure efficient resolution. While these issues are not directly subject to our resolution times, we work closely with the MNO to achieve timely outcomes.

For issues identified within the Customer Domain, although outside of our control, we provide expert advice to help customers resolve them independently. These issues are also not subject to Wireless Logic's resolution times.
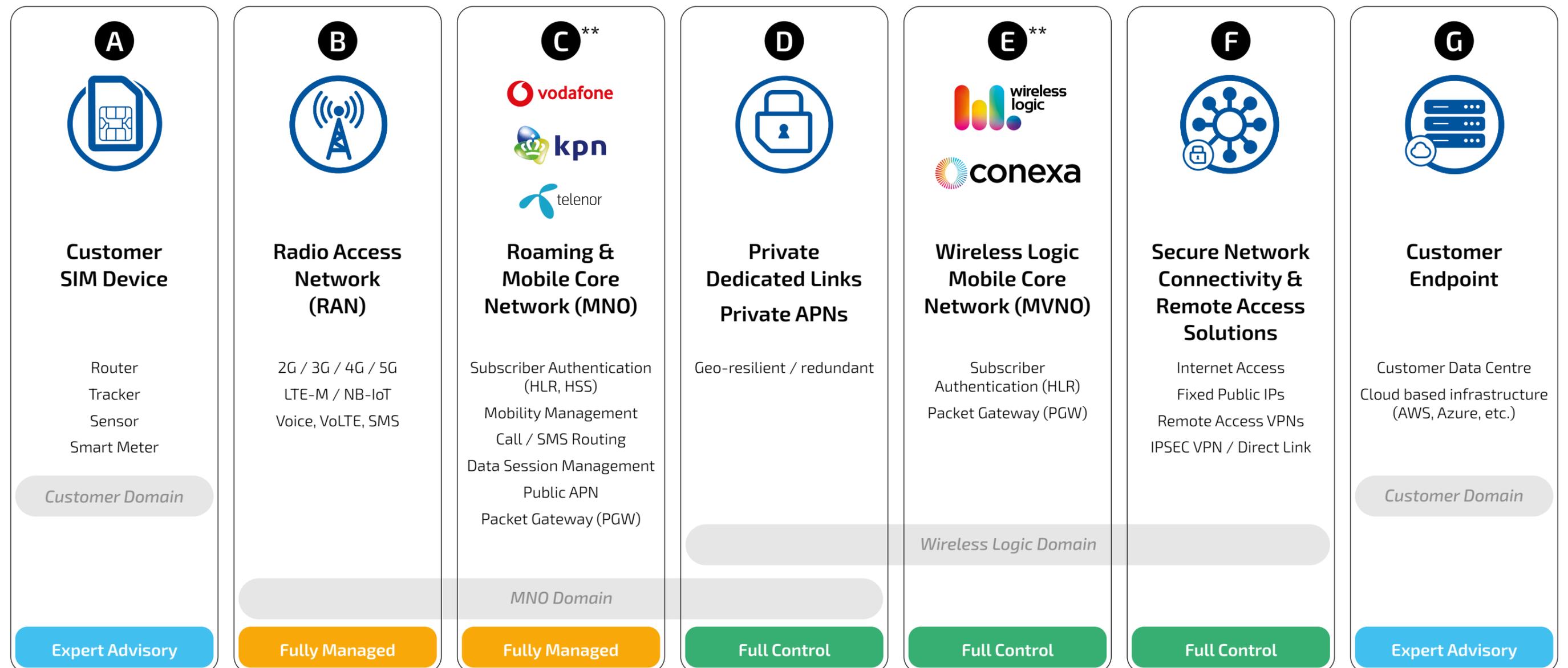
Legend Key

Full Control   We have full control over the network components, allowing us to resolve issues directly.

Fully Managed   We collaborate with MNOs and have a dedicated escalation path to resolve issues efficiently.

Expert Advisory   We offer expert advice to help customers address and resolve issues on their own.

A	**B**	**C** **	**D**	**E** **	**F**	**G**
Customer SIM Device	**Radio Access Network (RAN)**	vodafone / kpn / telenor **Roaming & Mobile Core Network (MNO)**	**Private Dedicated Links** **Private APNs**	wireless logic / conexa **Wireless Logic Mobile Core Network (MVNO)**	**Secure Network Connectivity & Remote Access Solutions**	**Customer Endpoint**
Router Tracker Sensor Smart Meter	2G / 3G / 4G / 5G LTE-M / NB-IoT Voice, VoLTE, SMS	Subscriber Authentication (HLR, HSS) Mobility Management Call / SMS Routing Data Session Management Public APN Packet Gateway (PGW)	Geo-resilient / redundant	Subscriber Authentication (HLR) Packet Gateway (PGW)	Internet Access Fixed Public IPs Remote Access VPNs IPSEC VPN / Direct Link	Customer Data Centre Cloud based infrastructure (AWS, Azure, etc.)
Customer Domain		*MNO Domain*		*Wireless Logic Domain*		*Customer Domain*
Expert Advisory	**Fully Managed**	**Fully Managed**	**Full Control**	**Full Control**	**Full Control**	**Expert Advisory**

We commit to providing a minimum of 10 days' notice to all customers of a planned maintenance across a Wireless Logic or supplier system or network. We will provide the time frame, impact, and description of the works. We reserve the right to conduct emergency maintenance work as required but only in an identified P1 incident scenario.

* We have full control if the interconnect is a contracted service provided by Wireless Logic.

**If your solution is hosted on Wireless Logic's Conexa mobile core network, it typically bypasses the MNO's core network (C), though in rare cases there may be some overlap. However, if your solution is provided directly through an MNO, it will never use Wireless Logic's core network (E).
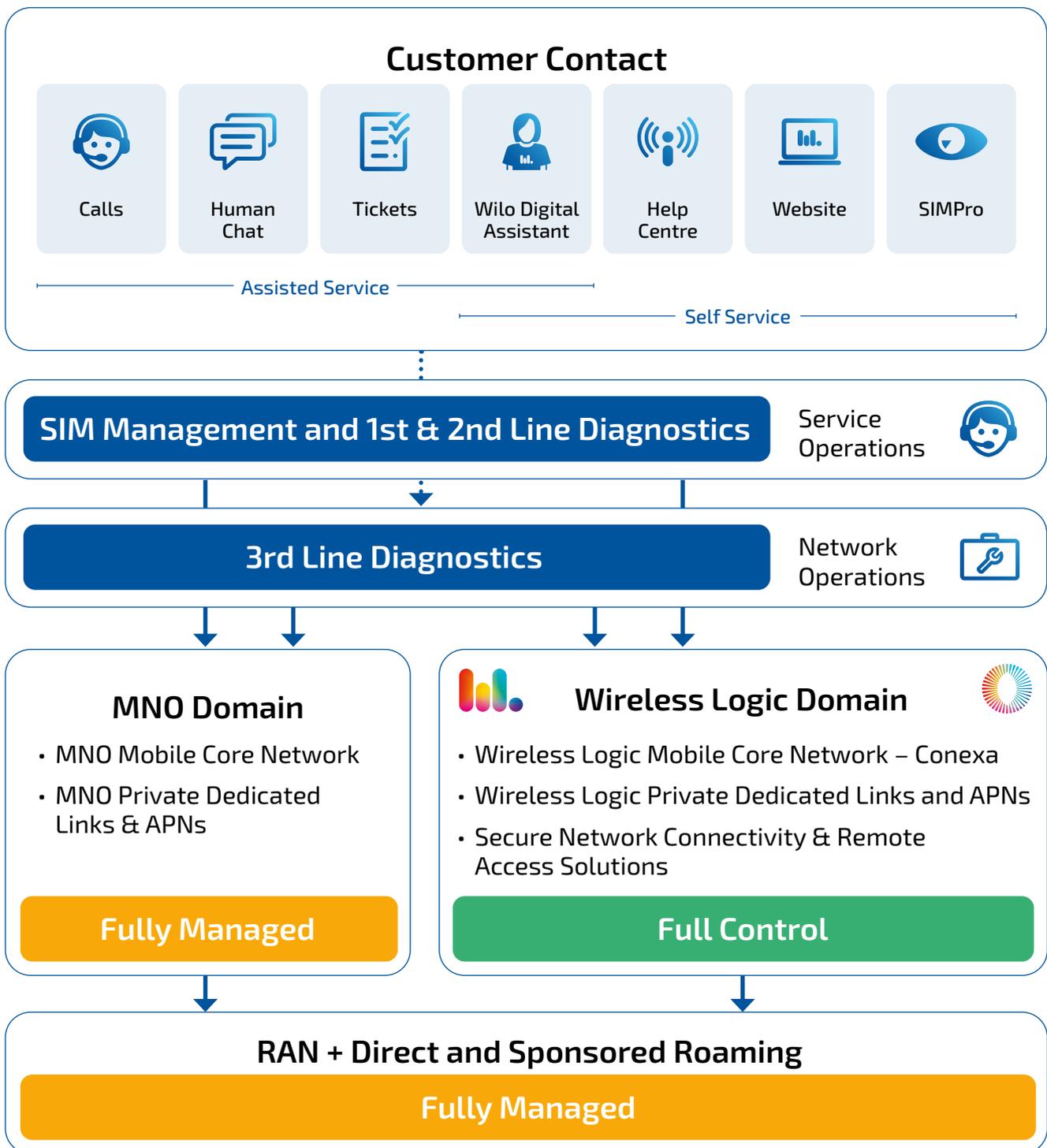
Support Model

All inbound communication is triaged by Service Operations and escalated accordingly to Network Operations.

Issues identified within the Wireless Logic Domain are fully under our control and can be resolved quickly, including outside of business hours.

Issues identified within the Mobile Network Operators' (MNO) Domain are fully managed by Wireless Logic through a dedicated escalation path with the MNO.

Customer Contact

Calls	Human Chat	Tickets	Wilo Digital Assistant	Help Centre	Website	SIMPro

Assisted Service

Self Service

SIM Management and 1st & 2nd Line Diagnostics — Service Operations

3rd Line Diagnostics — Network Operations

MNO Domain
- MNO Mobile Core Network
- MNO Private Dedicated Links & APNs

Fully Managed

Wireless Logic Domain
- Wireless Logic Mobile Core Network – Conexa
- Wireless Logic Private Dedicated Links and APNs
- Secure Network Connectivity & Remote Access Solutions

Full Control

RAN + Direct and Sponsored Roaming

Fully Managed

Thank you for connecting with Wireless Logic.

Contact us

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Other office locations

Australia	**Germany**	**North America**
Austria	**Italy**	**Norway**
China	**Liechtenstein**	**Singapore**
Denmark	**Malaysia**	**South America**
France	**Netherlands**	**Spain**

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