

# SIM Assist Plus Support

September 2025

[wirelesslogic.com](https://wirelesslogic.com)  
[simpro.wirelesslogic.com/login](https://simpro.wirelesslogic.com/login)



Certificate Number 19387  
ISO 9001, ISO 22301, ISO 27001  
ISO 14001, ISO 50001



# What's included with Plus Support



## Round the clock support

24/7 support from our dedicated service operations teams, ensuring quick assistance for priority incidents. We handle P1, P2 and P3 incident priorities, offering continuous monitoring and quick responses, even outside business hours to minimise disruptions to your operations.\*

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



## Swift Issue Resolution

Our goal is to resolve 90% of P1, P2 and P3 out of hours incidents within 2-4 hours, with the vast majority resolved more quickly.

**P1 incidents:** We aim to respond to customers within 2 hours and provide the same level of support that customers receive during core working hours.

**P2 incidents\*:** We aim to respond to customers within 4 hours.

**P3 incidents:** We aim to respond to customers within 6 hours.



## SIM Management Support

SIM management support is self-serve out of business hours but available during business hours.



## General Support Queries

First response time < 4 hours.



## Root Cause Analysis

For P1 incidents, we deliver a comprehensive Root Cause Analysis report, detailing the factors that led to the issue and outlining corrective actions taken. This ensures transparency and prevents recurrence of similar problems.



# The 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.*



# An Introduction to **Plus Support** **24/7 Operational Team**

## Service Operations

Service Operations manage all first line diagnostic queries, including the provisioning of SIMs, APN configuration through to ping a SIM. They are the first point of contact for all support queries.

To raise a P1 out of hours, please contact your local support team using the relevant contact on the following page. This is a monitored inbox where the ticket will be evaluated. As a minimum please provide the information below:

- QTY
- MNO
- Example connections
- Time stamps
- Checks which have already been completed



# Raising an Incident Out of Hours



## Email

You will need to email from an email domain that is registered with your billing account.

**UK** [support@wirelesslogic.com](mailto:support@wirelesslogic.com)  
**Spain** [soporte@wirelesslogic.com](mailto:soporte@wirelesslogic.com)  
**France** [support-fr@wirelesslogic.fr](mailto:support-fr@wirelesslogic.fr)  
**Germany** [support@wirelesslogic.de](mailto:support@wirelesslogic.de)  
**Nordic** [support@wirelesslogic.dk](mailto:support@wirelesslogic.dk)



## Phone

Please have your billing account password ready - this can be found in SIMPro. You will be provided with a separate phone number to contact us out of hours.

Support Priority	MNO Services Covered	Wireless Logic Services Covered	Out of Hours Support	Service Hours	Response Time
P1	✓	✓	✓	24/7	< 1 hour
P2*	✓	✓	✓	24/7	< 2 hours
P3	✗	✓	✓	24/7	< 4 hours
P4	✗	✓	✗	Mon-Fri, 8.30am-6pm, exc bank holidays	< 6 hours

*There are a small number of P2 issues which we will be unable to resolve out of hours due to dependencies on third party mobile networks. Your account manager will be able to provide detail if this applies to any of your services.*

*\* Out of hours support teams are English language only*



# 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 active 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
<b>Data</b>		
Roaming Network	✓	
Roaming Interconnect	✓	
Mobile Core	✓	✓ 
WL IP Network		✓
Customer Interconnects (Internet, Dedicated Links)	✓	
<b>Voice</b>		
Roaming Network	✓	
Roaming Interconnect	✓	
Mobile Core	✓	✓ 
Voice Termination Partner	✓	
<b>SMS</b>		
Roaming Network	✓	
Roaming Interconnect	✓	
Mobile Core	✓	✓ 
SMS Termination Partner	✓	
<b>General Connectivity Failure</b>		
Roaming Network	✓	
Roaming Interconnect	✓	
Mobile Core	✓	✓ 
<b>NetPro Services</b>		
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

**Plus**

Diagnostics (Connectivity and Hardware)	< 4 hours
Orders	< 4 hours
Activations	< 4 hours
SIM Changes	< 4 hours
Cancellations	< 4 hours
SIMPro Training	< 4 hours



#### Network Team

**Plus**

VPN Creation (SSL, Open, Interconnect, IPSEC)	< 4 hours
VPN Amendments (SSL, Open, Interconnect, IPSEC)	< 4 hours
IP Range and Peer IP Management (IPSEC, SSL, Open, IP Allocation)	< 4 hours



#### Commercial Support

**Plus**

Billing Queries	< 4 hours
Usage Queries	< 4 hours
Change of Ownerships	< 4 hours
Bespoke Agreements	< 4 hours



#### Credit Control

**Plus**

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



# 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

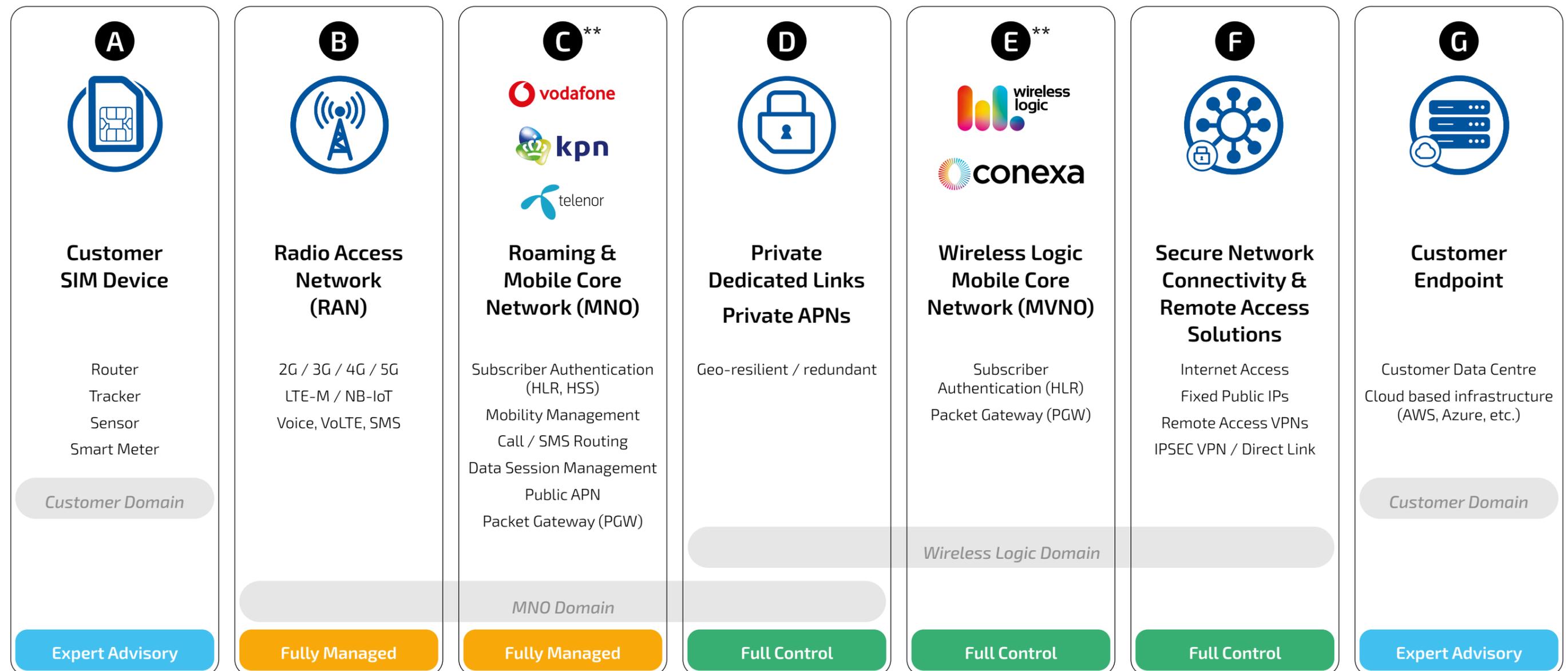
We have full control over the network components, allowing us to resolve issues directly.

### 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.



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).

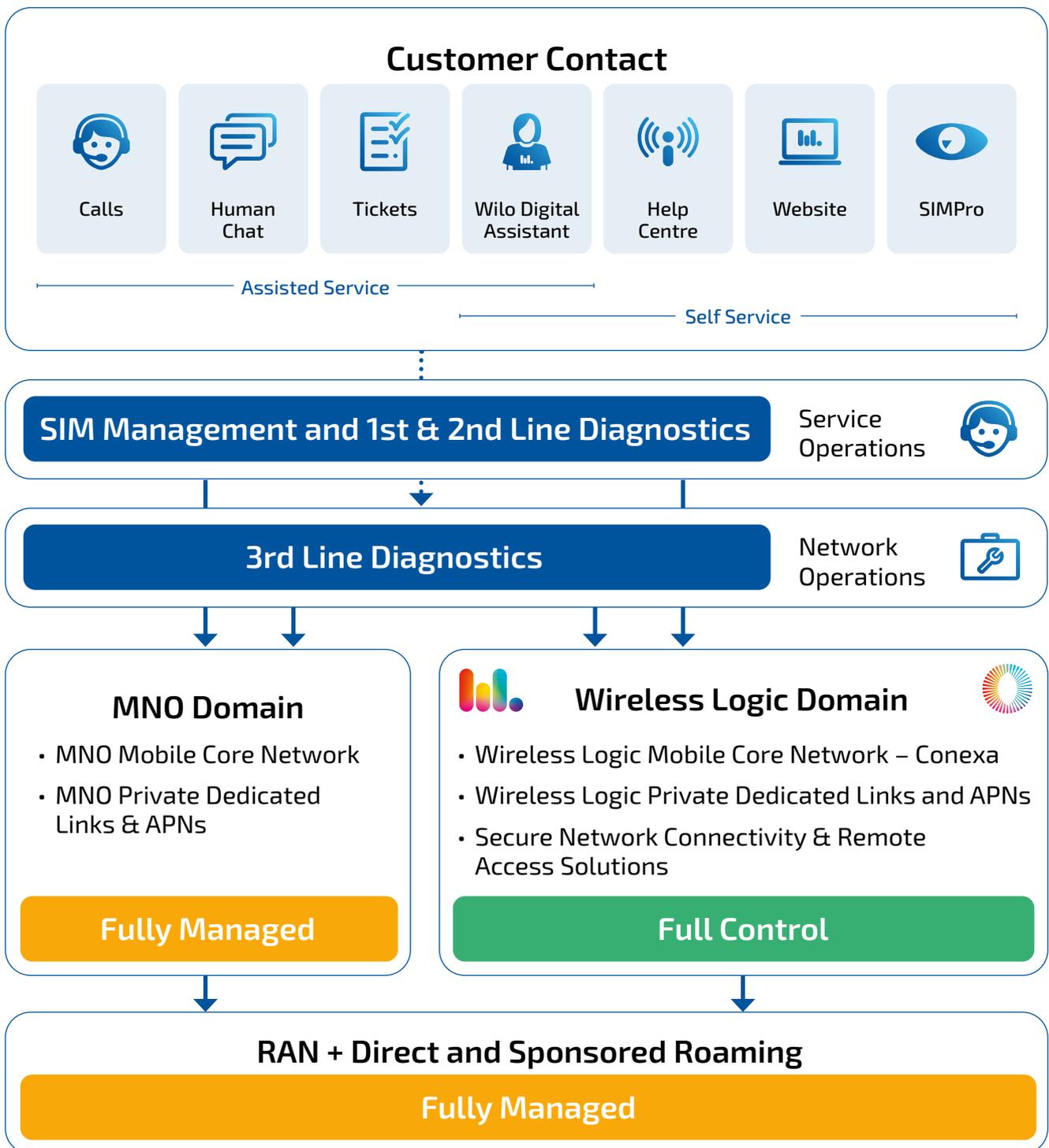


# Support Model

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.





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*Thank you for connecting  
with Wireless Logic.*



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**Other office locations**

<b>Australia</b>	<b>Germany</b>	<b>North America</b>
<b>Austria</b>	<b>Italy</b>	<b>Norway</b>
<b>China</b>	<b>Liechtenstein</b>	<b>Singapore</b>
<b>Denmark</b>	<b>Malaysia</b>	<b>South America</b>
<b>France</b>	<b>Netherlands</b>	<b>Spain</b>

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