

SIM Assist

Plus Support for Webbing Reseller

May 2026

wirelesslogic.com
<https://my2.iamwebbing.com/>



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 My Webbing platform 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.



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.

To order additional SIMs, please contact your **Wireless Logic Representative** or sales@wirelesslogic.com



Calls



Human Chat



Tickets



Wilo Digital Assistant



Help Centre



Website



My Webbing

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 | ☒ Time stamps |
| ☒ MNO | ☒ Checks which have already been completed |
| ☒ Example connections | |



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



Phone

You will be provided with a separate phone number to contact us out of hours.

Support Priority	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



Priority incident SLAs & 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.

Our goal is to resolve 90% of High, Medium and Low severity incidents within the defined SLAs, with the vast majority resolved more quickly.

Severity	First Response	Restoration time	Progress updates
High	15 minutes	1 hour	Progress updates every 60 mins and on any significant update
Medium	2 Hours	4 hours	Progress updates every 2 hour and on any significant update
Low	1 Business Day	Case by case basis, as mutually agreed	Progress updates as mutually agreed

The Priority level reflects the urgency of the issue.

HIGH

An issue preventing the use of a critical service affecting a significant amount of users. In the extent there is a critical issue that is not affecting a significant amount of users, it will be dealt with as high priority, but will not entitle customer to service credits pursuant to Chapter V in the event response and restoration times are not met.

MEDIUM

A serious problem that affects major functionalities of the Service (although Operation of the Service may continue in a restricted fashion, with certain functionalities inoperative), and which affects a significant amount of users. In the extent there is a serious problem affecting major functionalities that is not affecting a significant amount of users, it will be dealt with as medium priority, but will not entitle customer to service credits pursuant to Chapter V in the event response and restoration times are not met.

LOW

An issue or inquiry that does not prevent the use of a critical service and/or which does not affect a significant amount of users and/or whose affect is minimal, if at all, to functionality or operation of the Service, or a problem for which a workaround exists.

* 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.

Communications regarding incidents and maintenance will come from **noc@iamwebbing.com**. Please mark this email address as safe to ensure you receive critical updates.



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



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



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*Thank you for connecting
with Wireless Logic.*



UK

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France	Netherlands	Spain

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