

SIM Assist

Standard 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 Standard Support



Local Business Hours Support Only



Wilo

Digital assistant available 24/7.



Priority Incident Resolution

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

High severity incidents: We aim to restore service within 1 hour.

Medium severity incidents: We aim to restore service within 4 hours.

Low severity incidents: We aim to restore service on a case-by-case basis, as mutually agreed.



Self-serve SIM Management



General Support Queries

First response time < 6 business hours.



Root Cause Analysis

For High severity 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.



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



Service Operations

First Response Times Standard

Diagnostics (Connectivity and Hardware)	< 6 business hours
Orders	< 6 business hours
Activations	< 6 business hours
SIM Changes	< 6 business hours
Cancellations	< 6 business hours
My Webbing Platform Training	< 6 business hours



Commercial Support

Standard

Billing Queries	< 6 business hours
Usage Queries	< 6 business hours
Change of Ownerships	< 6 business hours
Bespoke Agreements	< 6 business hours



Credit Control

Standard

Invoicing and Account Management	< 6 business hours
Payments and Financial Transactions	< 6 business hours
Purchase Orders	< 6 business hours
Order and SIM Management (based on account credit hold)	< 6 business hours



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*Thank you for connecting
with Wireless Logic.*



UK

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