

Service Level Agreement

Version 8.1 | September 2023

wirelesslogic.com
simpro.wirelesslogic.com/login



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



The Teams that are here to support you

All inbound communication is triaged by each Operational team and escalated accordingly to the relevant team as listed.

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, service review 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.



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.

<p>Chat</p>	<p>Email</p>	<p>Phone</p>
<p>Access chat once logged into SIMPro for instant help and advice.</p>	<p>You will need to email from an email domain that is registered with your billing account. support@wirelesslogic.com</p>	<p>Please have your billing account password ready - this can be found in SIMPro. 0330 056 3300 - option 2</p>

Process	Response Time	Target Completion Time
Diagnostics (Connectivity and Hardware)	6 hours	Dependent on priority rating
Orders	6 hours	Completion time may vary depending on QTY and product. Aim to be despatched within 48 hours
Activations	6 hours	Completion times may vary depending on MNO. Aim to be completed within 24-48 hours
SIM Changes	6 hours	Completion time may vary depending on MNO and QTY. Aim to be dispatched within 24-48 hours.
Cancellation	6 hours	24 hours
SIMPro Training	6 hours	Based on availability. Aim to have booked in 5 days.

Service Reviews are available upon request, please speak to your Account Manager to gain access to the booking system.

To raise a P1 out of hours, please contact support@wirelesslogic.com. 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



Network Support team

The Network Support team assist customers with escalations through 3rd line diagnostics.

They also create and manage bespoke VPN solutions and provide support during P1 outages. For Technical Consultations, please contact your Account Manager who will provide access to the booking system.

Process	Service Hours	Response Time	Target Completion Time
Private APN Interconnect Setup, Standard Interconnects	Mon-Fri 8:30am – 6pm excl Bank Holidays	1 Day	5 Days from receipt of completed request
VPN Queries	Mon-Fri 8:30am – 6pm excl Bank Holidays	All requests are acknowledged within 6 hours	1 Day
VPN Setup	Mon-Fri 8:30am – 6pm excl Bank Holidays	1 Day	5 Days
IP allocation	Mon-Fri 8:30am – 6pm excl Bank Holidays	6 hours	24 hours

To raise a P1 out of hours, please contact support@wirelesslogic.com.

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



Support definitions and SLA

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

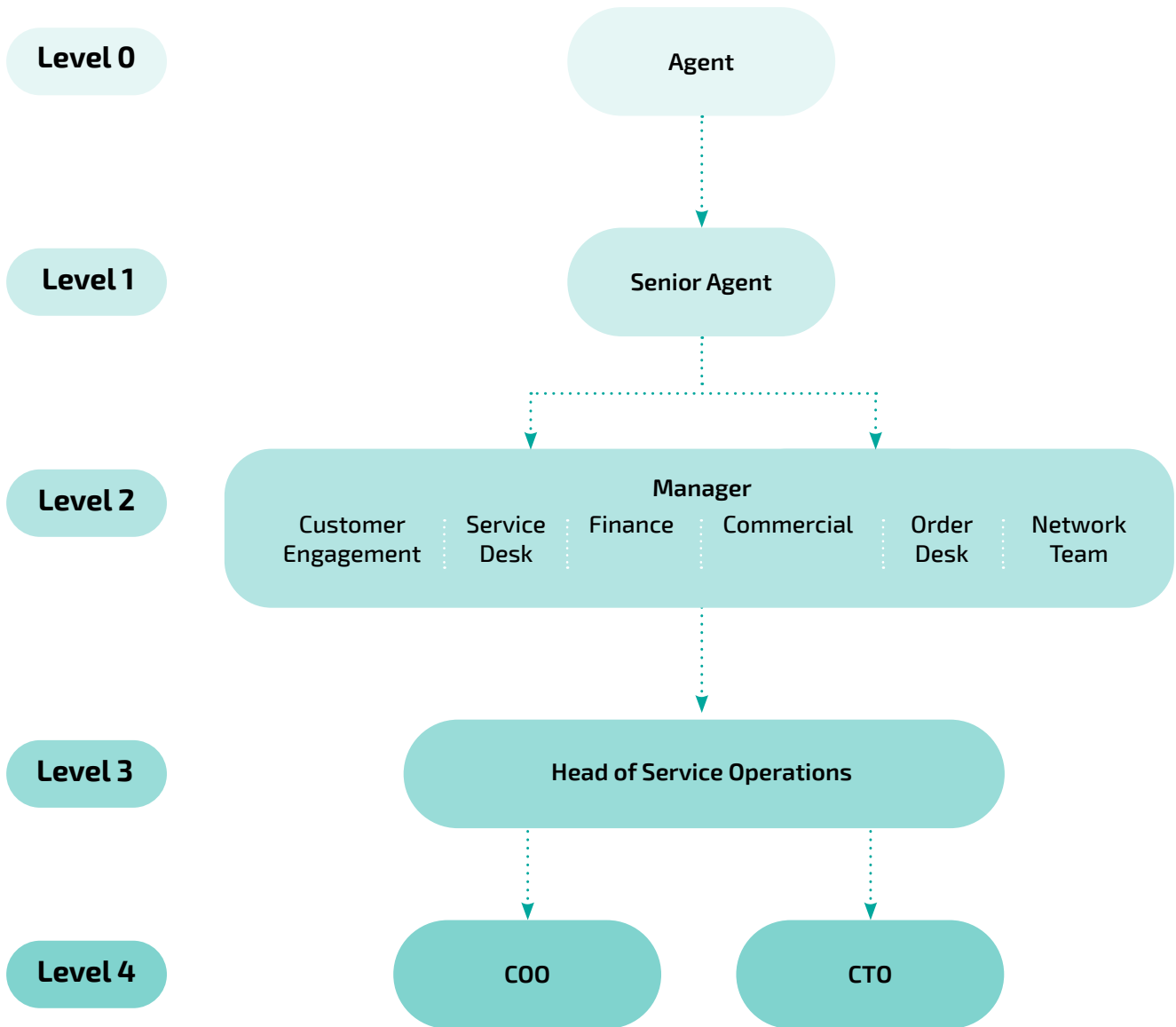
In 90% of all cases, we normally achieve resolution of P1 and P2 issues within 2-4 hours.

Support Priority	Services Covered	Service Hours	Response Time
P1	Total private APN outage - affecting all SIMs on an APN	24/7 <i>Out of Hours, please email support@wirelesslogic.com</i>	30 minutes
P2	Major public/private APN issues. Loss of service on dedicated infrastructure.	Mon-Fri, 8.30am-6pm, excluding bank holidays	1 hour
P3	Bulk issues for existing/newly activated SIM cards >25, platform access issues (SIMPro). Degradation of services on dedicated infrastructure.	Mon-Fri, 8.30am-6pm, excluding bank holidays	4 hours
P4	Individual/Small quantity SIM connectivity issues. <25	Mon-Fri, 8.30am-6pm, excluding bank holidays	6 hours

All cases are evaluated upon creation and allocated the relevant priority status. Please indicate your priority motivation when submitting the request.



Functional Escalation Matrix



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	<p>support@wirelesslogic.com</p>	<p>0330 056 3300 - option 2</p>



Other useful contacts

Customer Engagement

support@wirelesslogic.com

0330 056 3300 - option 2

- 1st line support
- SIMPro training
- Development/feedback on SIMPro
- APN configuration
- SIM Cancellations

Finance

creditcontrol@wirelesslogic.com

0330 056 3300 - option 5

- Copy invoice, statements and DD mandates
- Payment queries
- Remittance advices
- Request bank details
- Change of address/contact details

Network Team

support@wirelesslogic.com

- Private network infrastructure support
- VPN set up
- Mobile network outage management
- IP allocation

Commercial Support

commercialsupport@wirelesslogic.com

0330 056 3300 – option 4

- Usage queries
- Usage reports
- Billing/Invoice queries
- Change of Ownerships

Sales

sales@wirelesslogic.com

0330 056 3300 - option 1

- Quotes
- Account/Service Reviews
- Additional and upgrade services

Order Desk

orders@wirelesslogic.com

0330 056 3300 – option 3

- Order dispatch
- Hardware configuration



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ISO 14001, ISO 50001

*Thank you for connecting
with Wireless Logic.*

UK

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0330 056 3300

hello@wirelesslogic.com

Other office locations

Austria

Italy

China

Liechtenstein

Denmark

Netherlands

France

Norway

Germany

Spain

wirelesslogic.com

