

SIM Assist Multi-Tier Support

December 2024

wirelesslogic.com
simpro.wirelesslogic.com/login



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



'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.



20

Worldwide
Office Locations

750+

Worldwide
Employees

+50

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

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.



Calls



Human Chat



Tickets



Wilo Digital Assistant



Help Centre



Website



SIMPro

Assisted Service

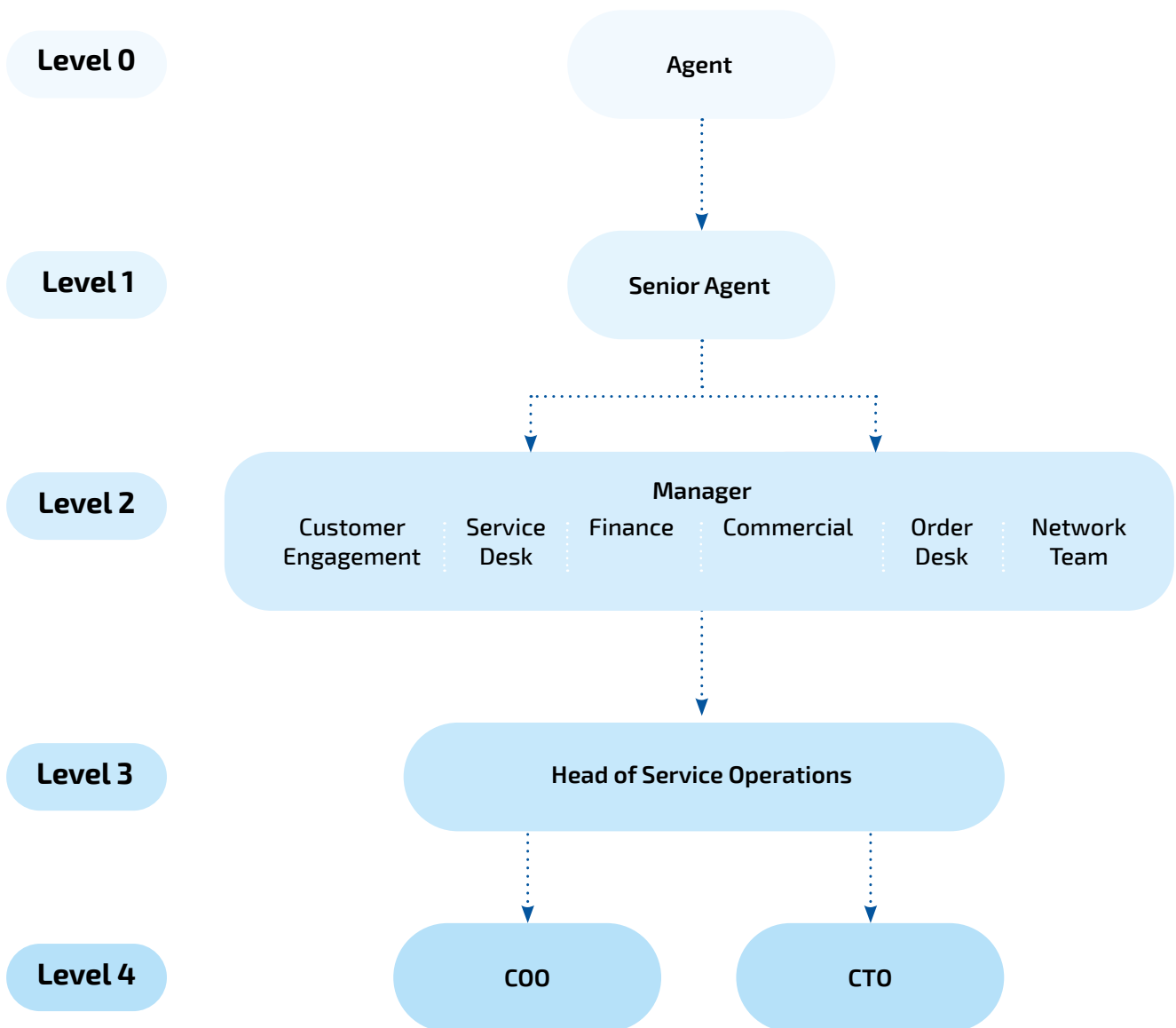
Self Service

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.





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*		
	Standard	Plus	Enterprise
 Service Operations			
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			
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			
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			
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



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

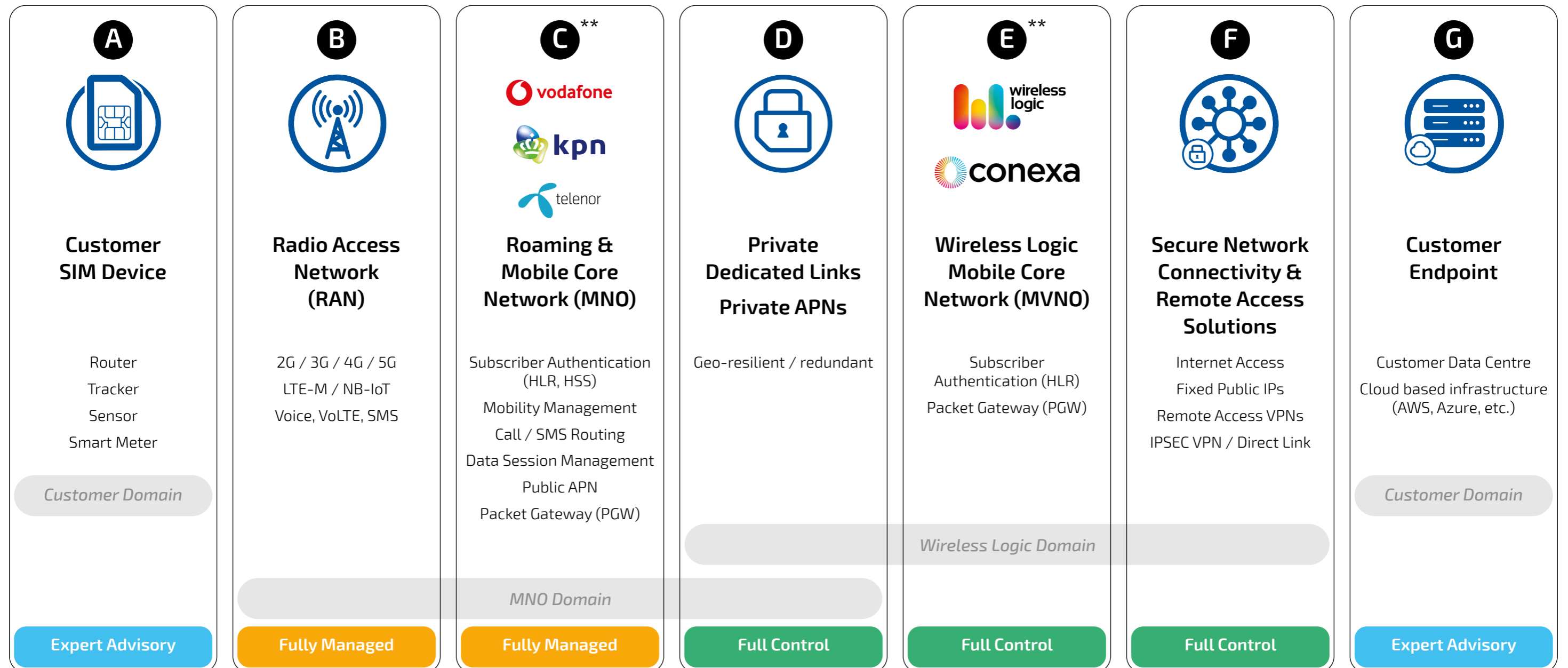
We have full control over the network components, allowing us to resolve issues directly.

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).

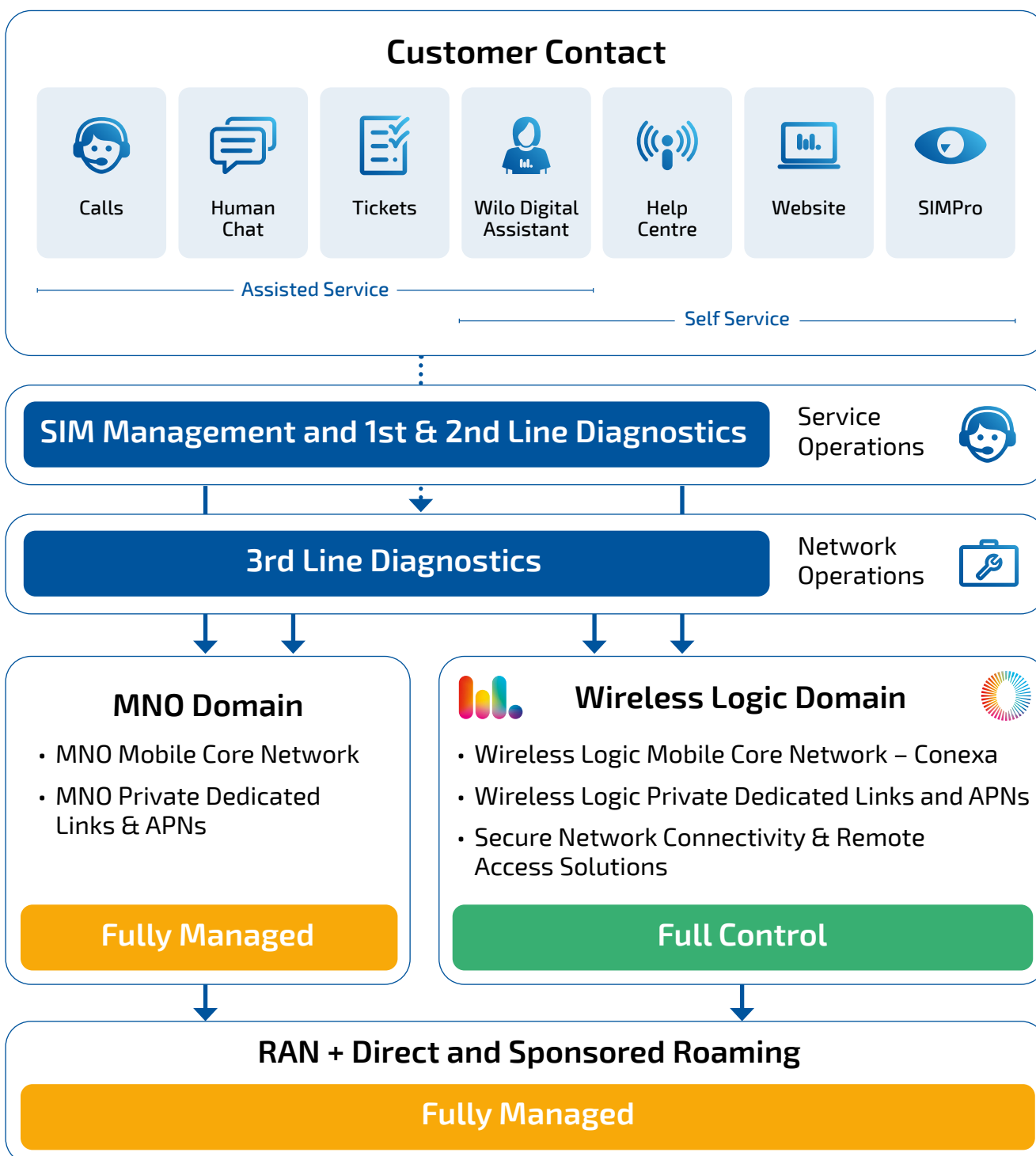


Support Model

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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