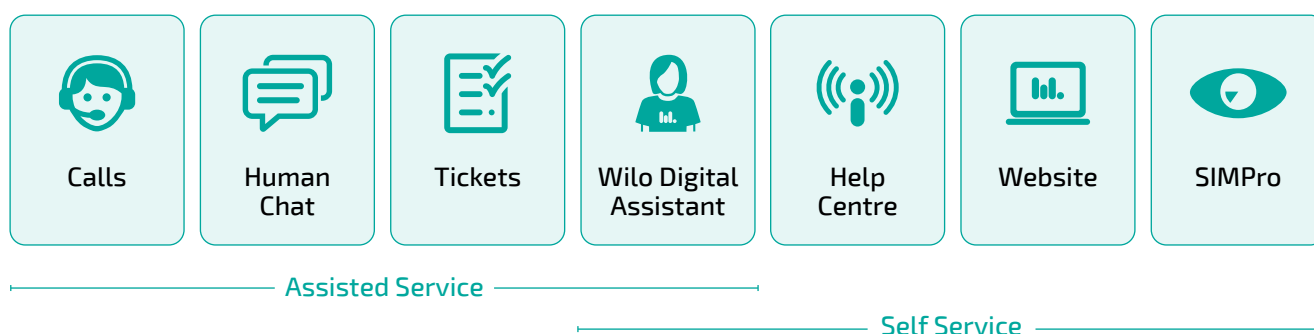# Anomaly & Threat Detection Support Definitions and SLA

The Wireless Logic Anomaly & Threat Detection platform uses AI to constantly monitor IoT device communication patterns and enables Enterprises to detect early warning signals of operational or cyber-security issues across large IoT deployments.

Threats are automatically detected by combining AI anomaly detection with threat intelligence engines and deterministic rules. Allowing you to take immediate and informed action against any detected threats.

How to get help with the Anomaly Detection Platform?

Calls	Human Chat	Tickets	Wilo Digital Assistant	Help Centre	Website	SIMPro

——— Assisted Service ———

——— Self Service ———

Third Party Supplier Priority Incident SLA Matrix*

IMPORTANT INFORMATION

*The Priority incident SLA matrix has been set by our third-party supplier, including support definitions and SLA and are therefore outside of Wireless Logic's control. **The SLAs will not change regardless of a Customer's chosen SIM Assist support tier.** Wireless Logic will not issue root cause analysis for any Anomaly & Threat Detection incidents.*

Support Priority	Priority	Definition *	Support First Response Time
P1	Urgent	Major service issue that is causing **direct impact on customer's production service** operation with no workaround to resume production service.	< 6 business hours
P2	High	Major service issue that is impacting significant portion of the product operation with no workaround but **does not prevent** the production service.	< 1 business day
P3	Important	Service issue that is impacting some portion of the product operation with no workaround but **does not prevent** the users from using the product.	< 2 business days
P4	Minor	Minor service issue that is impacting some portion of the product operation **with reasonable workaround, does not prevent** the users from using the solution.	< 5 business days

* Priority incident SLA matrix is provided by a third-party supplier, these support definitions and SLAs and are completely out of Wireless Logic's control. Wireless Logic will not issue root cause analysis for any Anomaly & Threat Detection incidents.