Inbound Migration

Dear Customer

We are pleased to hear you will be moving your connections to Wireless Logic. We have put together this one-pager to help simplify what can be a complex process, to set expectations and to ensure everything is in place for a smooth migration.

At a high level, our process goes a little like this:

1. Receive the migration request from you at **migrations@wirelesslogic.com** (details required below!)
2. Our Migrations Team will validate the data you provide with the MNO(s) and confirm the data. This helps ensure the SIMs are migrated smoothly.
3. At the same time, we will check internally we have the technical and commercial capabilities to configure the SIMs how you have requested
4. Once those are complete, we will be in touch with you to migrate a small (~10 SIMs) test batch to make sure everything works as expected
5. Once all parties are happy, we will schedule the migration of the remaining until all SIMs are migrated.

To start the migration process

Please complete the attached Excel spreadsheet and provide us with the following details/requirements:

- ✔ SIM data
- ✔ Current SIM setup, current access methods (SSL VPN, IPsec VPN etc.) and current countries of use
- ✔ What is your desired set up, access methods and countries of use
- ✔ Any other useful information

➤ ***Once the migration has been approved internally, we will contact you to arrange the migration of a test batch of 10 SIMs, and the batches of remaining SIMs.***

We will work with you and the operator(s) to agree the dates and SIMs that are scheduled and share the plan in our Migration Schedule document.

		Quantity				
		0 - 100	*101 - 250*	*251 - 500*	*501 - 1000*	*1000+*
Product Changes	**No**	**Very low**	**Low**	**Low**	**Medium**	**High**
	Yes	**Low**	**Low**	**Medium**	**High**	**High**

Complexity	SLA*
Very Low	2 weeks
Low	4 weeks
Medium	6-8 weeks
High	8 weeks +

The SLAs can be achieved if all process steps and milestones are hit.
If any delays (either MNO or customer) occurs, the timeline may push out.

Kind regards,

Wireless Logic

wirelesslogic.com