

## AT&T 3G/4G Sunset



Wireless carriers are always upgrading their network and changing what technology is made available to consumers and businesses. AT&T has made the decision to sunset their 3G/4G network effective **February 22, 2022**. In order to avoid service disruption, any OmniMetrix monitoring device that utilizes this technology will need to be replaced prior to the sunset date that AT&T has provided.

### HOW TO PREPARE

1

**IDENTIFY** - OmniMetrix has partnered with our network of Dealers to provide a comprehensive list of monitoring devices that would be affected by this shutdown. If you are unsure of the status of your monitor, please reach out to your maintenance provider or OmniMetrix for clarification.

2

**PLAN** - Even though the 3G/4G network sunset is several months away, planning on how and when to replace these monitors can save time and money. Ordering replacement unit(s) in advance and replacing them on a regularly scheduled maintenance visit can save on unnecessary and additional field visits.

3

**COMMUNICATE** - It is important that customers not only know when this sunset is happening but also why and what can be expected with this transition. Our team of experts are here to answer any questions and to provide guidance on the best replacement solutions available.

### FREQUENT QUESTIONS

**Why is AT&T sunsetting this network?** - According to AT&T they are "phasing out our 3G network by February 2022 to make room for an even better one that will improve your experience."

**Will all my monitors be affected?** - As wireless carriers have upgraded their network, OmniMetrix has adopted new technology as they become available. OmniMetrix has been utilizing the 4G LTE networks since 2017. If you are unsure, please contact your maintenance provider or OmniMetrix.

**Is AT&T's 4G and 4G LTE network the same?** No. Initially, when AT&T launched "4G" service, it was simply a faster 3G service that was marketed as "4G" by AT&T. 4G LTE devices will not be impacted by this change.

**Does this change the annual renewal date?** No. Your annual date should not change upon upgrading to new equipment.

**What is the cost of a replacement?** There are several variations to take into consideration on what the replacement cost would be. [Click here](#) to request a quote.