

TOTAL ELECTRONICS CONTRACTING, INC.



Dear customer,

National cellular carriers have announced the discontinuation of their third-generation, or "3G," wireless cellular networks starting 12/31/2019 to be complete by the end of 2022. This shutdown of 3G service will not occur all at once. It will appear sporadically across the country and we are told that on December 31, 2022, the 3G wireless network will cease to exist. In the four state areas we are already seeing some 3G "failure to communicate" concerns.

Why are the carriers eliminating the 3G wireless cellular network?

Data use on wireless cellular networks is increasing as more and more people adopt data enabled devices. Cell carriers realize that shutting down the 3G network and using that space for LTE and 5G cellular networks will drastically increase data capacity and speed on the networks.

Does the 3G Sunset affect alarm systems?

Some alarm systems communicate via cellular communicators through, 3G and LTE/4G cellular networks. Many alarm systems were installed with a 3G compatible GSM (Global System for Mobile Communication) device that can only communicate via the 3G wireless network. Therefore, when the 3G network ceases to exist on December 31, 2022, these alarm systems will no longer be able to communicate alarm signals.

What do you need to do to make sure your alarm system will not be affected by the 3G Sunset?

Contact Total Electronics Contracting, Inc. to discuss options for updating your alarm system communicator.

If your system will be affected, we will discuss options to upgrade your alarm system cell communicator to be protected from the discontinuation of the 3G wireless network. In most cases an update to an LTE cell communicator is available, installed for under \$200.00.

For more information on the 3G Sunset, please visit these links:

<https://www.verizonwireless.com/support/knowledge-base-218813/>

<https://techblog.comsoc.org/2019/02/22/att-to-shut-down-3g-network-in-2022-verizon-at-end-of-2019/>