

Frequently Asked Questions

**Q: Why are you shutting down your 3G network?**

A: Mobile Internet usage has exploded over the last decade. From 2007-2017, data traffic on AT&T's wireless network has increased more than 360,000 percent. Reallocating capacity to our more advanced wireless networks will help more of our customers have a better experience.

Q: The network turn down is not until 2022. Why are you announcing it this early?

A: We believe it's important for us to be transparent about our plans for the 3G network. Our network optimization efforts have already begun and will continue between now and until about February 2022. We're taking advantage of the time to work proactively with customers who are using our 3G network today to manage their migration to the more advanced networks.

Q: Why are customers being encouraged to upgrade to AT&T's 4G LTE and LTE-M networks?

A: AT&T's 4G LTE and LTE-M networks are more advanced and offer advantages and greater capabilities. The AT&T LTE networks provide the quickest connection with the least latency compared

to the 3G network. The LTE-M network was built for IoT devices and is a licensed LPWAN (low-power wide-area network) that enhances indoor and subterranean coverage, as well as extended battery life, at lower costs for lower bandwidth requirements.

Q: How will customers be alerted of the transition and how will you ensure it's a smooth process?

A: We're committed to working closely with customers to make this process as easy as possible. In cases where we're turning down an AT&T-owned and operated 3G network, we'll continue to communicate specific details in advance of turning down the network and work hard to ensure customers' mobile communication needs are met throughout the process. Discontinuance of 3G service on AT&T roaming partner networks is independent of AT&T's 3G network sunset.

Q: Are your U.S. roaming partners also moving to 4G LTE?

A: Service provided by roaming carrier networks may be reduced or terminated with or without prior notice, and AT&T makes no commitments with respect to the present or continuing availability of roaming service. Roaming partners make their own business decisions about when to adopt newer technology. However, as

more AT&T customers adopt newer technologies, we expect that our roaming partners will also adopt such technology capabilities for their networks in order to be able to better serve customers. But, again, technology decisions, including timing to upgrade networks, are business decisions for our roaming partners to make.

Q: Will impacted customers see their bills increase as a result of this transition?

A: Although we don't expect any pricing increases at this time, there could be adjustments to pricing in the future. We'll inform our customers in advance of any such pricing changes.

Q: Why can't AT&T allocate a small portion of its spectrum to accommodate subscribers who don't want to transition?

A: Keeping our 3G network to serve a small number of customers wouldn't be an efficient use of our spectrum, which can be better used to support our 4G LTE and next-generation networks. IoT customers should be able to significantly improve their applications/solutions because of the higher speeds of the upgraded network, allowing them to better serve their customers and employees. These enhancements would not be possible on the 3G network.

Q: So do you have plans to turn down your 4G LTE network to put spectrum that's currently used for 4G LTE to next-generation network services?

A: We currently have no plans to turn down our 4G LTE network.

Q: Will customers experience issues with the network during this transition?

A: We anticipate a smooth transition and we'll work hard to help ensure they continue to receive a good network experience.

Q: For customers who do transition to a more advanced 4G LTE device, will their coverage be comparable to what they have on the 3G network today?

A: We anticipate coverage will be comparable to the coverage they received from our 3G network. The overall AT&T network covers more than 99% of Americans and our 4G LTE network currently covers more than 400 million people in North America.

Q: Why is AT&T shutting down its 3G network so early?

A: Adding spectrum and managing our existing spectrum for its most efficient use provides customers with the best wireless experience. This is a top priority for AT&T.

Q: Where exactly does AT&T have 4G LTE and LTE-M Coverage?

A: Customers can access coverage maps via www.att/coverage.

Q: How do I know if my users are using 3G devices and how many they have?

A: Customers can use existing reporting tools to identify the technology type of specific devices. If further assistance is required, a customer's AT&T account team can be a valuable resource.

Q: How will AT&T help Connected Device and IoT customers adapt to a post-3G world?

A: AT&T is committed to providing clear, advance notice and communications about our 3G migration and to working closely with our customers to manage the transition. Ultimately, customers are responsible for planning hardware upgrades in a reasonable timeframe prior to planned network shut downs. AT&T has developed programs, such as our IoT Accelerator program, to promote adoption of newer 4G LTE technologies.