

4G Device Impacts from 3G Sunset

Some 4G LTE Voice Centric Devices (VCD), even in data-only use cases, may be impacted by 3G sunset

Sample of Impacted 4G Devices



Zebra TC75 AH (Non-VOLTE)

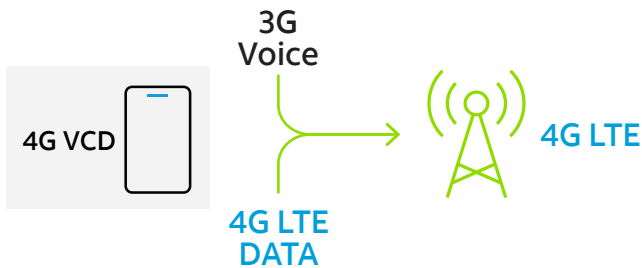


iPhone 5S (even on data only rate plan)

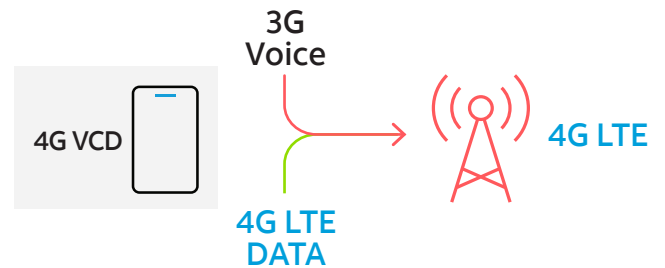


Alarm.com panel w/ Telit LE-910 NA1 moduleD2

Today

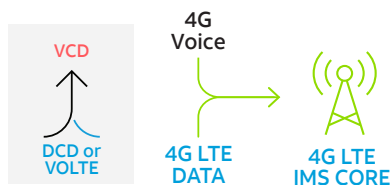


After sunset

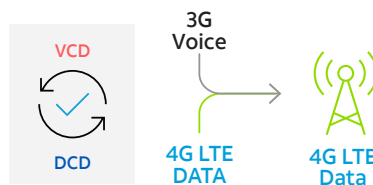


One of 3 resolutions

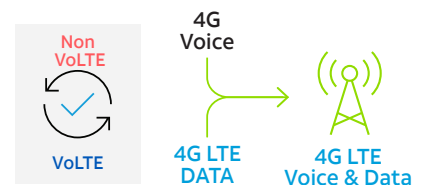
Replace Device



Data only applications: Update device firmware to signal 'data centric'



Voice & data applications: Update firmware to VOLTE Certified version



Did you know that some of your 4G LTE devices won't work when the 3G network goes away?



Many network operators are phasing out 3G networks in order to pivot and provide increased speed and capacity for new technologies and 5G deployments.

What's happening?

AT&T is shutting down its 3G network in February 2022. Many network operators are phasing out 3G networks in order to pivot and provide increased speed and capacity for new technologies and 5G deployments. With the 3G sunset **all 3G devices will lose connection and some 4G LTE devices will also be impacted and lose connection.**





Why are only some 4G LTE devices impacted?

A portion of 4G LTE capable modules and devices will be impacted when the 3G network sunsets. This is due to how the device presents its service request to the network when powered on and the response the network provides as to available services.

These 4G LTE modules and devices request 3G voice services to activate data-only service, and do not support Voice over LTE (VoLTE) service. When 3G voice service is requested, the network responds that 3G Voice service is not available.

The module/device will determine that the response from the network does not meet its requirement and will start a search for other available networks. This will leave the device in a state of no service.

Call to action

	<p>AT&T & module manufacturers are working together to identify suitable changes to impacted modules/devices and are sending Product Change Notifications (PCN) for impacted modules with information as to changes required to avoid service interruptions</p>
	<p>Engage your module/device supplier as soon as possible to discuss your options</p>
	<p>Engage your AT&T Account team to assist and identify other AT&T account changes to help avoid service interruptions</p>
	<p>AT&T professional services can help with parts or the overall 3G migration</p>