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Ann Arbor City Council WSCA
301 E Huron St
Ann Arbor, MI 48104-1908



NOTICE OF 3G NETWORK SUNSET
Important Information Regarding Your 3G CRU Service from AT&T

Hello Valued AT&T Customer:

This notice may impact others within your organization. Please forward this letter to those individuals in your company who have mobile communications responsibilities for connected device services.

When it comes to providing the latest connectivity speeds and capacity, we've got your business covered. To address the growing customer demand for mobile services, **we are scheduled to fully discontinue service on our 3G network on February 22, 2022.** This will enable us to free up valuable spectrum and provide increased speed and capacity for our more advanced technologies like 5G and to improve other technologies like 4G LTE and low-power wide-area (LPWA) networks.

Here's what you need to know:

On February 22, 2022, customers losing 3G network service that have not deactivated their 3G devices will continue to be billed until end of March through early April.

To avoid being billed for fees associated with your 3G devices after February 22, 2022, you will need to deactivate all your 3G devices on or prior to the sunset date. If you are not able to do so, please contact us and we will do it for you. For any fees billed after February 22, credits to reverse the fees will appear within 2 to 3 billing cycles. If you have not received the credits by the end of the 3rd billing cycle, please use your BAU process to request bill credits.

Please be aware as previously communicated to you, in some markets it may be necessary for us to turn down one band of our owned and operated 3G network, such as 1900 MHz or 850 MHz service, ahead of February 22.

Also as previously communicated, please do not activate any new 3G devices and/or reactivate any existing SIMs that use 3G technology.

We strongly encourage you to complete migrating all 3G and 3G voice-dependent non-VoLTE-capable devices (data only devices) to 4G LTE or LPWA networks as soon as possible and stand ready to offer guidance and expertise to help make this easy. Please contact your Account Manager Tad Begley at tb170x@att.com or (734) 274-1784 to schedule your updates.

Go to www.att.com/LTEupgrade to find valuable information on migration planning. It provides resources such as a current list of certified 4G LTE equipment manufacturers.

We know you have a lot of choices in service providers, and we can't thank you enough for continuing to choose us. We're here to help you how ever we can with this transition.

Regards,

AT&T Business