

The Verizon Cellular 3G Sunset and How it Affects OmniSite Customers

Thank you for trusting OmniSite for your remote monitoring solutions. We hope that you chose us, and have stayed with us, because you value the reliable, innovative and cost-effective products and services we provide. That reliability is due in part to the use of the cellular network to send and deliver your alarm notifications. The reality of cellular technology is that it is always advancing and such advances lead to the retirement of older networks and technologies such as 2G, 3G, etc.

Verizon is phasing out its 3G data network. This sunset affects every customer using a 3G device on the Verizon network, not just OmniSite's customers. The sunset date is December 31, 2019.

Questions you might be thinking right now...

Why is Verizon ending 3G cellular service?

By December 31, 2019 all devices connected to a Verizon mobile network must be capable of running on at least the 4G/LTE spectrum. By phasing out 3G service, this will enable Verizon to free up bandwidth and add capacity to its 4G and LTE mobile Internet network. Unlike the cellular analog sunset in 2008, this decision was not influenced by an FCC decision but was solely Verizon's.

What is OmniSite's role in all of this?

The 3G sunset is solely Verizon's decision.

OmniSite is dedicated to keeping all devices online while transitioning every active device before the sunset date. To transition a device, the 3G radio is removed and upgraded with a 4G/LTE radio. We have a full plan in place, outlined below, which starts with this letter. We're informing you now, so we all can take a proactive approach to the sunset. This gives you time to consider the options below and act before the final service cutoff date of December 31, 2019.

We know how disruptive sunsets can be. We're tired of them, too. When our customers aren't happy, we aren't happy, so we've innovated a solution to future sunsets:

Today, OmniSite products work on the 4G/LTE radio spectrum. 4G/LTE is scheduled to have bandwidth into 2027.

Beyond, we have developed our new modular radio, the OSMR (pronounced Oz-Mer). The OSMR is field-replaceable and plugs into a carrier board in your device with minimal effort. New devices and those upgraded during this sunset will have this new plug-n-play radio and carrier board.

Going forward, if a sunset occurs, you'll purchase a new radio to simply plug-in greatly reducing the time and burden to upgrade. If you want to reduce both the expense and burden of sunsets, you should subscribe to the OmniAdvantage plan today! Keep reading to learn more about it!

What happens on December 31, 2019?

If your devices have not been upgraded by this date, they will not function.

As the date approaches, Verizon will consolidate cell towers, channels and services without notice to provide a diminished level of 3G service. This 3G consolidation is already happening in some parts of the USA and could affect your device's ability to receive a suitable cellular signal as early as Q2 2018. If your device has been working normally and then abruptly stops transmitting (or several products stop transmitting at the same time), please call our tech support hotline at 317-885-6330 option 3 so our technicians can help troubleshoot this issue.

Does the Sunset affect my device(s)?

The OmniSite GuardDog website will show a chart of all affected units (if any). Upgrade options are listed below.

What if my device(s) are still under warranty?

If your OmniSite product is still under warranty, the Field Upgrade Kit, if eligible, will be no charge to you, as long as the upgrade is completed. If your device must be sent back, we will upgrade at no charge to you excluding shipping.

What are my upgrade options?*

Please contact Technical Support at 317-885-6330 option 3 to discuss the following options, verify eligibility, and set up your RMA:

1. Field Upgrade KIT for ELIGIBLE XR50, old style Viper, and Crystal Ball for \$299.00/each[†]

If eligible, each device will be assigned a specific field kit. Step-by-step instructions will accompany the kit and must be followed precisely. Once completed, each field upgrade kit comes with a 1-year limited warranty.

2. OmniBeacon Upgrade and Upgrade KIT for \$225.00/each[†]

Some OmniBeacon devices may be upgradable in the field via a kit but some may need to be returned to OmniSite for upgrade. Either way, your OmniBeacon will have a new, 1-year limited warranty. In many cases, your product warranty expired long ago, so this is a value-added feature of the phase out process.

*As the sunset date nears, additional options may become available. Currently, you may only choose from the above-listed options.

[†]The upgrade price covers the required radio upgrade only. It does not cover dead batteries, shipping costs, field services, or physical damage of any type. If being sent into OmniSite, our technicians will inspect and inform if any product damage is found and quote for repairs.

3. Become an OmniAdvantage customer

The OmniAdvantage plan provides radio upgrades with zero cost for the new radio, free shipping, minimal effort, and no RMA. As an OmniAdvantage member, you will also receive a lifetime limited warranty, free software upgrades and 2.0 mobile app, GuardDog setup and priority support, and professional training. Every device must subscribe annually to the OmniAdvantage plan in addition to cellular service. Learn more at www.omnisite.com/omniadvantage or by contacting us at 317-885-6330 ext. 137 or omniadvantage@omnisite.com.

4. Do Nothing and Wait for the Product to Fail before Upgrading

The final sunset date is December 31, 2019, and it is possible that your product will work flawlessly until that date. Since Verizon does not share their “turn-down” plans with 3rd party companies, OmniSite cannot predict when your service will be consolidated and/or turned down.

OmniSite does not advocate “doing nothing” until the cutoff date, but it is an option to get the longest possible life from your equipment before doing the required radio upgrade.

When should I upgrade?

We urge everyone to formulate a plan and budget now. Please do not wait until the last moment to discuss your options. OmniSite will work to make this as seamless as possible, but please prepare and act well before the sunset date of December 31, 2019. Give us a call at 317-885-6330 option 3 or send us an email at support@omnisite.com for assistance.

THANK YOU

Thank you for choosing OmniSite Cellular Monitoring Solutions! Please know that we don't take lightly the fact that you have chosen to be an OmniSite customer, and we are continuously developing and innovating to keep you as a customer.