



Frequently Asked Questions Regarding 2G Sunset

Why are you shutting down your 2G network?

Mobile data traffic in the United States grew by 75,000 percent over a six year span, from 2001 to 2006. In the nine years that followed, mobile data traffic on the AT&T national wireless network increased 150,000 percent (from 2007 through 2015). Reallocating capacity to our more advanced wireless networks will help more of our customers have a better experience.

The network turn down is not until 2017. Why are you sending me reminders now?

We believe it's important for us to be transparent about our plans for the 2G network. Our spectrum reallocation efforts have already begun and will continue between now and approximately January 1, 2017. We may turn down some markets entirely before 2017. We're taking advantage of the time to work proactively with customers who are using our 2G network today to manage their migration to the more advanced networks.

You say that you'll work closely with customers to manage the migration process. How will customers be alerted of the transition and how will you ensure it's a smooth process?

We're committed to working closely with customers to make this process as easy as possible. In cases where we're turning down the AT&T owned and operated 2G 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.

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

Since we launched our 2G networks, new technologies such as smart phones, social media, and wirelessly connected machines send large amounts of data across our networks. In order to meet this demand, we need to allocate our spectrum as efficiently as possible. Internet of Things (IoT) customers will be able to significantly improve their applications and solutions (such as video cameras for real-time streaming/records for alarm solutions, driver dash cameras for fleet trucks, and so on). The higher speeds of the upgraded network will allow them to better serve their customers and employees. These enhancements would not be possible on the 2G network.



So do you have plans to turn down your 3G network to put spectrum that's currently used for 3G to 4G LTE service?

We currently have no plans to turn down our 3G network.

Will customers experience issues with the network during this transition?

We anticipate a smooth transition. It's unlikely but possible that some 2G customers could see minor temporary service issues while we're completing this work. We'll work hard to ensure they continue to receive a good network experience.

For customers who do transition to a more advanced 3G/4G LTE device, will their coverage be comparable to what they have on the 2G network today?

We anticipate coverage will be comparable to the coverage they received from our 2G network. The overall AT&T network covers more than 99% of Americans and our 4G LTE currently covers 310 million people. A 4G LTE device will operate on the 3G network when customers are not in areas with 4G LTE coverage.

Is it true that your competitors will continue to offer service on their 2G network? Why is AT&T shutting down its 2G network so early?

We can't speak to our competitors' plans. 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.

How will AT&T help Connected Device and IoT customers adapt to a post-2G world?

AT&T is committed to providing clear, advance notice and communications about our 2G 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 shutdowns, but AT&T has developed programs, such as our Mobile Broadband Accelerator program, to promote adoption of newer 3G and 4G LTE technologies.

- IoT 3G migration external website:
<http://cd2migration.att.com>
- Mobile Broadband external website:
<http://www.att.com/edo/getConnected/getConnected.jsp?primary=020000#/C>
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Will AT&T continue to certify 2G modules and devices?

No. AT&T has discontinued certification of 2G hardware. In order to support key customers, AT&T provides maintenance release code for EDO and MVNO devices ONLY when a specific need requires updated code.

How will 2G Sunset affect in-building solutions?

Service for in-building solutions that are 2G based will be discontinued with this technology sunset.

Your competitors have made public statements that they intend to support their respective 2G technologies until at least 2020. Why isn't AT&T?

As devices rapidly upgrade from 2G to newer technologies, carriers are shifting spectrum and other network resources to support this change, while also bringing new spectrum into service for 3G and 4G LTE. AT&T, like all other companies, must make a business decision about how to allocate limited resources given the explosion of the mobile Internet.

When will AT&T mandate that our 2G resellers/IoT clients stop activating and/or reactivating 2G devices?

AT&T is working closely with IoT customers to ensure that 2G activations are discontinued as soon as possible. However, as a general rule, customers should no longer be activating 2G devices.

Will AT&T help me with the development cost of my business' migration?

Customers are responsible for planning hardware upgrades in a reasonable timeframe prior to the planned 2G network sunset, but AT&T has developed initiatives, such as our Mobile Broadband Accelerator program, to promote adoption of newer 3G and 4G LTE technologies.

How does this affect my company's service agreement? Will early termination fees apply if I cancel service due to the 2G migration?

A new business mobility contract is not required. However if you upgrade your individual lines of service—now or at a later date—you may need to make a new line commitment term and may be subject to early termination fees per the conditions in your business mobility agreement.



How will enterprise customers headquartered in one market be notified about 2G turndown initiatives that impact their 2G subscribers in another market?

We're committed to working closely with customers to make this process as easy as possible. In cases where we're turning down our 2G network, we'll communicate with specific details regarding impacted subscribers in advance of turning down the network and work hard to ensure their mobile communications needs are met throughout the process.