



Mueller Systems
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**RE: Immediate Action Required for Your AMI System:
How to Mitigate the Impact of AT&T Sunsetting Its 3G Network on Mueller Collectors**

Dear Valuable Customer;

As wireless communication technology continues to evolve, third-party telecommunication providers in North America are making significant changes to their network infrastructure. As part of this process, these third-party telecommunications providers have decided to discontinue 3G wireless services as networks are upgraded to 4G and 5G technology.

On February 22, 2022, AT&T plans to fully discontinue service on their 3G network, which means that Mueller AMI devices such as Mi.Hub XR and XRR and RMR (KP) Collectors will not operate after this date, unless the following action(s) are taken:

- **If you own Mi.Hub XR or XRR Collectors (see image on right),** 3G to 4G modem upgrade kits are available for purchase now (Part Number: MS-FRU-XR-CEL). These kits can be installed in minutes with a screwdriver and instructions are provided with each kit. It is important to install these kits before February 22, 2022, to avoid interruption to your AMI network. An alternative might be re-routing your collectors via ethernet where available.
- **If you own RMR (KP) Collectors (see image to right),** 3G to 4G modem upgrade kits are available for purchase now (Part Number: MN-RC-4G-KIT). Our Network Operations Center is contacting customers to determine the modem model and SIM card numbers associated with these systems. If an upgrade kit is indeed required, it is important to install these kits before February 22, 2022, to avoid interruption to your AMI network.



Please take immediate action by placing orders for upgrade kits at customercare@muellerwp.com.

Supply of upgrade kits is currently limited and will be sold on a first come, first served basis. If a unit is purchased after the current inventory is exhausted, it may be weeks before the unit can be delivered. Unfortunately, these upgrade kits are not covered by your current service agreement nor product warranty.

If you are unsure what AMI equipment you own or need assistance with any of these mitigation efforts, please contact your Mueller Systems Territory Manager.

To ensure uninterrupted communication, all upgrade kits must be installed before February 22, 2022.

If service interruptions are anticipated, our Network Operating Center will assist with communication and connection options that would be best for your utility and network.

The sunset of AT&T's 3G network will also impact the operation Mi.Tech Handhelds (Trimble Model T41/5 or Nautiz Model X8). Instructions will be provided in a separate communication no later than February 1, 2022.

Thank you for your attention to this important matter.



Haedoo Choi
Product Line General Manager, Network Communications

