



Mueller Systems  
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February 7, 2022

**RE: Immediate Action Required for Your AMI System:  
How to Mitigate the Impact of AT&T Sunsetting Its 3G Network on Mi.Tech Handhelds**

Dear Valued 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 including **Mi.Tech Handhelds (including the Trimble® Model T41/5 and Nautiz® Model X8 shown to the right)**, will not exchange data with the Mi.Host or Sentryx™ server except through a preconfigured mobile hotspot (“mi-fi device”) operating in close proximity to the handheld, as provided by Mueller Systems LLC.



If you own and currently use Mi.Tech Handhelds in your AMI network, **please immediately order one (1) mi-fi device (Part Number MS-HH-MF-ATT)**. These devices have a \$1,500 value but are being provided to our water utility customers at no cost provided they are returned within sixty (60) days of deactivation. All mi-fi devices will be deactivated sixty (60) days after the new Sentryx Mobile Install App is made available as “Sentryx” for download from the Google Play and Apple App stores. Each mi-fi device you receive will be labeled, “Property of Mueller Systems LLC. Once deactivated, please return to: Mueller Systems LLC, Attn: RMA Department, 10210 Statesville Boulevard, Cleveland, NC 27013.”



The new Sentryx Mobile Install App has been designed to work on Android devices Version 19 and above and Apple iOS devices Version 9 and above. The new Sentryx Mobile Install App is only compatible with the Sentryx Water Intelligence Platform.

**Please take immediate action by placing your mi-fi device order at [customercare@muellerwp.com](mailto:customercare@muellerwp.com).**

Supply of mi-fi devices is currently limited and will be sold on a first come, first served basis. If a device is purchased after the current inventory is exhausted, it may be weeks before the device can be delivered.

**For mitigation information regarding your collectors, please refer to our letter dated January 25, 2022, from Haedoo Choi, “How to Mitigate the Impact of AT&T Sunsetting Its 3G Network on Mueller Collectors”.**

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 collector upgrade kits and mi-fi devices must be put in use before February 22, 2022.**

If service interruptions are anticipated or you require further assistance with the Sentryx Water Intelligence Platform, our Network Operating Center can be reached by phone at 800.423.1323 or via email at [support@muellersystems.com](mailto:support@muellersystems.com).

Thank you for your attention to this important matter.

Respectfully submitted,

*Deron N. Austin*

Deron Austin, P.E., CX-PRO  
Director of Customer Experience

