



3G NETWORK SUNSET

Frequently Asked Questions

GENERAL

- I own several Mueller® AMI devices, including Mi.Tech Handhelds, Mi.Hub XR/XRR Collectors, and RMR (KP) Collectors, that I understand use the AT&T 3G network, but they are still operating. Why is this?
 - AT&T informed us that they have signed a roaming agreement with T-Mobile to keep their 3G wireless network operational until July 1, 2022. Therefore, your current equipment should continue to operate without modification for another four (4) months.

MI.HUB COLLECTORS

1. If a Mi.Hub XR and XR-R collector goes down due to the 3G network sunsetting, will readings be lost?
 - No. Readings are saved in the Mi.Hub collector until connectivity is restored, and then is uploaded automatically to the cloud server.
2. How will customers know if their Mi.Hub collector contains a 3G or 4G modem?
 - All MNC collectors have 4G modems. XR and XR-R collectors have a 3G modem and require a 4G upgrade kit to be installed asap, which is available for purchase from Mueller. If you are unsure, please contact the Mueller network operations center (NOC).
3. How can customers confirm that the installed 4G upgrade kits are working?
 - After each kit is installed, you can call the Mueller NOC at 800-423-1323, Option 4, then Option 2. Your data should also start appearing on the Mi.Host and/or the Sentryx user interface.
4. When will customers receive 4G upgrade kits for Mi.Hub collectors?
 - All 4G upgrade kits should have shipped from the Mueller Cleveland (NC) Plant to customers no later than 2/25/2022.
5. Will the Mi.Hub warranty and/or maintenance agreement be voided if the customer installs 4G upgrade kits?
 - No.
6. How do customers know how many 4G upgrade kits have been ordered for their water utility and/or when they will be shipped?
 - Contact Mueller Customer Care at 800-423-1323, Option 4, then Option 1

7. If a customer has not received 4G upgrade kits, do the Mi.Hub collectors need powered down?
 - No. We recommend keeping the collector on so it can store reads.
8. How do I know what type of collectors I have?
 - Collectors that require a 4G upgrade kit will have circuit boards visible once the collector door is open.
9. Is Mueller providing labor to do the upgrade?
 - No, Mueller will not be providing labor for the upgrade
10. Are there instructions for the upgrade?
 - Yes, installation instructions are included in each shipment and are available online at <https://muellersystems.com/3g-sunsetting/>
11. Shouldn't this be covered under my extended warranty?
 - Unfortunately, changes made by third parties such as AT&T are not covered under your warranty.

MI.TECH HANDHELDS

12. Can customers continue with node field maintenance activities after AT&T shuts down their 3G network without the custom MiFi device(s) being provided by Mueller?
 - No. Mi.Tech handhelds can only access a 4G cellular network using the custom MiFi which contains a specific SIM card to allow a secure connection to the Mueller server.
13. Do customers need a custom MiFi device for every Mi.Tech handheld?
 - In most cases, yes. Each Mi.Tech handheld must be ~100 feet of the custom MiFi device.
14. Can customers continue installing nodes?
 - Yes, as long as the Mi.Tech handhelds are connected to custom MiFi device(s).
15. When will customers receive their custom MiFi device(s)?
 - MiFi's are shipping from our Atlanta HQ starting on 2/25/2022.
16. How can customers track the shipment of their custom MiFi device(s)?
 - Customers should contact their local Mueller sales representative for the UPS tracking number
17. How long will customers need to use the custom MiFi device(s)?
 - Until the customer downloads and installs the new Mueller Mobile Install App from the Apple App or Google Play stores and fully transitions from Mi.Host the new Sentryx Intelligent Water Platform. Mueller will then deactivate the custom MiFi device(s) and ask customers to return within 60 days.
18. How and where do customers return the custom MiFi device(s)?
 - Once deactivated, custom MiFi device(s) must be return to: Mueller Systems LLC,

Attn: RMA Department, 10210 Statesville Boulevard, Cleveland, NC 27013

- 19.** When will the Sentryx Mobile Install App be released with the workorder system in place?
 - The new App is currently in Beta testing and is expected to release in both the Apple App Store and Google Play Stores in March 2022.
- 20.** Will the work order system in the new Sentryx Mobile Install App work with Mi.Host?
 - No. The Sentryx Mobile Install App is only compatible with Sentryx.
- 21.** If customers receive only one (1) custom MiFi devices but own seven (7) handhelds, what will and what won't work?
 - Although you can connect any Mi.Tech handheld to the custom MiFi device, only one connection should occur at a time.
- 22.** Can customers conduct meter swaps or manual reads in the field without the custom MiFi device?
 - Yes, but this will require you download your workorder/cell at your home office by connecting to the internet over your local network (Wi-Fi). After operations are complete you may upload (Sync) your workorder/cell in the same way.
- 23.** How do customers sync data without using the custom MiFi device in the field?
 - Workorder sync is not possible without an internet connection. To sync the workorder/cell a Wi-Fi connection must be established using a local network and handheld configured to the correct Mueller server IP and port.

RMR COLLECTORS (KP)

- 24.** Which customers will receive the RMR upgrade kits?
 - Only customers who have confirmed their modem type on their collectors to be 3G will be getting the 3G upgrade kits.
- 25.** How will customers know how to install the RMR upgrade kits?
 - Each kit contains installation instructions and available for download at <https://muellersystems.com/3g-sunsetting/>
- 26.** How do I know if I connected the RMR collector correctly?
 - After each kit is installed, you can call the Mueller NOC at 800-423-1323, Option 4, then Option 2.

For more information about Mueller or to view our full line of water products, please visit muellersystems.com or call Mueller customer service at 1.800.423.1323.

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