



Mueller Systems  
10210 Statesville Boulevard  
Cleveland, NC 27013

office: 704-278-2221  
toll free: 800-323-8584

March 10, 2022

RE: 3G Network Sunsetting Delayed

Dear Valued Customer;

We recently received information that access to the 3G wireless network will be extended for a period of time. As a result, Mueller® AMI devices including Mi.Tech Handhelds, Mi.Hub XR/XRR Collectors, and RMR (KP) Collectors should continue to operate without modification. While we are awaiting official notification from various carriers, we believe that the 3G wireless network will be available for another four (4) months. If we receive information to the contrary, we will notify you immediately.

If you have received **modem upgrade kits** for use in your Mueller collectors, you now have additional time to install these kits. Your current Mueller collector should continue to operate as normal in the interim.

If you have received **custom mi-fi's** for use with your Mi.Tech Handhelds, it is no longer necessary to use these devices. Your Mi.Tech Handheld should continue to operate as normal in the interim. Please safely store – do not return – these devices, until we provide further instructions.

The new Sentryx™ Mobile Install App (“Sentryx”) will be available for download later this month from the Google Play and Apple App stores. Since the App is only compatible with the Sentryx Water Intelligence Platform, it is important that you start using as soon as possible.

If you have questions or 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