

3G NETWORK RETIREMENT ANNOUNCEMENT

ZeroRPM's Intellimetrics feature will be temporarily out of service due to the disablement of 3G technology

What is happening?

As wireless technology continues to evolve, telecommunications providers in North America are making significant changes to their legacy communications infrastructures and network capabilities. As part of this process, these third-party providers have elected to discontinue the provision of 3G wireless services. This means that devices and services that currently require 3G wireless networks to function, including hardware installed inside your Idle Mitigation System, will no longer work.

Why is this happening?

Telecommunications providers are discontinuing 3G services in favor of newer and more advanced LTE networks. Although these circumstances were created by factors beyond our control, we sincerely regret any inconvenience this may cause.

How does this impact ZeroRPM's Intellimetrics feature?

ZeroRPM's Intellimetrics feature will no longer function in some if not most areas across North America. However, the data is not lost and can be collected manually from the display and added to the database to provide the same level of reporting. Please reach out to Support@ZeroRPM.com for assistance.

Is there a retrofit option for ZeroRPM's Intellimetrics feature?

Today there are no available retrofit options; however, ZeroRPM is working hard to develop a 4G solution with our valued partners.

When does this go into effect?

Due to the uncertainty of when a particular 3G site may be turned down, we simply have no way to accurately forecast when coverage may end in your area. Some areas have seen the disablement start back in February 2022; however, some carriers claim total disablement by July 2022 and other carriers claim they will continue 3G coverage through December 2022. No network transition is easy. We do understand the inconvenience this may cause for our customers and are working around the clock for a solution. We will continue to remain focused on assisting customers through and past the 3G sunset. Stay tuned for further details as new information becomes available.