



## 4G Transition FAQ

21/09/2022

## **Q1. WHAT'S THE DIFFERENCE BETWEEN 3G AND 4G?**

4G stands for fourth generation, and it's a step-change in cellular capabilities that will make everything faster and smoother. In fact, 4G is 500 times faster than 3G, making support for high-definition mobile TV, video conferencing, and other data-heavy solutions easier and quicker. For our customers, this also means better connectivity when a device is communicating from a moving vehicle, for instance. 4G will open an exciting future of possibilities, with expanded capabilities for telematics solutions.

## **Q2. ARE THERE ANY OTHER CHANGES THAT WILL NEED TO HAPPEN TO MY SMARTRAK SYSTEM WHEN I CHANGE THE TRACKING DEVICES?**

Customers will experience no interruption in operations when introducing 4G devices into their fleet. Smartrak has already tested and validated our 4G devices for stable and consistent connectivity. The 4G connection matches and at times exceeds our 3G telematics devices.

## **Q3. ARE 4G DEVICES AVAILABLE FOR SWAP-OUT NOW?**

Smartrak has a range of devices available for customers to begin their fleet's transition to 4G. In fact, many of our customers already have 4G devices running in their fleets.

We recommend talking to Smartrak to start planning the transition to 4G as soon as possible. By beginning your fleet's hardware migration now, you can ensure you've successfully transitioned well in advance of the announced 3G cut-off date.

## **Q4. WHEN WILL SMARTRAK STOP SELLING/DEPLOYING 3G DEVICES?**

Smartrak has ceased deploying 3G devices. Any new orders will be assessed for compatibility to ensure there is no negative operational impact from our new 4G devices.

## **Q5. IS THERE AMPLE AVAILABILITY OF 4G DEVICES?**

Smartrak has put plans in place to procure enough 4G devices. Supply should not be an issue. However, it is worth noting that like many organisations, Smartrak will continue to encounter impacts to supply chains due to international conflict, COVID, and microprocessor shortages.

There are likely to be a last-minute rush by organisations who haven't proactively planned their 4G migration. Proactively working with Smartrak will ensure ample supply is secured for your fleet, and that installation and upgrade can be actioned over the next few years to minimise impact on your day-to-day operations.

## **Q6. HOW DOES THE COVERAGE OF 4G COMPARE TO 3G?**

4G provides excellent coverage in urban zones. There are rare instances where 4G does not match 3G in some areas, however the 4G infrastructure is rolling out quickly and will continue to improve coverage.

Generally speaking, there isn't a huge difference in coverage between 4G and 3G, and if there are issues in remote areas that require real-time alerts, Smartrak recommends deploying satellite or dual cellular/satellite solutions. For operations outside of cellular coverage, our 4G AVLs will cache operational data and re-sync with our servers when it re-establishes a cellular connection.