

3G Sunset Date – SDSI FAQ

- AT&T has announced that they will be shutting down their 3G cellular service as of February 2022.
- T-Mobile has announced that they will be shutting down their 3G cellular service as of April 2022.

We do not have any control over third-party service and these shutdown dates were unexpected. Not all Solar-Log® cellular products are affected. Here are answers to the most frequently asked questions on this topic:

Which products are affected?

Only Solar-Log® cellular products with 3G AT&T and 3G T-Mobile SIM cards are affected. This includes only some of the Solar-Log 350, 360, and 370s, and a small number of Solar-Log® Cellular Commercial Revenue Grade Meters. Newer cellular commercial products already run on the LTE network and some residential meters run on other cellular networks.

Are my Solar-Log® products impacted?

We will proactively reach out to you if you have purchased products directly from us which are impacted. There is no need to contact us now. If you purchased through a distributor, your distributor will be notified as well.

Will all Solar-Log® Residential Socket Meters (formerly Solar-Log® & GE Meters) stop working after February 2022 (AT&T) and April 2022 (T-Mobile)?

No, not all Solar-Log® Residential Socket Meters are affected. AT&T and T-Mobile's 3G sunset dates only impact Solar-Log 350, 360 and 370 meters which have AT&T or T-Mobile 3G SIM cards. Solar-Log 350 LAN meters which have an Ethernet cable and communicate over Local Area Network (LAN) will continue to work through LAN connection as they work now. The same is true of Solar-Log 370 meters which are connected through Local Area Network (LAN).

Solar-Log 350, 360, and 370 meters with 3G AT&T or T-Mobile SIM cards will continue to meter solar energy production. However, this data will no longer be transmitted to the online portal. This means that the meters continue to function but the measurements can only be read on the face of the meter. Some state REC programs, like Massachusetts for example, do allow production data to be read and submitted to them manually, if the plant is under 10kWp. Solar Data Systems will no longer be able to offer automatic incentive

reporting for these products but encourages you to reach out to your REC program administrator or aggregator to find out if you are able to report your data manually.

What do I need to do?

Solar Data Systems has a few options for upgrading your current product to 4G LTE or replacing your product with a new solution. If you would like to continue to have revenue-grade metering over a cellular network, please reach out to us for details on these options. We recommend contacting us several months prior to the announced shutdown dates to discuss the options.

I don't know if my Solar-Log® products run on AT&T or T-Mobile, how can I find out?

We will take care of identifying if your products are impacted. If your products are impacted by the AT&T or T-Mobile shutdown and you purchased directly from us, we will contact you individually prior to the announced shutdown date. If you purchased through a distributor, your distributor will be notified.

I have a product that runs on AT&T or T-Mobile 3G and my subscription is up for renewal. What are my options?

For now, subscriptions can still be renewed on a multiple-month basis, if the 3G cellular service remains active. This is subject to change.

Solar Data Systems, Inc. understands that some Solar-Log® customers will be impacted by this shutdown. Fortunately, we have some alternative products that can be used in place of the Solar-Log® 3G devices.

For single-phase solar PV plants, the Solar-Log 350 LAN meters which have an Ethernet cable and communicate over Local Area Network (LAN) are available and can be purchased to use in place of a cellular meter. Alternatively, Solar Data Systems is planning production of a 4G/LTE, single-phase with estimated availability early Fall 2021.

For three-phase systems with a Solar-Log 2050 Cellular Commercial Revenue Grade meter, we do have a cellular expansion kit that now comes with an LTE modem. This can be added to your current set up.

Please contact us for details and pricing on these options.

I need a revenue grade meter for my next project. What are my options?

For single-phase systems, the Solar-Log 350 LAN meters which have an Ethernet cable and communicate over Local Area Network (LAN) are available and can be used in place of a cellular meter. We are offering a special promotional package for these products. Please contact us for details.

For three-phase systems under 115kW, the ArrayMeter, an LTE cellular, 3-phase, revenue-grade socket meter, is now available. The single-phase version will be available late Summer 2021.

For three-phase systems above 115kW, the Solar-Log 2050 Cellular Commercial Revenue Grade meter is also available and now comes with an LTE modem, so current models are not affected by AT&T's 3G shutdown.

Are cellular commercial products affected?

A small number of Solar-Log® Cellular Commercial Revenue Grade Meters are using AT&T 3G cellular communication. If you have a cellular commercial revenue grade meter product with an AT&T 3G SIM card, you can purchase a new LTE modem from us. Please contact us for a special offer on this product.

We believe in proactively communicating with our customers and we hold ourselves to the highest standards when it comes to customer service and support. Solar Data Systems' customers have trusted Solar-Log® products. We plan on keeping that trust.