



Subject: Important Notice – 2G and 3G Network Shutdown: Potential Impact on Insurance-Linked Devices

Dear Valued Client,

We wish to bring to your attention an important development that may affect some of the technology linked to your insurance policies.

As part of a national initiative, the South African government has begun the phased shutdown of 2G and 3G mobile networks to make way for more advanced technologies such as 4G and 5G. While the full decommissioning is expected to be completed by December 2027, some mobile network providers have already started this process — as early as January 2025. As a result, certain devices have already lost connectivity.

This change could impact devices such as:

- Vehicle tracking and telematics units
- Property alarm systems connected to control rooms
- Industrial monitoring equipment (e.g., fire alarms, gas leak detectors)

We are sharing this information to raise awareness early and help you avoid any potential disruptions, especially in emergency situations where real-time connectivity is critical.

What You Need to Know:

Motor Vehicle Devices

If you use a vehicle tracker, telematics unit, or fleet management system, we recommend checking with your service provider whether your device still relies on 2G or 3G connectivity. These technologies are often hidden behind brand names, so it's important to confirm the specific device model and network requirements.

Tip: Consider upgrading to Radio Frequency (RF) tracking devices. These do not rely on cellular networks and have demonstrated higher recovery success rates in the event of theft.

Property and Industrial Devices

If your home, office, or industrial site uses a security system or monitoring device (such as fire or gas alarms), please check with your service provider whether it is affected by the shutdown. These systems often depend on mobile connectivity for real-time alerts to control rooms or emergency services.



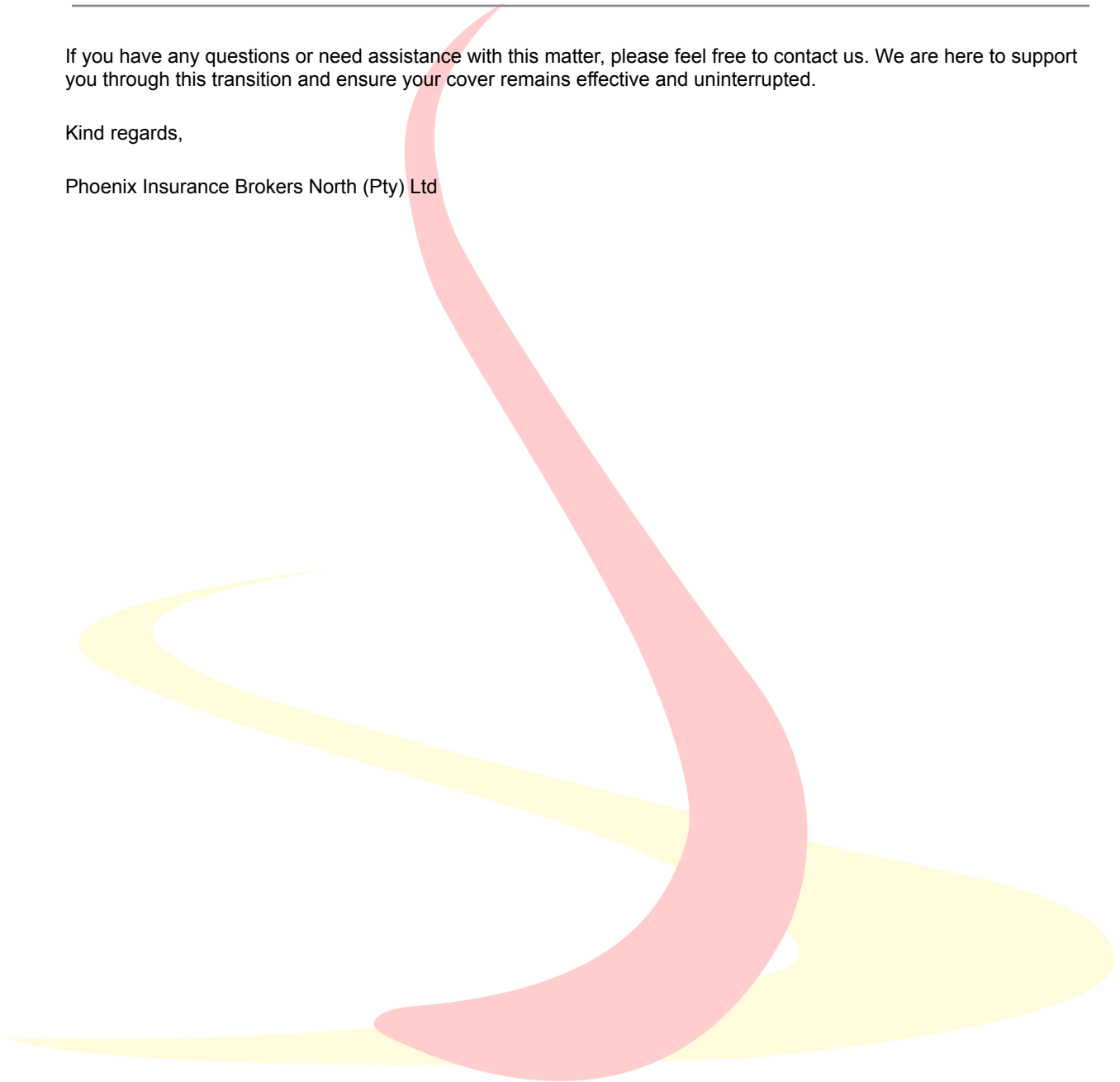
Next Steps

- This notice is informational only at this stage.
- We will provide further communication should specific connectivity standards become a requirement for cover.
- In the meantime, we encourage you to proactively confirm your device specifications with your service provider or installer.

If you have any questions or need assistance with this matter, please feel free to contact us. We are here to support you through this transition and ensure your cover remains effective and uninterrupted.

Kind regards,

Phoenix Insurance Brokers North (Pty) Ltd

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