



# NEWS TODAY



Western Iowa Networks UScellular

## Why are we shutting down CDMA?

The latest updates

CDMA is costly, outdated, and slower technology that limits a customer's service capabilities. Additionally, device manufacturers have been making devices without CDMA technology, creating urgency for wireless carriers to move customers off the CDMA network.

"CDMA Sunset" is a term used to describe our changing network and the removal of 3G signals, both CDMA Voice and 3G Data (called EVDO) CDMA customer are only able to send and receive calls, texts and 1X data while on UScellular towers and not while roaming (on another carriers network)

This year, our 3G voice will be turned off which will finalize the sunset of CDMA, and our customers will have no service on their CDMA devices. Each customer campaign will now inform customers about the CDMA shutdown timing.

Shutting down our entire 3G network is not a small feat. We still have customers using 3G only devices. So, it's important we help them feel comfortable when switching to an updated device. If a customer chooses to stay on their outdated CDMA device, they will lose service at some point in the next several months.



## Multiple CDMA Towers Turning Off in August

With CDMA turning off by the end of this year, efforts continue to strengthen our 4G and 5G network while helping customers migrate off older technology and onto newer devices.

Throughout August, select towers are being updated causing CDMA to be removed. Once CDMA is removed, the towers in these areas will only support 4G VoLTE and 5G devices. Impacted customers have been notified through postcards and MMS (text messages) starting the first of July, prior to their shutdown date beginning in August.

**Future Tower Decommissions:** Select towers will be turned off throughout the rest of the year due to expirations, tower modernizations, and mid-band efforts. This will impact CDMA services on these towers.

Customer may call or visit a local retail store with questions once they receive this communication or experience a loss of service.

As many carriers upgrade their network due to aging technology, UScellular want to keep you connected. We understand that some weren't planning on upgrading their phones just yet, but we can help make this process an easy one. We can show you some different device options or learn a new device that you may be interested in.

We never want you to be without coverage. To ensure you have a reliable service, it's important you have a phone with current technology. We recommend switching your device to a new one, and we will be with you every step of the way.

With the tower upgrade, you now experience faster 4G and 5G speeds in your area. This means you will need to upgrade to a 4G VoLTE or 5G device to ensure you can stay connected.



Information made possible by UScellular

### National Domestic Violence Hotline

PH#1-800-799-SAFE (7233)

UScellular has joined a partnership with other wireless carriers to ensure domestic violence survivors have access to the resources they need. If a customer indicates they may be a victim of abuse (EX: dating violence, sexual assault, stalking, or trafficking, etc.) , information on how to contact a **National Domestic Violence Hotline** should be Shared. This hotline provides customer with 24/7 free and confidential services.

### LEAVE US A REVIEW ON GOOGLE



**We appreciate your business!**

### CDMA SHUTDOWN

<https://www.uscellular.com/3g-shutdown>

If you are uncertain if your current phone is a 3G CDMA dependent device or not, please visit the webpage above. Call or visit your local store. Our associates are always available to help you with any need that you may have. Whether it be helping with a software update or making sure that your device is performing at its best capabilities.

Your local Carroll IA UScellular store is located at 1780 Kittyhawk Ave Carroll IA 51401, across from Walmart.