



To: FreightWatch International Customers and Distributors
From: Technical Support
Date: 15 April 2015
Re: CDMA network turn off in Canada

FreightWatch International Products

Geo F1, Geo F2, Geo F3, Geo F4, Sendum PT200

Reason for Notification

Canadian cellular carriers have started transitioning their wireless technology from CDMA to GSM. This change started in early 2015 and is expected to accelerate through 2015.

Customers that use these devices exclusively in the U.S. will not be impacted by the changes in Canada.

With the number of cellular roaming partners in Canada, it is difficult to predict the timing or exact areas where coverage will be affected. The timing and extent of the service changes are outside of FreightWatch International control, which is why we are recommending an immediate shift away from CDMA devices across all of Canada to best mitigate the risk of service disruption.

If you are using any of the devices listed above and have not been contacted by a FreightWatch International Representative, please contact us immediately to ensure continued service.

The FreightWatch International Geo F5 will continue to operate in Canada and is not affected by the network changes.

FreightWatch International values you as a customer and is committed to making the network transition in Canada as seamless as possible. We thank you for your ongoing loyalty and look forward to continuing to serve you.

Customer Support

If you have any questions about this information, please contact your local Client Services team at one of our Regional Headquarters.

FreightWatch International

USA World Headquarters:

1-512-279-3359

Global Email:

customersupport@freightwatchintl.com

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