



January 21, 2022

Customers, stakeholders, and community partners,

The nation's three major wireless carriers (AT&T, Verizon and T-Mobile) have announced plans to shut down their 3G networks and transition to 5G or more advanced services as early as February 2022.

As a result, customers who are using older phones will be unable to make or receive calls and text messages or use data services. Older, low-income Americans and those with disabilities are more likely to be impacted by this shift. This may affect medical-alert devices such as the Personal Emergency Response System (PERS); phones might not be able to call 911 or other emergency services that rely on 3G connectivity.

While most users and customers are being notified directly by their service providers or phone carriers, EOHHS LTSS System team is urging customers who may be impacted or are using 3G networks to reach out to their PERS service providers or phone carriers to discuss available options, resources, and support to update their network to 5G.

Furthermore, we are urging organizations, stakeholders and community partners that serve individuals who may be impacted to help with educating them about this change and if possible, assist these customers in reaching out to their provider or available community resources to support their transition to 5G.

The following sites and resources may be available for those customers where their carriers are unable to assist with the transition:

- Rhode Island Office of Health Aging's DigiAGE program
 - Visit <https://oha.ri.gov/digiAGE>;
 - Call 401-462-4444 or 2-1-1
- Lifeline Support for Affordable Communications
 - Visit <https://www.fcc.gov/lifeline-consumers>
 - E-mail LifelineSupport@usac.org
 - Call (800) 234-9473