

# *3G Sunset*

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**Alarm Consulting Group**

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**Alarm Consulting Group Inc.**  
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# 3G Sunset

Verizon is phasing out their CDMA and AT&T, in addition to others, are phasing out their 3G. There are conflicting end dates but rest assured, it will happen. The date that has remained consistent is December 2021. If that date holds true, there are about 33 months remaining. Towers will start coming down but the first phase of “outages” will be tower repairs. If a 3G/CDMA tower needs service at a point in the near future, the carriers will just pass on the repair as it makes little to no sense to repair something that is being phased out.



# Conversion Assumptions

- Estimated 3G/CDMA Accounts
  - 20% of account base
- Monthly Conversion
  - 33 months to December 2021
- Daily Conversion
  - Average of 22 working day/month

Account Base	Estimated 3G Accts	Monthly Conversion	Daily Conversion
150,000	30,000	909	41
100,000	20,000	606	28
75,000	15,000	455	21
50,000	10,000	303	14
5,000	1,000	30	1



# Food for Thought

- Regardless of the number of accounts you need to transition, there are things you need to start thinking about, planning for and executing on today. Time is of the essence and the longer you put off the conversions, the more painful and costly the project will become.
- The following presentation will provide you some guidance on the development and implementation of a great project plan.



# First, gather your data, and build a financial model

- How many conversions will you need to do (consider attrition as an offset)?
- What carrier(s), which will dictate timing?
- What equipment will you need to perform the conversions?
- How long will each type of conversion take (will impact labor cost)?
- Will you need subcontracted labor to complete?
- How much do you need to estimate as the cost to convert (equipment, labor, admin, infrastructure costs)?
- Under what circumstances will you be able to charge the customer (i.e. commercial in all cases, residential in some?), will you wrap the issue in some type of system upgrade marketing campaign?



# Develop the operational plan

- Identify an operational leader for the project. Recognize, particularly if the volume is material, that this will be a big drain on an existing resource and you will need to adjust responsibilities accordingly.
- Begin a dialogue with equipment providers based on what you need. This will be costly, so negotiation is a large part of the process.
- Determine where exactly will you find the labor to perform the conversions especially if your volume is beyond your capacity.
- Determine when should you should begin the work on your conversions; there is a delicate balance between investing in accounts that may cancel before the sunset date and starting so late you don't have time to complete the work.



- Determine how (and who) will track and report the operational effort and the financial costs associated with the conversion project as it proceeds from start to finish.
  - You will want to isolate the sunset expenses so you can parse the costs from your ongoing operating and financial performance metrics.
  - You will want to modify your forecasts due to new data
- Determine what you will tell your customers, particularly if you intend to charge them.
- Determine how will you plan to perform the conversions.
  - When you start, consider piggy backing conversions onto service calls. This will minimize labor costs.
  - Determine at what point you will work to schedule calls specifically to address the radio sunset, with a separate truck roll.
- Determine what system and process modifications you need to make to efficiently perform the conversion and track the costs. Do not underestimate the time it will take to make these modifications.



# We can Help

Give us a call us at 561-707-0166

Alarm Consulting Group has aligned with numerous partners to assist you with this project from street to complete or address any specific want / need. Our partners include Xit Strategy, one of the industry's leading financial consultants to assist with cost modeling and analysis; manufacturers and service providers including Nortek, SecureNet, Alula, Honeywell, Alarm.com and a 3<sup>rd</sup> party labor providers with thousands of technicians nationwide

We will help you evaluate where you are and the best route to get to where you want/need to be....





# Partner Logos



# Partner Logos (pending)

