



*Gauges & Telemetry*

# *Technical Service Bulletin*

**Component Modification**

TSB-TEL-1008

**Date:** August 2, 2016

**Subject:** AT&T is ending support for 2G cellular technology. All 2G cellular telemetry will need to be upgraded to 3G.

**Products Affected:** All 2G cellular boards. Part numbers included are P/N 14835156 (USA version) and P/N 15070132 (International Version).

**Description:** In an effort to keep customers up to date with changing technologies, Chart is providing information on AT&T's decision to end support for 2G cellular technology. There are numerous cellular telemetry boards in operation today that are using the AT&T GSM (2G) cellular network. AT&T has announced that it is planning on ending support for 2G service at the end of the year (December 2016).

This change may affect the ability for some of your controllers to contact the servers and report tank levels. This does **not** mean that as of January 1, 2017 all 2G controllers will stop calling in, but what it does mean is that over time they will start to drop off as AT&T takes towers offline.

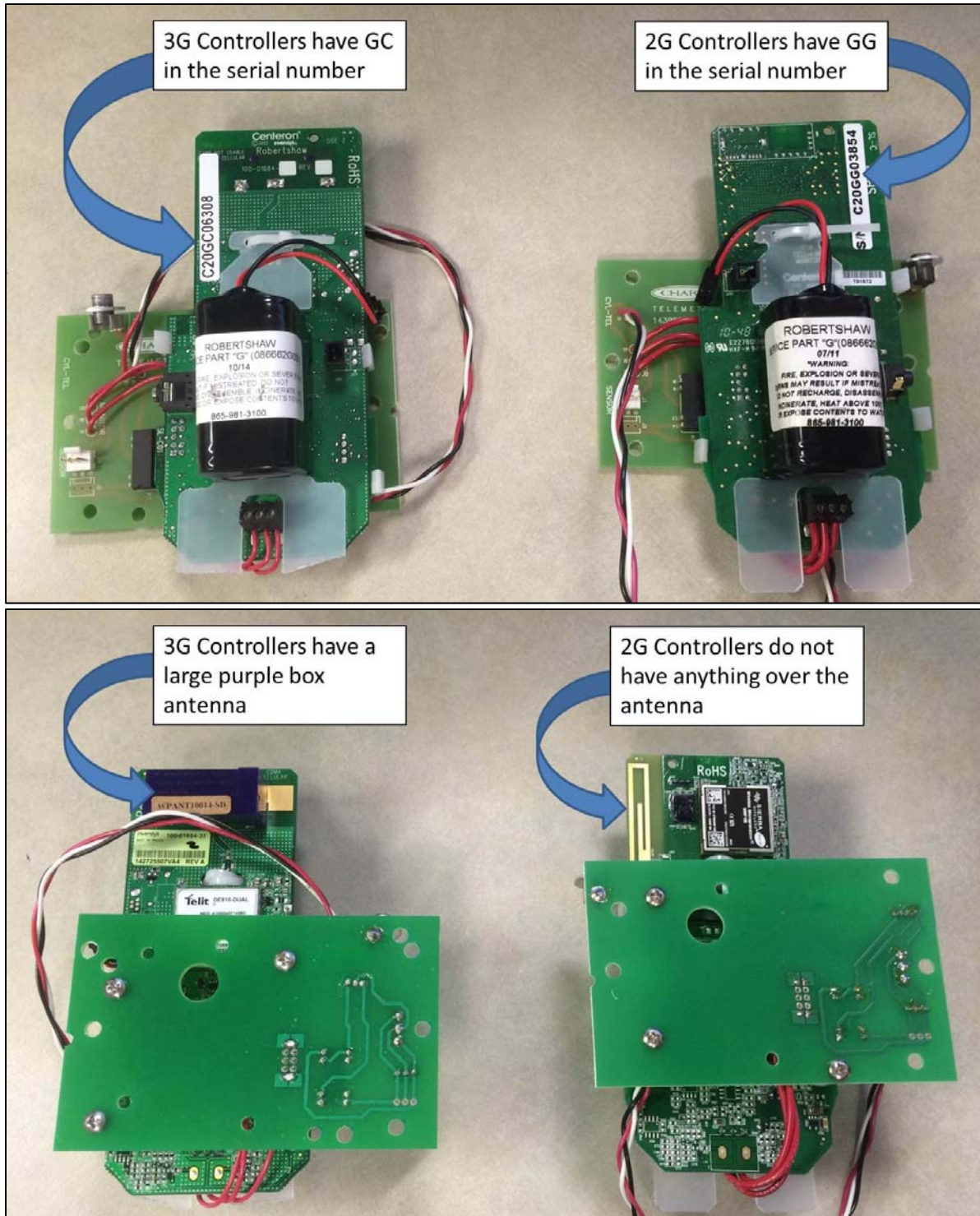
This issue only affects 2G controllers. If you are using 3G controllers they will not be affected by this change. The easiest way to tell if your controller is a 2G controller is by looking at the serial number on the device. Cellular controllers have a specific serial number configuration. 2G controllers have the following serial number configuration, C20GGXXXXX. If the controller has a "GG" in the serial number it is a 2G controller and it needs to be upgrade to a 3G controller in order to ensure continued service. Pictures below also show a comparison between 2G and 3G cellular controllers.

If you would like to get a list of all of your 2G controllers or have any questions regarding this change please feel free to contact Chart Technical Support at (800) 400-4683 and they will be able to provide you with a list of sites that are affected by this change as well as answer any questions you may have.

**Resolution:** Part numbers for the cellular telemetry boards are as follows:

- 20708151 US Version Verizon 3G Cellular Board for Cyl-Tel/Tank-Tel
- 20907821 International Version 3G (HSPA) Cellular Board for Cyl-Tel/Tank-Tel
- 20803449 US Version Verizon 3G Cell Board - High pressure monitoring
- 20908024 US Version Verizon 3G Cell Board - High pressure Hydrogen monitoring

Below are pictures showing a comparison of a 3G cellular controller to a 2G cellular controller:



**Contact:** If you have concerns or questions relative to this action, please contact your Chart Customer Service Representative at (800) 400-4683. Thank you for depending on Chart to provide high product quality and service.