

Topic: 4G VoLTE

30 November 2022

Dear valuable customer,

SafeLine's aim is to offer the highest secure way of mobile connections. SafeLine's systems are compatible with the recent telecom communication protocol as applicable. This means that the system can handle 2G, 3G and 4G VoLTE voice communications, provided that our customers update the SafeLine mobile equipment with "4G" in the product naming.

Background:

In April 2021 we received information from our partner in Germany that the T-Mobile subscriptions stopped using the 4G VoLTE technology voice communication. This meant that the T-Mobile communication would fall back to 2G and 3G.

SafeLine had at the time taken up contact with T-Mobile and our GSM-module supplier for investigating what the root cause was. T-mobile had changed ways in their communication protocol which required a change of software in the 2/3/4G GSM module of our supplier. SafeLine received the software and has taken the proper actions in verifying that the latest software is working again with 4G VoLTE when it comes to T-Mobile. This was done in May 2022.

We therefore want to inform that SafeLine is offering the software for updating your SafeLine mobile equipment. This way T-Mobile subscribers can make use of the 4G VoLTE. Depending on the production date SafeLine can track with the SN of the unit if such update is appropriate for your equipment. SafeLine 4G products *produced after 26th august 2022 have the software update.*

For more technical information about the support for these products please contact your national SafeLine Office or your partner where you purchased the products.

Geert Maurissen
SafeLine Group Managing Director



On behalf of SafeLine