

# Preparing for the Rogers Sunset

To help you prepare for the upcoming Rogers GSM/3G/4G Sunset, which is scheduled to occur on March 31, 2025, below are some notable items to be aware of. For clarity, any AlarmNet device designated as "GSM", "3G", or "4G" must be replaced by this date, as functionality will be impacted and life safety signals will not be communicated.

You can view your accounts via the INSIGHTS dashboard at AlarmNet 360® ([www.AlarmNet360.com](http://www.AlarmNet360.com)).

**Your accounts may experience the following conditions after March 31, 2025.**

## Communication Failures

- Communication failures may occur depending on the programmed supervision rate of the account (typically Daily or Monthly). A communication failure message will be generated to the Central Station if that supervision period has expired, and the device has not checked in during that time.
- You may also have accounts that are programmed as unsupervised. For those accounts a communication failure **will not be generated**.
- For UL or ULC Mercantile and Commercial Fire accounts, a communication failure will be generated to the central station depending on the account's programmed supervision rate.

## Communication Failure Reminders

Reminders are generated to the Central Station based on the programmed supervision rate of the account:

- "Daily Supervision", reminders are generated daily
- "Monthly Supervision", reminders are generated weekly
- "Unsupervised", **will not generate any reminders**
- For all other supervision levels, reminders are generated daily

## Panel/Keypad Faults

- Your customers may also experience a local audible annunciation and fault condition that would be displayed on the systems keypad or touch screen. That local annunciation is dependent on how the system is programmed. Typically, that programming field is called "Cell Fault Time" and is defaulted to "60 minutes". The fault will occur if the communicator can no longer communicate with the cellular network and the 60-minute time period has expired.
- You can confirm your accounts' supervision rates as well the "Cell fault time" settings by accessing AlarmNet 360 and reviewing those programmed parameters from the menu "Devices/Programming".



## Dual-Path Communicators (IP and 3G/4G)

Prior to 3/31/25 any Dual-Path account should be reprogrammed to ensure that the IP path is the *primary and sole* communication path, providing there are no agency type restrictions. When IP is connected and active, those accounts will continue to communicate via IP. You are responsible for changing those accounts to IP only which can be accomplished through AlarmNet 360 Device Programming, by changing the communication path to "IP only". If this is not done, your customer may experience the local fault conditions and corresponding audible annunciations as described previously. These accounts will no longer have dual path communication after 3/31/25.

Your communicator upgrade to LTE for those accounts can occur after the Rogers Sunset date.

## Important CID Messages

Communication Failure **E359 00 950**

Communication Restore **R359 00 950**

Communication Failure Reminder **P359 00 950**

Primary and Secondary path failures **E350 00 0951 or 952**

Primary and Secondary path restores **R350 00 0951 or 952**

## Account Cancellations

Due to the timing and ambiguities of the specific shutdown processes around the sunset, *Resideo will not be unilaterally cancelling any accounts after the sunset and you will remain liable for all account fees.* The central station will be responsible for cancelling GSM/3G/4G accounts through AlarmNet 360 ("Accounts / Cancel"). If you still plan to upgrade a GSM/3G/4G device to LTE in the future, you may choose to keep the account active until the LTE upgrade takes place. This will allow you to retain existing programming options, and Total Connect user configurations, which will make the transition to LTE easier. Please note that any GSM/3G/4G account that remains active will continue to be billed at their normal rates. Dual Path communicators that currently use both cell and IP/Wi-Fi will also continue to be billed at their normal rates.

To learn about rebates Resideo is offering for upgrading to LTE, please visit [www.resideo.com/lteupgrade](http://www.resideo.com/lteupgrade).

If you have any questions or concerns, please reach out to our Technical Support team at [support3@resideo.com](mailto:support3@resideo.com) or (800) 222-6525, option "3" and then option "2", Monday through Friday, 8:30 am to 6:30 pm Eastern Time.



For more information  
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