

Subject: Retirement of SpotBot (3G) and ShockLog Cellular (3G) – Transition to 4G

Dear Valued Customer

As global 3G cellular networks continue to shut down at a rapid pace, SpotSee will discontinue support for two of our products - **SpotBot (3G)** and **ShockLog Cellular (3G)** - effective **December 31, 2025**.

These devices may no longer function reliably after this date, as 3G support is being discontinued worldwide. To ensure uninterrupted monitoring and data reliability, we encourage you to transition to our equivalent 4G solutions:

- **SpotBot GL** – the 4G successor to SpotBot (3G)
- **ShockLog Cellular GL** – the 4G successor to ShockLog Cellular (3G)

Special Transition Offer

For customers with active contracts as of **October 1, 2025**, SpotSee will provide replacement devices at **50% of MSRP**. This program is designed to support you through the transition and minimize disruption to your operations. Please contact us at orders@spotsee.io to initialize the program.

Important Compatibility Note for ShockLog 298 Users

Please be aware that some legacy **ShockLog 298 Impact Recorders** are **not compatible** with the new 4G ShockLog Cellular device. We strongly recommend that you either:

- Purchase a companion **ShockLog 298 impact recorder**, or
- Send existing ShockLog devices to SpotSee for **recalibration** prior to integration, in which case we will test for compatibility. We will cover testing and recalibration costs.

Important Coverage Note

While 4G service is broadly available worldwide, there are a few select areas that currently have only 3G coverage. In these regions, connectivity may be unreliable until local carriers upgrade their networks to 4G. We strongly advise customers operating in these areas to test early to ensure service meets expectations.

Next Steps

We encourage you to begin planning your migration as soon as possible to ensure continuity of service. Our team is ready to assist with product selection, compatibility checks, and transition planning. Please contact us at orders@spotsee.io. If you have any additional questions, please let us know.

Thank you for your continued trust in SpotSee. We remain committed to providing you with reliable monitoring solutions that evolve with the latest cellular technology.

Sincerely,
Enrique Grimaldo
Product Manager
SpotSee