



August 7th 2025

Dear customer,

Objet : Subject: G-SAFE Important Notice – Voice Call Feature Update Due to 3G Network Shutdown

As part of the decision by cellular service providers to gradually shut down 3G networks across Canada, we would like to inform you that SOS voice calls triggered by the G-SAFE may soon be affected.

Our lone worker safety devices currently use the 4G network for data transmission and SMS alerts. However, SOS voice calls have been routed through the 3G network until now. With the planned 3G shutdown (Rogers starting August 2025, Bell December 2025), this functionality may become temporarily unavailable.

Data alerts, SMS, and portal monitoring will continue to function normally without interruption. These channels remain the primary methods for managing alerts and ensuring worker safety.

What remains fully functional: Internal supervision

- Real-time alert transmission via our portal
- Full access to unit and alert details via SMS and email to emergency contacts

What will be limited:

- Direct communication with the user via SOS voice call may be temporarily unavailable

For several weeks, we have been actively working with our telecom partners to:

- Obtain VoLTE-compatible SIM cards (voice over 4G)
- Apply firmware updates or replace devices where needed

What remains fully functional: Those with the central call service:

The central service receives:

- Real-time transmission of alerts to the central service via our portal
- Full access to unit details
- Validation of a received alert will be done using the on-site contact information if available, or using the emergency contact list provided in the file

*** What will be limited:**

- Direct validation with the user via voice call will no longer be possible between the central service and the user



We will keep you informed as soon as the updates become available. Your safety remains our top priority.

Thank you for your understanding. If you have any questions, please don't hesitate to contact our team.

Support Laxson Solutions Inc.
support@laxsonsolutions.com

1-866-657-1358 ext.101