Cellcom Preparing to Launch 5G-Capable Devices

The 5G conversation continues, but despite the frequent announcements of where its being introduced next, 5G service is still not nearly as widespread as 4G LTE. Here's the bottom line: 5G-capable phones are becoming available; however, a new device doesn't ensure that a customer will reap all the benefits. In addition to having a new 5G-capable phone, a customer must also be in a 5G coverage area. To further complicate things, the fact that there are two 'flavors' of 5G means that even within a 5G service area a customer will not necessarily experience the significantly faster performance that is typically associated with 5G.

Let's review the basics and talk about what to expect and when you can expect it.

Key Points to Note:

1. There are two flavors of 5G and both are important in building a comprehensive network to meet the needs of all our customers.
2. The 5G experience requires having a 5G-capable device and being in a 5G service area.
3. The 5G experience will depend on what flavor is used for the network in a specific area.
4. 4G devices will continue to work on the 4G network which will be available for years to come.

1) **What are the benefits of 5G?**
   The two primary benefits of 5G are fast speeds and low latency (response time). However, not all 5G will work the same. One flavor of 5G will have speeds slightly faster than 4G LTE and have broad coverage, and the other flavor will have very fast 5G, but with limited coverage.

2) **Do I need a new phone to experience 5G?**
   To take advantage of 5G you need to buy a 5G-capable phone.

3) **Should I buy a 5G-capable phone if I'm ready for an upgrade?**
   If you buy a 5G-capable phone now it will not provide a 5G experience because Cellcom does not yet have a 5G network. If you really want to buy a 5G-capable device to prepare for the future, take

into consideration how often you plan to upgrade your phone. If you typically purchase a new device every 1 to 2 years and you just bought one last year, it probably makes sense to wait until next year to purchase a 5G-capable device as more 5G bands are likely to be supported in next year's model. If you generally hold on to your phone for 3 to 4 years, then lean toward a 5G-capable device this time around.

4) **When will Cellcom launch a 5G-capable phone?**
   Cellcom plans to introduce its first 5G-capable devices in March 2020.

5) **Will my old phone work after Cellcom rolls out its 5G network?**
   Yes. 4G LTE networks will continue to play a critical role after 5G is launched. You will still be able to use your 4G device after 5G rolls out, you just won't experience 5G benefits.

6) **If I buy a 5G-capable phone will I immediately experience the benefits of 5G?**
   No, to experience 5G benefits you must have a 5G-capable device and be in an area with 5G service.

7) **When will 5G work on Cellcom's network?**
   There is not a firm 5G coverage launch timeframe as it hinges on many factors and many variables. Cellcom continues to lay the groundwork for 5G as we install 5G-ready equipment in our network and take other critical steps to roll out 5G.

8) **If I purchase a 5G-capable phone will it work on another carrier's 5G network before Cellcom rolls out 5G?**
   No. If you purchase a 5G-capable phone from Cellcom before we launch our 5G network the device will not roam on other 5G networks if you travel. However, your nationwide 4G LTE service will remain unchanged.

9) **Why do I keep hearing about how far 5G signals travel and what is meant by 'two flavors' of 5G?**
   There are two 5G deployment models, commonly referred to as 'flavors,' and a customer's experience will be impacted by which model the service provider has selected. The radio frequency used to transmit 5G determines the performance characteristics.
   - Low Band - Lower frequency signals (less than 6 GHz, also referred to as sub-6 GHz or simply sub-6) can travel farther and offer a wider range of coverage, which is critical to rural areas. But these lower frequencies typically offer speeds that are similar or up to 10-15 percent faster than LTE.
   - High Band - Higher frequencies (28GHz and above, also referred to as millimeter wave or mmWave) promise significantly faster speeds. But, these higher frequencies cover a much smaller range (this signal travels feet, not miles) and do not penetrate walls and windows as well as lower frequencies. High-frequency spectrum will be very useful in densely populated areas where there is the most network congestion.

- Both flavors meet the industry standards for 5G and each will play an important role in creating Cellcom's 5G network. Incorporating both flavors will allow us to provide the optimal experience for all customers, whether they reside in a rural area or a more metropolitan setting.

10) Will 4G go away after 5G is launched?

No. 4G will continue to be a critical part of wireless technology in tandem with 5G networks, with devices going back and forth between 4G and 5G. 5G will be incorporated where it makes sense, and most of the technologies that drive faster speed in 5G will improve 4G LTE as well.

11) Will I have to pay more to use 5G?

As of now, no decision has been made on whether customers will have to pay additional to use 5G.

12) Are 5G and VoLTE the same thing?

No. 5G is the next generation mobile data network. It will bring faster speed, lower latency (response time) and the ability to connect more devices at once. It will not only connect people through personal devices, but also connect machines and objects. VoLTE (Advanced Calling) will route voice calls, SMS (text) and MMS messages over the 4G LTE network instead of the traditionally used 1XRTT on our CDMA network. VoLTE will offer two primary benefits: 1) the ability to use data while on a call and 2) superior call quality. From a consumer standpoint, Cellcom will refer to VoLTE as Advanced Calling.