



SMITTY'S CANADA INC.

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Bulletin #121/21

DATE: July 28, 2021
TO: All Locations
FROM: Crystal Davies
RE: Wireless Payment Device Outage Prevention

Hello everyone,

In the past few months, we have seen some outages with Wireless Payment Devices in some locations across Canada. This has been primarily due to the Service Providers upgrading their towers from 3G to 5G. When these outages occur, providers are very slow to give timelines as to when the service will be available, leaving locations that do not have wired devices without the ability to process payments for an undetermined amount time.

To prevent service disruptions, it is recommended that you have different SIM Cards available from different providers on hand in your location. This will allow you to have little or no downtime if this does occur in your area.

To inquire about purchasing SIM cards from other providers, please call Eigen at 1-604-736-1006. There is an approximate cost of \$25.00 per card, excluding shipping.

Once you have received the SIM Cards and your current provider is experiencing technical issues, you will have the ability to switch providers by switching the SIM card to an alternate provider. Please note that you will be required to call Eigen to activate the SIM once the replacement card has been installed.

Please reach out to Matt Jacuzzi matt.jacuzzi@eigendev.com or contact the Eigen Support Center if you require assistance or have any inquiries.

Yours truly,
SMITTY'S CANADA INC.

A handwritten signature in black ink, appearing to read 'Crystal Davies'.

Crystal Davies
Business Intelligence and Operations Manager