

FREQUENTLY ASKED QUESTIONS

ORBCOMM Africa transitions to Powerfleet

This document contains all the information you need to understand the transition, what changes to expect, and how to prepare.

Business combination

1

What is happening?

ORBCOMM Africa is completing its integration into the Powerfleet global organisation. Going forward, we will operate under the name Powerfleet Africa Sky (Pty) Ltd, trading as Powerfleet. This transition strengthens our ability to deliver intelligent, scalable fleet solutions across Africa, supported by a global technology and innovation platform.

2

When does the transition take effect?

The legal name change is complete, and key integration activities are already in progress. Remaining system and operational updates will be rolled out in phases through early 2026 to maintain continuity and minimise disruption.

3

How is the organisation branded now?

The organisation's legal name has changed from ORBCOMM Africa (Pty) Ltd. to Powerfleet Africa Sky (Pty) Ltd., with the trading name Powerfleet. This positions Powerfleet as our primary global brand. The combined business will continue to create value for every customer, partner, and stakeholder within our growing ecosystem.



4

Who is Powerfleet?

Powerfleet is a global leader in artificial intelligence of things (AIoT) software-as-a-service (SaaS) solutions that optimise the performance of mobile assets and resources, unifying business operations.

Our data science insights and advanced modular software solutions drive digital transformation across our customers' and partners' ecosystems to help save lives, time, and money. We connect companies, enabling customers and their clients to develop more effective strategies and achieve better results. Our headquarters are located in Woodcliff Lake, New Jersey, with offices around the world.

5

What makes this business combination valuable?

The combined company forms a leading mobile asset IoT SaaS organisation with substantial scale, serving all types of mobile assets and gaining a competitive advantage in a rapidly evolving industry.

With about 2.8 million combined subscribers and over 2,500 skilled team members worldwide, we improve our Unity platform strategy, boosting our data harmonisation and integration capabilities while speeding up the delivery of top-quality solutions.

Our combined geographical footprint, extensive vertical expertise, and expanded software solution sets, along with broad direct and indirect sales channels, enable us to maximise cross-sell and upsell opportunities within our joint customer base and attract and retain top talent to deliver maximum value.

Impact on customers

1

What is the immediate impact on current ORBCOMM customers?

Your current pricing, products, and warranties stay the same. Any future changes will be communicated in advance. You will also have access to a wider range of solutions to meet diverse needs.

2

What can customers expect from a technology development perspective?

Together, we are a stronger and more profitable company, enabling deeper innovation and investment capabilities. We will enhance our Unity platform by expanding data ingestion and integration capabilities and delivering new, differentiated solutions across all your mobile asset types, unlocking untapped data in your business to create additional value.



Technology migration: Sky Q to Unity

1 What is happening to the Sky Q platform?

Sky Q will be phased out as part of the transition to Powerfleet Unity On-Road IoT. Customer testing and migration are scheduled to start in the last week of February 2026, depending on readiness. Migrations will be carefully coordinated by our Customer Success teams and supported by your current sales contact to ensure minimal disruption.

2 What is Unity?

Powerfleet's Unity platform is an all-in-one data hub for various mobile asset types. Unity can ingest and harmonise data from any IoT device, OEM system, or business source. Using AI and machine learning, Unity transforms that data into actionable, decision-quality insights for business improvement across safety, compliance, sustainability, and operational efficiency.

Impact on suppliers and partners

1 What does the transition mean for our suppliers and partners?

The transition to Powerfleet Africa strengthens our global operating model and partner ecosystem. As we integrate into Powerfleet, some engagement processes, systems, and governance frameworks will evolve.

Any changes affecting suppliers will be communicated in advance, and we will work closely with partners and suppliers to ensure a smooth transition.

2 Will the way suppliers or partners currently operate with ORBCOMM Africa change?

While some systems, processes, and engagement models will evolve, our commitment to service continuity, operational stability, and clear communication remains unchanged throughout the transition.

Your customer service point of contact will stay the same. If any changes happen, you will be notified promptly. As a unified entity, you now have a stronger, strategic partner and trusted advisor, providing the most reliable and innovative solutions essential to your mission.

Our dedication to delivering an exceptional experience persists, and we remain committed to prioritising your needs in all we do.



3

Has contact information changed?

Our main contact number, +27.12.682.1600, remains the same. Phone numbers and email addresses are unchanged, although ORBCOMM Africa email addresses have now been updated to the Powerfleet domain (@powerfleet.com). Messages sent to legacy addresses (@orbcomm.com) will automatically redirect to the new email.

As part of the integration, our offices have relocated. The Powerfleet Midrand office now functions as our regional headquarters, with additional offices in KwaZulu-Natal and Cape Town.

Your feedback and further support

1

Will there be opportunities to provide feedback and input?

Yes. Your feedback is greatly appreciated. We will actively seek input now that we are unified as one business, ensuring your needs are taken into account and your perspectives influence the future direction of our offerings.

2

What if I have more questions?

Contact your Powerfleet account manager or visit [our dedicated landing page](#) for resources and contact details. Our team will provide answers or direct you to the appropriate resources.

3

How can I access important documents?

Important documents, such as the CIPC Certificate of Registration (CoR 14.3), VAT Registration Certificate, and Banking Details Confirmation Letter, are available in our resources section on the transition landing page. You will need to enter your details and will receive a confirmation email with download links.