FMCSA-HOS-ELD-TECH-395-FAQ81(2017-09-01)-CORR1

Question: What if there is no internet connectivity to perform telematics data transfer between the electronic logging device (ELD) and the safety official?

**Answer:** If both the safety official and the driver are experiencing internet connectivity issues, then the safety official will use the ELD display screen or a printout from the ELD to review the ELD data. However, if the internet connectivity issue is only being experienced by the ELD, the device may be identified as a potentially non-compliant device. The safety official will use the display screen or printout to review the ELD data if the data cannot be transferred, regardless of the reason.

For web services and email, the device must be capable of independently connecting to the internet in a reliable manner whenever a roadside inspection occurs. An implementation that depends on Wi-Fi being present at the roadside or that only offers an extremely limited coverage area may not meet the requirements of an ELD.

**Contact Info:** FMCSA ELD Information, 1-800-832-5660 or [ELD@dot.gov](mailto:ELD@dot.gov).

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*Note: This guidance document does not have the force and effect of law and is not meant to bind the public in any way. It is intended only to provide information and clarity regarding existing requirements under the law or agency policies.*

**Regulatory Topic: ELD Guidance**

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