



Australia's 3G networks are closing: are you prepared?

AMTA advises Australians to act now to ensure continuous access to mobile network services

22 November 2023: The [Australian Mobile Telecommunications Association](#) (AMTA) is sharing important information regarding the imminent closure of Australia's 3G mobile networks. With major mobile network operators Telstra, Optus, and TPG Telecom phasing out their 3G networks over the coming year, AMTA urges all Australians to prepare by upgrading affected devices to ensure they have connection to faster 4G and 5G mobile services.

Older 3G devices and some older 4G phones may be impacted from 15 December 2023 onwards as each of Australia's three mobile network operators begins to close down their 3G network. This closure may affect a range of devices, including baby monitors, medical alarms, EFTPOS machines, and some VoLTE compatible devices. Some users may also require a new SIM card when upgrading their device.

The major mobile network operators have been preparing customers for the network closure for the past two years, prompting them to upgrade their phones or devices where needed.

AMTA's CEO, Louise Hyland, said, "Australia's 3G networks will be shut down in stages starting in just under a month. It's crucial to act now if you know you have an older mobile device that connects to a 3G network and you have not already upgraded. If devices are not upgraded, it could mean that you are no longer able to make emergency calls to 000 from that device once Australia's 3G networks are fully inactive."

TPG Telecom owned Vodafone network will be the first mobile network operator to commence its 3G network closure, with the network due to switch off on 15 December 2023. This will be followed by Telstra on 30 June 2024 and finally Optus in September 2024.

As 4G and 5G network services become widespread, 3G network usage has declined significantly and carriers around the world are closing down their older networks.

"4G and 5G networks in Australia are more efficient at delivering faster speed and capacity, which means better service and an enhanced mobile internet experience for users. We recognise that this transition may pose difficulties for some users, particularly in regional and remote communities, which is why we are urging Australians to ensure they are taking appropriate steps now to avoid any disruptions," continued Hyland said.

"There are a range of ways to find out if your device is affected. The first step is to refer to your device manual - many of which are available online, if you are still unsure you can contact the manufacturer via their website or give them a call."

AMTA encourages individuals with affected or old devices to properly dispose of them through MobileMuster, the official recycling scheme of the Australian mobile industry, promoting eco-friendliness and sustainability.

For more information about the closure of the 3G networks and MobileMuster recycling scheme, please visit AMTA's website or the website of your mobile network operator.

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About AMTA

The Australian Mobile Telecommunications Association (AMTA) serves as the leading industry body representing Australia's mobile telecommunications sector. Our mission is to promote an environmentally and socially responsible, safe, and sustainable mobile telecommunications industry, which delivers high-quality, affordable mobile services to Australian customers.

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