

AUSTRALIA'S 3G NETWORKS ARE CLOSING

The gradual closure of Australia's 3G networks commences soon – are you prepared?

Australia's three mobile network operators – TPG Telecom (Vodafone), Telstra, and Optus – have announced the closure of their 3G networks. This closure will happen in stages, with the TPG Telecom-owned Vodafone network commencing from **15 December 2023**.

As older 3G devices and some older 4G phones may be impacted, AMTA urges all Australians to prepare by upgrading their affected devices to ensure they have a connection to faster 4G and 5G mobile services.

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

It's crucial to act now if you know you have an older mobile device that relies on a 3G network that has not already been upgraded.

As Australia's 3G networks begin closing, emergency calls to 000 may be affected if your device is not upgraded. To ensure you aren't caught out in an emergency, please contact your network provider.

Frequently Asked Questions



Why are Australia's 3G networks closing?

- As more advanced 4G and 5G network services become widespread, mobile carriers around the world are closing their 3G networks.
- 4G and 5G networks are more efficient at delivering greater speed and capacity, which means better service and experience.
- Similar network closures have happened before. A few years ago, all Australian mobile providers switched off their 2G networks when they upgraded to 4G.

What are the key dates of Australia's 3G network closures?

Depending on what mobile network operator you are with, the following closure dates have been confirmed:

- **TPG Telecom/ Vodafone** switched-off of its 3G network in **January 2024**.
- **Telstra** will switch-off its 3G network on **28 October 2024**.
- **Optus** will switch-off its 3G network in **28 October 2024**.

 15-Dec-23	 30-Jun-24	OPTUS Sep-24
Felix mobile	ALDI Mobile	amaysim
iiNet	Belong	Aussie Broadband
Internode	Boost Mobile	Catch Connect
Kogan Mobile	Exetel	Circles.Life
Lebara Mobile	Lycamobile	Coles Mobile
TPG	MATE	Dodo
Vodafone	More	iPrimus
	numobile	Moose Mobile
	Superloop	Southern Phone
	Tangerine Telecom	SpinTel
	Woolworths Mobile	Yomojo



Frequently Asked Questions

What devices will be affected by Australia's 3G network closures?

- All 3G-only devices (including phones, tablets, and mobile broadband devices) and in rare cases, some older 4G phones, will be affected.
- Some older 4G phones that do not have a feature called 'VoLTE' (or 'Voice over Long Term Evolution') will be unable to make and receive voice calls.
- A very small portion of devices that support VoLTE will not support VoLTE calling to emergency services. **DO NOT CALL EMERGENCY SERVICES TO TEST.**
- To determine if your device supports 4G VoLTE and 4G VoLTE emergency calling, **contact the manufacturer or your service provider.**

Will the 3G network closures only affect phones?

- No. Devices such as tablets, mobile broadband modems, smart watches, some home security systems, and other connected devices might also be using 3G services.
- Please contact your device manufacturer or relevant mobile network operator if you are unsure of the specific capabilities of your device.

Which devices will be affected?

Below is a list of the devices most likely to be affected by the 3G network closures. This is not an exhaustive list and is not inclusive of all phones (such as phones sourced independently). Please refer to your mobile network operator's website to confirm if your device will be impacted.

Top 25 most common devices that may be affected:

- | | | |
|--------------------------------|----------------------|----------------------------|
| 1. Alcatel 2038 | 9. Google Pixel 2 XL | 18. Samsung Galaxy J1 Mini |
| 2. Alcatel OneTouch 2045 | 10. Huawei E5251s-2 | 19. Samsung Galaxy S5 |
| 3. Apple iPhone 5 | 11. Huawei E5331 | 20. ZTE Blade A0605 |
| 4. Apple iPhone 5C | 12. Huawei Y6 Prime | 21. iPad Air |
| 5. Apple iPhone 5S | 13. Nokia 301 | 22. iPad Retina |
| 6. Aspera A42 | 14. Oppo A57 | 23. iPad mini Retina |
| 7. Doro 6521 | 15. Oppo F1s | 24. iPad mini |
| 8. Doro PhoneEasy 623
OPTUS | 16. Oppo F5 Youth | 25. iPad mini 3 |
| | 17. Optus X Smart | |



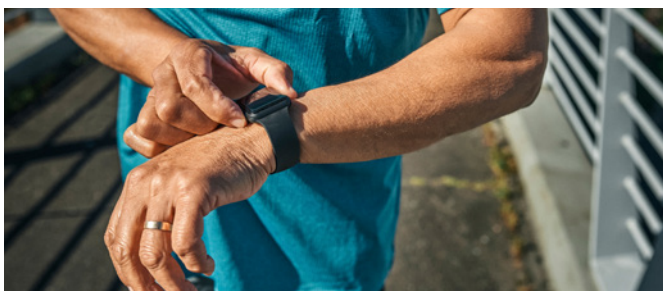
Wearables

The current generation of smartwatches has a cellular feature which allows the watch to operate in standalone mode. This means you can make and receive calls or use data using the smartwatch without having to carry a smartphone.

While these watches are 4G compatible, many don't support the main 4G mobile coverage frequency band (700 or 900 MHz). Once Australia's 3G networks are closed down, these smartwatches will

only work on a limited set of 4G spectrum bands, and as a result, may experience a reduction in mobile network coverage.

You will still be able to use data or make voice calls using the cellular feature on your smartwatch, but the service may work intermittently. When your watch is connected to your mobile handset via bluetooth, your experience will be based on your handset's network capability.



The versions impacted are:

- Apple Watch Series 3
- Apple Watch Series 4
- Apple Watch Series 5
- Galaxy Watch
- Samsung Galaxy Watch Active2

Frequently Asked Questions

Internet of things (IoT)

IoT devices that may be affected include:

- EFTPOS terminals
- Industrial routers
- Scanners
- Security monitoring
- Telematics
- Asset Tracking
- Environment monitoring

Other affected devices

- Medical alarms
- Home security alarms/ devices



What will the closure of Australia's 3G networks mean for my business?

If you are an enterprise customer, please contact your mobile network operator for advice.

- Some 3G EFTPOS terminals won't be able to process transactions once Australia's 3G networks are switched off.
- If you're concerned about your network coverage once your provider's 3G network closes, please get in touch with your device provider.

What do I need to do if I have an affected device?

- Most people do not have to do anything at all and will continue accessing 4G and 5G networks as they do today.
- A very small number of people who have 3G-only handsets, tablets, and connected devices will need to upgrade those devices before their mobile network operator switches off 3G.
- Some older 4G handsets may also need replacing to be able to continue to make and receive voice calls using the 4G network.
- A very small proportion of 4G phones that support voice calls over 4G (VoLTE) do not support voice calls to emergency services over 4G and it is highly recommended that these be replaced.

How will I know if I'm impacted?

- To check if your device will be affected, refer to your device manual or contact your mobile service provider or manufacturer via their website or by giving them a call.
- In technical terms, you're looking to confirm:

1. If your device is reliant on 3G 900MHz spectrum for voice and/or data service

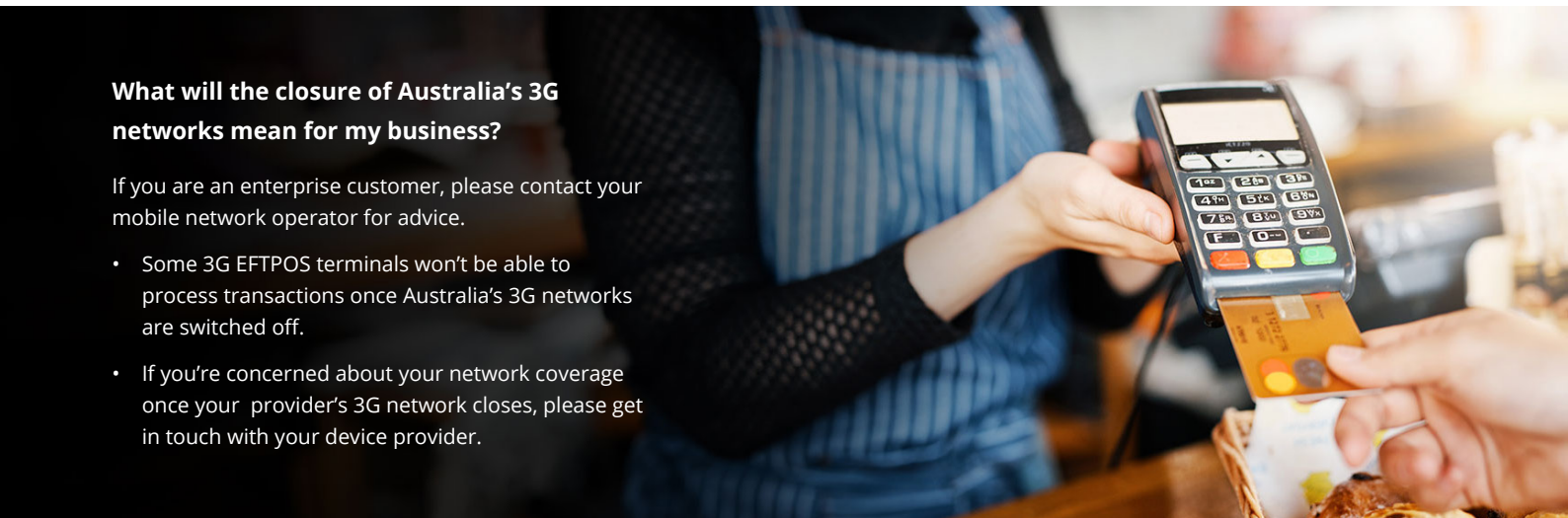
2. If your device supports 4G VoLTE (including VoLTE Emergency calling)

- If you're using your device to make and receive voice calls, then your device needs to support 4G VoLTE and have VoLTE enabled in your device settings from September 2024
- To find out if your device supports 4G VoLTE, contact the manufacturer or your service provider

3. If your device is compatible with 4G 700 MHz (B28) spectrum

- L700MHz is low band 4G spectrum used by Optus and some other providers for optimal 4G coverage.

- Even recent device models that may have been purchased from other retailers or overseas may not be compatible with 4G 700MHz spectrum band and therefore, may also be impacted.



Frequently Asked Questions

Will I be left without Triple Zero access?

- The 3G networks will be closing in stages commencing 15 December 2023 and will be inactive by the end of September 2024.
- If your device is not upgraded to a 4G or 5G network compatible device, it will mean that once Australia's 3G networks are fully inactive by late 2024, you will no longer be able to make emergency calls to 000.
- It's important that you check with your device manufacturer to confirm if you will be impacted before these network closures.
- If 3G coverage is available from another operator, then emergency calls may be able to be made, however, this isn't guaranteed.



What if I have a medical device or a security device?

- If you're currently using a personal medical device or security device that relies on the 3G (850/900MHz) band, then it'll stop working when the 3G networks close.
- We recommend you check with the device manufacturer and upgrade your affected device as soon as possible.



Will I need a new SIM card?

- You may need a new SIM card when you upgrade your device.
- Many 3G 850/900MHz dependent devices use a mini/micro SIM and the majority of 4G devices require a nano SIM.

What do I do with my old 3G device?

The best way to recycle your old device is through MobileMuster, the Australian mobile industry's official recycling scheme.



Further information

AMTA: <https://amta.org.au/>

MobileMuster <https://www.mobilemuster.com.au/>

Mobile Network Operator specific information:

Vodafone: <https://www.vodafone.com.au/support/network/3g-closure>

Optus: <https://www.optus.com.au/support/mobiles-tablets-wearables/important-changes-3g>

Telstra: <https://www.telstra.com.au/business-enterprise/support/3g-service-closure>