

# AUSTRALIA'S 3G NETWORKS ARE CLOSING

**It's time to check your tech.**

Australia's 3G network is closing to boost the speed and reliability of the 4G and 5G networks. This means that devices that depend on the 3G network will no longer work.

This closure is happening in stages. TPG Telecom-owned Vodafone closed its network in January 2024. Telstra and Optus will switch off their 3G networks from **28th October 2024**.

3G devices and some older model 4G devices will not be supported and won't be able to make calls, including emergency voice calls to Triple Zero (000) on any Australian mobile network.

**Impacted devices may include phones, smartwatches, tablets, in-home personal emergency alarms, EFTPOS terminals and fire and security alarms.**

There are also a number of devices that support normal 4G voice calls, but force emergency calls (Triple Zero) to 3G, so these phone calls won't be able to make an emergency call after the closure. You can find out more about these devices under 'Learn about VoLTE' at [www.amta.org.au](http://www.amta.org.au).



## Check your tech and act, so you can stay safe and connected

It is important that you check if your device will be affected. You can do this in a number of ways:

- Check your mobile phone by texting **"3" to the number '3498'**. This is available to customers of any Australian network.
- Visit Check my Device at [www.3Gclosure.com.au](http://www.3Gclosure.com.au). The site is available to all Australians, on any mobile network and is available in 11 different languages including Arabic, Greek, Hindi and Mandarin.
- Get in touch with your service provider to find an upgrade solution that suits your circumstances.

# 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:

- **Telstra** will switch-off its 3G network on **28 October 2024**.
- **Optus** will switch-off its 3G network on **28 October 2024**.

 <b>28-Oct-24</b>	 <b>28-Oct-24</b>	 <b>TPG's 3G network is already closed</b>
ALDI Mobile	amaysim	Felix mobile
Belong	Aussie Broadband	iiNet
Boost Mobile	Catch connect	Internode
Exetel	Circles Life	Kogan Mobile
Lycamobile	Dodo	Lebara Mobile
MATE	Primus	TPG
More	Moose Mobile	Vodafone
numobile	Southern Phone	
Superloop	SpinTel	
Tangerine Telecom	Yomojo	
Woolworths Mobile		

## Which devices will be affected?

1. All 3G-only devices (including phones, tablets, mobile broadband devices and 3G-enabled wearables such as smartwatches).
2. Some older 4G phones may be impacted by the 3G network closure. These models push emergency calls (Triple Zero) to 3G. Because these phones won't be able to make an emergency call after the closure, they won't work once the 3G network closes.
3. Some devices purchased overseas might not be fully supported once the 3G network shuts down. Devices that have been purchased overseas or from a retailer selling imported phones, may not be able to connect to Triple Zero (000). As this is a requirement of all phones sold in Australia, these devices will not work once the 3G network closes.

You can check if your phone or device will be affected by texting '3' to 3498, visiting Check my Device at [www.3Gclosure.com.au](http://www.3Gclosure.com.au) or calling your 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.
- Service providers have a range of assistance programs for those who need a new mobile, so get in touch with your provider who will be able to discuss the appropriate option for your personal circumstances.

## What happens if I can't afford a new phone?

If you are in a vulnerable circumstance or experiencing financial hardship, we encourage you to contact your service provider to discuss options.

# Frequently Asked Questions

## 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 advantages will there be with the 4G and 5G networks? Will it improve coverage in regional areas?

- 4G and 5G networks in Australia are more efficient at delivering faster speed which means better service and an enhanced mobile internet experience.
- Mobile network operators are expanding coverage to match or exceed 3G coverage.

## What will happen if I don't upgrade my device?

- Once all three mobile network operators shut down their 3G networks, 3G devices and some older model 4G devices will not be supported and won't be able to make emergency voice calls to Triple Zero (000) on any Australian mobile network.
- If you have a 3G or an older 4G device which is affected, you should upgrade your device now.
- Service providers have a range of assistance programs in place if you are in a vulnerable circumstance or experiencing financial hardship.

## Will I be left without Triple Zero (000) access?

- The 3G network will be inactive after 28 October 2024. This means that devices that rely on the 3G network for voice services will not be able to make any calls, including emergency calls to Triple Zero (000).
- Older 3G phones, as well as some of the newer 4G/5G phones (that have been purchased overseas or from a retailer selling imported phones) will not support Triple Zero (000) calls.
- If you have one of these phones, it means you won't be able to call Triple Zero (000) in the event of an emergency after the 3G networks close.
- It's important that you check your device to confirm if you will be impacted before these network closures.

## I need to purchase a new device. Can I still buy a second hand or refurbished phone?

It is important to purchase from a reputable dealer based in Australia. Devices purchased overseas or from retailers that are sourcing handsets that are made for other markets, otherwise known as grey-market devices may not allow emergency calling in Australia. As this is a requirement of all phones sold in Australia, these devices will not work once the 3G network closes since they are not designed to support all the Australian mobile frequency bands.

### You should ask the seller if the device can:

1. Support all Australian mobile frequency bands, especially the 700 MHz band
2. Support 4G and 5G calling (VoLTE)
3. Support 4G and 5G (VoLTE) emergency calling

It is important to use the 'check my device' tool at [www.3Gclosure.com.au](http://www.3Gclosure.com.au) prior to making any device purchase. You can ask the seller for the IMEI number of the device you are considering purchasing so you can check compatibility before buying.

If you are unsure, you can find a buyer's guide on the AMTA website at [www.amta.org.au/3g-closure-buyers-guide/](http://www.amta.org.au/3g-closure-buyers-guide/)

## Does the close of 3G the networks only affect phones?

- No. Devices such as tablets, mobile broadband modems, smartwatches, 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.



# What non-mobile devices will be impacted?

All 3G-only devices, including tablets, mobile broadband devices and 3G-enabled wearables such as smartwatches and medical devices, may be affected. These include:

- EFTPOS terminals
- Industrial routers
- Scanners
- Security monitoring
- Telematics
- Asset Tracking
- Environment monitoring
- Other affected devices
- Medical alarms
- Home security alarms/ devices

# Frequently Asked Questions

## 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.

## 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.

## 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.



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## Further information

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

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

### Mobile Network Operator specific information:

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

**Telstra:** <https://www.telstra.com.au/support/mobiles-devices/3g-closure>.

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