



## 3G shutdown in Australia

### Description

# 3G shutdown in Australia: What it means

## How the mobile phone network in Australia works



The 3G network is saying goodbye!

Find out more about what the 3G shutdown in Australia from 28 October 2024 means for you.

Currently, there are three phone networks in Australia—3G, 4G, and 5G. As technology has evolved, the usage of the 3G network has significantly decreased as our data needs have grown exponentially.

Consequently, mobile providers Telstra, Optus, and Vodafone are shutting down their 3G networks to repurpose the spectrum for enhancing 4G and expanding 5G services.



# How the 3G shutdown in Australia will impact your connectivity

## Most recent updates about the 3G network closure dates

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### Telstra and Optus: Extended closure date: From 28 October 2024

Telstra will roll out their 3G closure in Tasmania first, commencing 12.01am 28 October 2024. Closure for the rest of the country's 3G network will roll out from there and be completed shut down by **Monday 4 November**.

### Vodafone:

Closure complete

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## Mobile phones that cannot call 000 to be fully disconnected on Monday 28 October – take action now

The Australian Communications and Media Authority (ACMA) has updated the Telecommunications (Emergency Call Service) Determination 2019 (the **Emergency Call Service Determination**) to address concerns about mobile phones that may not be able to connect to the Triple Zero emergency call service, due to the shutdown of 3G mobile networks in Australia.

**Under the updated Determination, which comes into effect on Monday 28 October, any phones that connect make calls to Triple Zero are to be disconnected.**

This change is being made because there are some mobile phones still in use that require access to a 3G network to call Triple Zero. **Customers using affected mobile devices (3G voice or VoLTE-capable but require 3G for Triple Zero) will be blocked from accessing Telstra's network from 28 October and won't have access to voice or data services until they upgrade to a new handset.**

More information about this Determination is available at [Emergency Call Service Determination – Telstra](#).



**Anyone currently using the 3G network, either for voice services or mobile broadband, must transition to at least 4G capable devices before the network is switched off.**

Telecommunication providers have committed to upgrading tower infrastructure before the 3G network is shut off to ensure users receive the same or better coverage on the 4G network as noted on provider coverage maps.

The following devices may use the 3G network:

- Mobile phones
- Tablets/iPads
- Medical devices
- Security cameras
- In-home smart devices
- Cel-Fi systems and some boosters
- EFTPOS machines
- IoT equipment such as farming probes and sensors, monitoring cameras for watering, etc.
- NGWL Fixed Wireless landline



## NGWL service migration

As part of the upcoming 3G network closure, customers who have been using Next Gen Wireless Link (NGWL) for their broadband and home phone connection will need to upgrade to a newer technology solution. These solutions are either 4G fixed wireless or a satellite connection.

Telstra has been contacting impacted customers. However, it is highly recommended if you have not spoken with Telstra about your NGWL connection, you call the Telstra migration team immediately and place an order before 31 August. Time is running out before the 3G changes and NGWL migration take place from 28 October 2024.

This [fact sheet](#) answers some common questions about the changes.

## What you need to know

Changes will be implemented at different times by each telecommunications provider. If your



mobile service is through another provider and you need to know which network they use, we recommend contacting them to determine if you need to update your devices.

Providers are aware of their customers using 3G-enabled devices, which may include farm machinery, older mobile phones, and some point-of-sale systems. They will usually reach out to these customers before any changes take place.

You don't need to do anything if all your devices currently access and work on the 4G network. If not, please refer to the relevant information below for your schedule and any necessary steps.

### Check if your Telstra GO Repeater is configured to boost 4G signals



Telstra GO (G31) Repeater

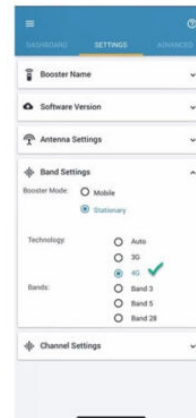


Telstra GO G41 Stationary Repeater



Telstra GO ROAM R41 Mobile Repeater

- Telstra GO Repeaters (GO G31, GO G41, GO ROAM R41) operate on both 3G and 4G and will not be impacted when 3G closes on 30 June 2024.
- However, in some instances they may have been configured to only operate on 3G.
- We encourage you to check your GO Repeater settings using a smartphone with the Cel-Fi WAVE app installed to see if its correctly configured to boost 4G signals .
- Instructions to check your GO Repeater settings :
  - Download the Cel-Fi WAVE app available from the Google Play Store or Apple App Store on your smartphone.
  - Open the WAVE app on your smartphone and ensure you are in close proximity to your GO Repeater to allow it to connect through bluetooth.
  - Follow instructions to
  - Check your GO Repeater in the Cel-Fi WAVE app using a smartphone. Tap on Settings > Band Settings > Under Technology, select 4G if it isn't already selected.
  - Congratulations your GO Repeater will now be configured to boost 4G signals.



General

## Steps to prepare for the network transition

Regardless of your provider, here are some clear and easy steps to ensure your devices are ready for the network transition:

### 1. Inventory Check:

- Review all your mobile phones and broadband devices.

### 2. Compatibility Check:

- Ensure your device supports 4G VoLTE for voice calls.

### 3. If Your Device is Not 4G or 5G Capable:



- Contact your device supplier to discuss solutions.
- Identify the number and type of devices you need to replace.
- Consider your future connectivity needs:
  - Do you need reliable connectivity for emergencies?
  - Are you running a business that relies on EFTPOS systems, remote operations, or a large device network?

#### 4. Plan Your Transition:

- Work with your support team to establish a suitable timeline for transitioning all your devices to 4G and 5G networks.
- Determine if you need to upgrade your device, adjust settings, or purchase a new device outright.

The Australian Mobile Telecommunications Association (AMTA) has launched a new [website](#) to help Australians prepare for the 3G network closures. This site provides easy-to-understand information, clear steps on where to seek help, and guidance on upgrading impacted mobile phones, tablets, or smartwatches.

## Telstra, Optus and Vodafone 3G Shutdown Resources

### Telstra shutdown schedule

**Telstra has extended their 3G network shutdown deadline to commence from 28 October 2024.**

They will roll out their 3G closure in Tasmania first, commencing 12.01am 28 October 2024. Closure for the rest of the country's 3G network will roll out from there and be completed shut down by **Monday 4 November**. Find out more about what these changes mean for you [here](#).

### Important Updates from Telstra:

#### 1. Outgoing Call Message:

- Telstra is playing a 10-second message before all outgoing calls on 3G impacted devices. This message cannot be removed until the service is updated. It won't play for triple zero calls. More information is available [here](#).



## 2. Check Your Device Compatibility:

- Telstra has created an easy SMS check tool. Text 3498 to confirm if your device is 4G compatible. You will receive a text back with your compatibility status and next steps.
- This SMS checker is also available for customers using telcos that access the Telstra network. Not sure which network your provider uses? Check it on the [AMTA's 3G Closure site](#).

## 3. Telstra GO Repeaters:

- Telstra GO Repeaters operate on both 3G and 4G and will not be impacted by the 3G closure. However, some repeaters may have been manually switched to 3G only. Telstra has prepared easy-to-follow instructions to help you check this.

## 4. Additional Resources:

- Telstra provides several fact sheets and other resources regarding the transition. Access these resources [here](#).

**They also have a number of fact sheets and other resources available regarding the transition:**

- Watch this short video explaining [Telstra's 3G closure](#)
- [What you need to know when migrating your NGWL service](#)
- [Telstra 3G closure – how it will work and what's next](#)
- <https://www.telstra.com.au/exchange/-telstra-3g-closure-how-it-will-work-and-what-s-next>
- [Telstra fact sheet – 3G to 4G compatibility](#)
- [Signal bars, improved performance and coverage equivalence](#)
- [Your questions answered](#)
- [Goodbye 3G. Hello to a better network experience.](#)
- [How do I enable VoLTE on my mobile phone?](#)
- [Telstra-m2m-certified-devices-modules.pdf](#)
- [Check if your Telstra GO Repeater is configured to boost 4G signal](#)

## Optus 3G shutdown schedule

Optus have also extended their shutdown to occur from 28 October 2024. Optus will be switching off their 3G technology and repurposing it to boost the capacity, speed, and reliability of their 4G



network and rollout 5G to even more Australians.

Find out more about what these changes mean for you [here](#).

Next steps:

- Optus will be reaching out to customers who we believe are impacted by these changes.
- You can also check whether your mobile phone is impacted at any time by [texting the number '3' to '3498'](#).

For more information or to discuss your options, visit an Optus store, call [1300 219 070](tel:1300219070) or message Optus 24/7 via the [My Optus app](#).

## Vodafone 3G shutdown schedule

As the 3G network has now switched off, if you're a Vodafone customer or business reliant on the 3G network, it's crucial to upgrade to a device compatible with 4G or 5G networks. Find out more about these changes and what you should do [here](#).

## Click to watch a webinar on the 3G shutdown in Australia

## Want to speak to us about the 3G shutdown?

Call our hotline to speak with one of our team members. If we don't answer, we'll get back to you as soon as we can.

### Category

1. News

### Date

02/11/2024

### Date Created

07/11/2023