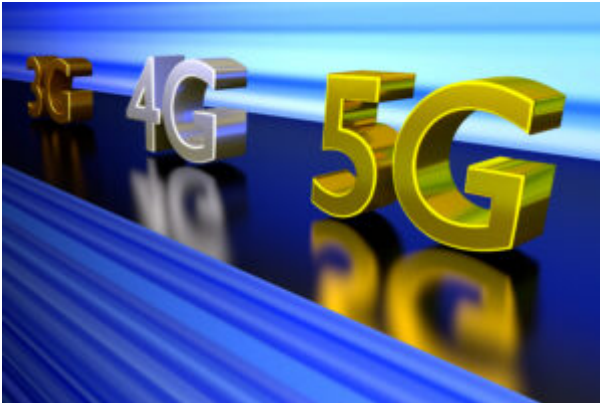




## Telstra 3G shutdown is now complete

### Description

#### Telstra 3G shutdown now complete



It's the end of an era, as Telstra's 3G shutdown is now complete. Optus continue to roll out their 3G shutdown schedule.

The 3G network started operating in the early 2000s, and the shutdown now allows for the development of new and improved technology. Information on the shutdown has been made public over the last five years, with a concentrated effort recently to ensure everyone was aware of the upcoming change and the impacts it may have on their connection.

Switching off the 3G network allows Telstra to now repurpose the network for 5G technology and in the future, 6G. 4G network coverage has also been expanded to meet the 3G network footprint. Optus will be able to do the same with their networks.

Devices that may be impacted by the 3G shutdown include phones, smartwatches, tablets, in-home personal emergency alarms, EFTPOS terminals and fire and security alarms.

If you still haven't upgraded to a VoLTE compatible 4G or 5G device, you need to do this by **20 November 2024**, at which point Telstra will disconnect your service. Telstra provide a list of [compatible devices](#) to assist you in transitioning.



Use these links to find out more on [Telstra](#) and [Optus](#) shutdown processes, and what to do if you still need to take action. If you have a specific question about your Telstra service, call 13 22 00, and when prompted to state your issue, simply say '3G'. You will then be directed to a specific 3G shutdown team.

You can also visit the AMTA's [3G closure page](#). This page provides information on the 3G shutdown but also can guide you through purchasing new devices if you need to.

Our website also has a number of resources on how to improve your [phone connection](#). We can help you find the best phone solution for your needs for both mobiles and landlines and show you ways to improve the coverage you do have on your devices.

### Category

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