

3G Closure in 2024



Fact sheet

3G is closing, but it's not going anywhere until June 2024.

We are in the process of expanding our 4G network so it is similar in extent and reach to 3G coverage today.

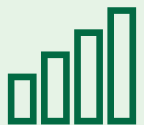
We are also working to repurpose some of the spectrum historically used for our 3G service to 5G, in order to meet future customer demands for data and help them connect to the network in new and better ways.

No 3G coverage will be removed prior to the closure of the 3G network in June 2024.

Additionally, we are working to repurpose the spectrum that is used for our 3G services and reallocate it to 5G to meet future data needs. As more data-hungry devices connect to our mobile network, from smartphones to connected cars, we need to reuse our spectrum assets to help more Australians connect to the network in new and better ways, which is what 5G allows.

Signal bars

As we complete these upgrades, you may notice some changes to the signal bars on your phone. But remember: the four to five little indicators on your smartphone that show how much signal you have don't mean a whole lot these days. Fewer bars doesn't indicate less service, and indeed there are no standards for signal bars. The way signal bars are displayed on your device reflects vendor manufacturing decisions, and almost every device is different.

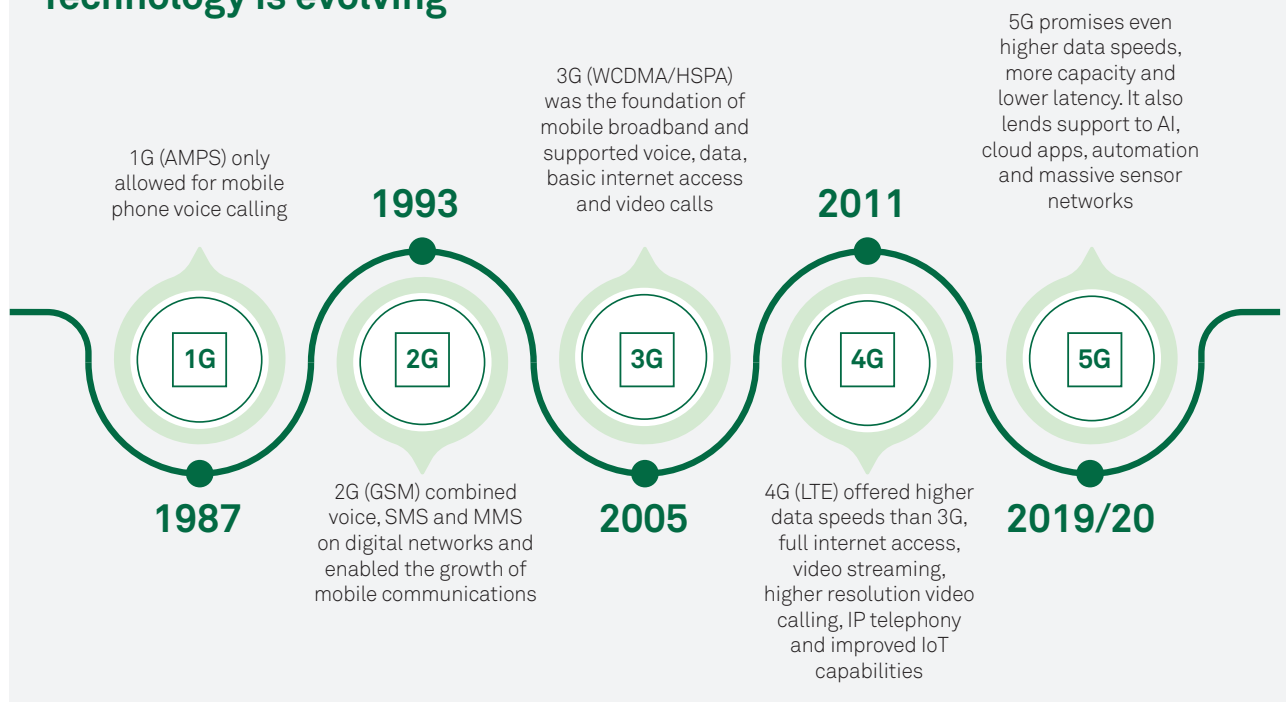


It is worth remembering we have been here before and have previously transitioned network technologies, such as the closure of our **2G network** at the end of 2016.

As highlighted in the diagram Telstra's 4G service was launched in 2011 and since then customers have

progressively upgraded their devices to make use of the increased speeds and services available on 4G, and we are seeing a similar progression since the launch of our 5G service in 2019.

Technology is evolving





For our agribusiness and enterprise customers, being prepared for the 3G closure may be different. There are a myriad of devices from sensors, to EFTPOS and M2M devices that work only on 3G .

Many device manufacturers have already started to progressively upgrade their products to be 4G-compatible.

If you haven't already, start speaking with us or your product manufacturer to see what is available.

There's still plenty of time, and we'll work with you around any concerns you have about changing devices or technology types to be ready for the 3G closure so you aren't adversely impacted.



Where can I find out more?

Telstra appreciates our customers may have many questions regarding our 3G closure and what it means for them, and so there is further information available via the following links:

<https://tel.st/3g>

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