

# FACTSHEET: NGWL MIGRATION

## NGWL MIGRATION AS PART OF THE 3G SHUTDOWN (correct as at 2 August 2024)

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 in September.

### **If I have an NGWL service and need to upgrade, what number do I call?**

Telstra's migration team can be contacted on **1800 258 503** Monday to Friday, 8am to 7pm AEST.

## FAQs

### **1. Can I keep my existing fixed plan, or do I need to change my plan?**

While the features of your plan may remain the same, because Telstra is rolling out a new billing system (see question 5) names of plans are changing, and so the name of your plan may appear differently on your bill.

**If you only require a voice service**, the Telstra [Upfront Home Phone Plan](#) is \$50 per month, and includes unlimited calls to local, national, 13 and Australian mobile numbers plus 30 minutes of international calls.

**If you require voice and data**, there are different data/voice plans available depending on what your needs are and what type of service you transition to, such as the [Upfront Internet Starter Plan](#), at \$65.

### **2. What's the name of the new service technology?**

The technology most customers will be migrated to is 4G Fixed Wireless (4GFW).

The voice plan, Telstra [Upfront Home Phone Plan](#) and [Upfront Internet Starter Plan](#) is the same plan Telstra offer through NBN and other technologies.

### **3. Are new fixed plans on a contract?**

Plans are not contracted. Customers can change plans or cancel at any time, at no cost. However, if customers decide to cancel their service within the first two years, they will need to return the modem back to Telstra to avoid any charges for keeping the device.

#### **4. Do the new 4GFW plans include data?**

The Telstra [Upfront Home Phone Plan](#) voice plan includes 2Gb of data per month. The 2Gb of data ~~is~~ may be suitable for light internet use such as checking email. If the data is used up before the end of the month, you'll notice the speed slows but there are no extra charges. Voice calls are not affected by slower data.

The [Upfront Internet Starter Plan](#) includes the same calls as the voice plan and 50GB of data per month for \$65.

#### **5. Is a separate bill required? Can the service be on a small business bill or does it need to be residential?**

Telstra is in the process of rolling out a new billing software system. For customers still on the old billing system, their new service will be listed on Telstra's new platform and in the short term, may mean two separate bills. Ultimately all existing accounts will be moved to the new system and all services will appear on one bill again. The new bills do not currently display customer ABNs. This feature has been requested and is in development for a future update.

Bills will be in the same format for Consumer & Business customers.

#### **6. What equipment do I need to migrate from NGWL to a new solution?**

Services will be migrated to a system that uses either the Telstra 4G network or Satellite. Telstra will provide you with a replacement modem and simple instruction guide. If a rooftop antenna or satellite dish is required, Telstra will supply one and one of their technicians will install it at no cost.

#### **7. When Telstra sends letters to customers, are they bespoke and matched to each customer's differing situation?**

No, the letters are not bespoke. Telstra needs all customers to call them to discuss their specific solution. A specific group of NGWL customers who would benefit from migrating to Satellite rather than 4GFW has been identified and Telstra has been contacting these customers.

#### **8. Why do we need to call Telstra rather than Telstra proactively doing the update for us?**

Telstra know that customers need to change their equipment to keep connected once the 3G network closes. However, they are asking customers to make contact between 8am-7pm AEST Monday to Friday to place an order. Each customer's situation is different, by you calling them at a time that suits you, it allows enough time to discuss

your individual situation, rather than Telstra calling at an inconvenient time. This will ensure the right solution is applied to your home service.

**9. Will the modem be the same as that used in the Alternate Voice Satellite Trial (AVST)? Do the modems require surge protection?**

We are using the latest modem, Telstra Smart Modem 3 which has improvements in speed, coverage and security. It does not come with a surge protector.

**10. Can I migrate to the Satellite Voice (powered by Starlink) USO Service?**

Certain customers are eligible for the [Satellite Voice](#) service and Telstra have been contacting those customers since late March. For these customers, the Starlink unit will work with a smart modem as well and you'll be able to take your existing home phone number with you.

**11. Will any of the current phone features change?**

All existing features will be available on the new service. However, Caller Line Identification and Directory Listing are disabled by default and will need to be activated by the customer via the Telstra app. **Unfortunately, any saved Message bank messages cannot be migrated and will be deleted once the NGWL service is disconnected.**

**12. Will Telstra be providing a backup battery to all NGWL customers?**

This equipment requires electricity to operate. All customers need to provide a power supply to their service.

Telstra will supply a battery backup device for all **Priority Assistance customers** to help provide short term connectivity in the event of a loss of power.

**This backup battery will not be included as part of a standard setup for non-Priority Assist.** If you would like to purchase a backup battery, these are for sale for \$120 on [Telstra.com](#). They have a typical back up time of four hours.

Ongoing power will need to be supplied by the customer to enable the service.

**13. Are the new 4GFW and Satellite solutions USO compliant?**

Yes, both products are USO compliant.

**14. Will existing landline handsets work or do consumers need to purchase a new phone handset?**

Yes, all handsets that work with NGWL will work when they migrate to new equipment.

Existing landline hardware can be used for both 4G fixed wireless and the satellite product.

**15. Do I need a new number when I upgrade my service?**

Customers can retain their existing phone number. Every service has a unique phone number. When the 4GFW service is first connected, as part of the migration Telstra will provide an interim phone number. Once the service technology is confirmed as working, they will then migrate the existing NGWL phone number onto the 4G service and cancel the NGWL service and the interim 4GFW number.

**16. I have just changed my modem over. Will this work with 4GFW? Please show a picture of the new modem.**

The Telstra Smart Modem 3 is the modem used with the new plans. It looks like this:

