



# 3G Closure - Signal bars, improved performance and coverage equivalence

A lot has happened since our October 2019 announcement to close our 3G network in June 2024.

As part of our announcement, we committed to expanding our 4G coverage so that it will be equivalent to our 3G coverage provided today, by the time 3G closure occurs. As we continue to complete planned upgrades to increase our 4G footprint you may notice some changes to the signal bars on your phone. It is important however to note that fewer bars does not mean you are receiving a lesser service.

Signal bars differ between technologies and mobile devices, therefore they are not always a good indicator of coverage and performance. Almost every device is different when it comes to this as there are currently no standards uniformly shared across all manufacturers. Comparing bar readings between different devices could be like comparing apples to oranges.

Similarly, when it comes to different technologies there is no direct correlation between bars and user experience on one technology compared to another. Where we've measured the same device in the same location – the only difference being whether it was on our 3G or 4G network. The results show 3G

receiving higher bars, but a far lesser overall experience in both download and upload speeds compared to the 4G service.

Because 4G is a newer, more efficient technology it is essentially meaningless to compare signal bars between what it delivers and what 3G delivers.

## **The transition from 3G to 4G will deliver improved performance and opportunity**

Our increasingly digitised economy relies on telco technology which is constantly evolving. Now is the time for us to upgrade customers from a 3G network to 4G and 5G. Telstra has continued to invest heavily to deliver regional areas more mobile coverage and more capacity. However, the rapid growth in demand has sometimes run ahead of our ability to add capacity in some areas. Data usage in regional Australia (based on the ABS Remoteness Classification) has tripled in just three years, and continues to grow. 4G is a better technology than 3G for meeting this growing demand. For example, a 3G handsets using the 3G network experiences typical download speeds of 550kbps – 20Mbps, while Telstra

customers with the latest 4G devices typically enjoy 5Mbps – 500Mbps range. Where 3G-only sites have been upgraded to include 4G, customers usually enjoy around a threefold increase in data usage per site. This is delivered by reducing the congestion on 3G, but 4G is also a superior technology and so can carry more data traffic. Upgrading and evolving our mobile network to newer technologies means our customers will receive a better overall experience.

## **Coverage Equivalence between 3G and 4G by 30 June 2024**

While 3G has been important in delivering our current mobile coverage to 99.6 per cent of the population and 2.6 million km<sup>2</sup> of Australia, our rollout of the more advanced 4G technology is rapidly approaching this coverage, reaching 99.4 per cent of the population today and an area of over 2 million km<sup>2</sup> of the country. We're continuing to grow our 4G coverage and will be providing equivalent 4G coverage before the closure of our 3G network in June 2024.

## **More information**

To read more about the 3G closure go to [www.telstra.com/3gclosure](https://www.telstra.com/3gclosure)