



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts

Prepare for the 3G network switch off

Telstra, Optus and TPG Telecom (including Vodafone) are switching off their 3G mobile networks.

Telstra and Optus plan to switch off from 28 October 2024. TPG Telecom's 3G network is already switched off, but some of its customers still need to upgrade devices to keep access to Triple Zero.

What should you do

Individuals and businesses should check whether the devices they are using are compatible with 4G and 5G networks, including for emergency calling, and upgrade them prior to the switch offs.

3G and some 4G devices will need to be upgraded. This includes mobile phones and other devices like some personal medical alarms, smart watches and security systems.

Mobile service providers are working to contact affected customers. Customers can also check for themselves – **text '3' to 3498** for instant advice on whether a mobile phone could be affected.

Where to find out more

- Visit www.3gclosure.com.au or www.infrastructure.gov.au/3Gswitchoff for general information and contacts.
- **Contact** your service provider or device supplier for advice on device compatibility.
 - **Telstra:** Message via the My Telstra app or call 13 22 00
 - **Optus:** Message via the My Optus app or call 1300 219 070
 - **TPG Telecom:** Message via the TPG Mobile app or call 1300 997 273
- Visit www.3gclosure.com.au for a 3G Closure Buyer's Guide with a checker tool you can use prior to purchasing a replacement mobile phone.

It is very important that you do not call Triple Zero to test your device.

Affordable devices

Customers who have concerns about the cost of upgrading should contact their service provider. Affordable options are available.

Coverage equivalence

Telstra and Optus have indicated there will be no loss of coverage. Customers with concerns about mobile service quality or coverage should raise them with their service provider in the first instance.

The transition away from 3G will improve 4G and 5G services, which are better for the online applications that Australians now expect, like video streaming.