

1 page (Document 1) removed as irrelevant to the request under section 22(1)(a)(ii)

UNOFFICIAL

From: s22(1)(a)(ii)  
 Sent: Friday, 12 May 2023 4:43 PM  
 To: Minister.Rowland.MO  
 Subject: Call from member of the public [SEC=UNOFFICIAL]

UNOFFICIAL

Hi team

A member of the public called regarding his 3G network. He has had challenges with connections when making a call. He says that when he calls out using the phone he has on the 3G network, he gets a message saying this number is no longer available. He has put his sim card in to a different phone that has a 4G connection and he can make outgoing calls. His question is, if the 3G network still works well, even if upgrades have been made for 4G and now 5G, why is 3G no longer available? Why wouldn't you just keep a network that works perfectly fine as it is? He is a pensioner and his concerns are that he cannot afford to purchase a new phone every time there is a upgrade.

His details are below:

s47F

From Western Queensland

If someone is able to contact him via his mobile as he doesn't have email.

Thank you

s22(1)(a)(ii)

Office Manager / Receptionist  
 Office of the Hon Michelle Rowland MP  
 Minister for Communications  
 Federal Member for Greenway  
 Suite M1.41 Parliament House Canberra

M: s22(1)(a)(ii)

E: s22(1)(a)(ii)@mo.communications.gov.au



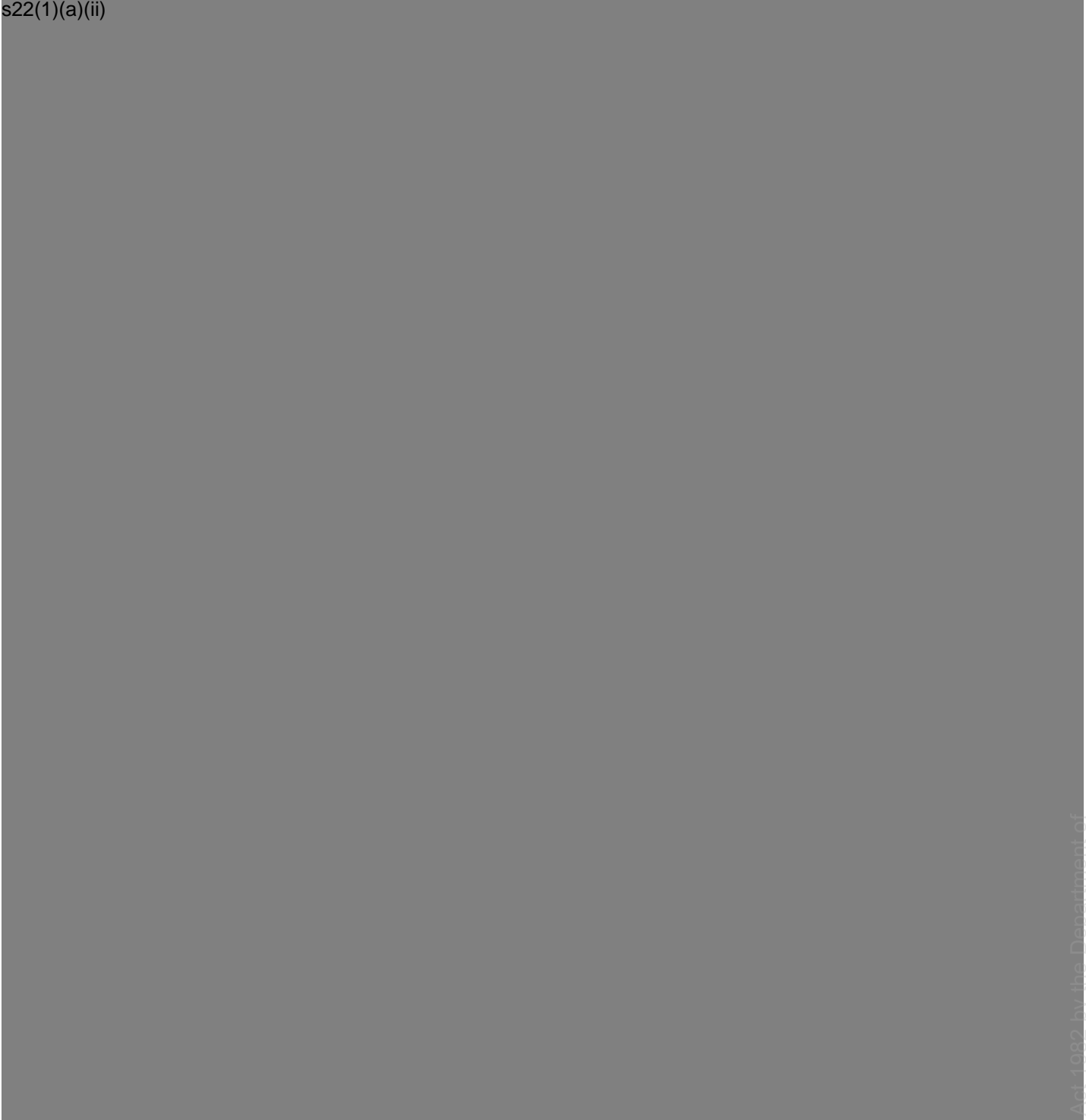
**The Hon Michelle Rowland MP | Minister for Communications**

*I would like to acknowledge the traditional custodians of this land on which we meet, work and live.  
 I recognise and respect their continuing connection to the land, waters and communities.  
 I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.*

UNOFFICIAL

1 page (Document 2) page removed as irrelevant to the request under section 22(1)(a)(ii)

s22(1)(a)(ii)



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**From:** s47F  
**Sent:** Tuesday, June 6, 2023 10:34 AM  
**To:** Rowland, Michelle (MP) <[Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)>  
**Subject:** Mobile 3G Services 2024 Switch-Off Impact & Concerns

To Communications Minister Michelle Rowland MP,

s47F



I am writing to you regarding the impending shutdown of 3G services in Australia, particularly with regards to the impact it will have on customers who use 4G devices that are not compatible with VoLTE technology. While some consumers may be aware that 3G services will be shut down from June 2024, the majority will be unaware that this may affect their ability to make calls on their newer and in some cases brand new 4G/5G devices.

As you may know, 4G and 5G technologies do not natively have voice calling like 3G/GSM services. 4G and 5G services are Data only and Calling is enabled through the use of VoLTE (Voice over LTE), which is a software/firmware VOIP solution for mobile phones.

A significant portion of 4G devices sold in recent years either Do NOT support VoLTE or ONLY support it with the telcos they were purchased with, regardless of whether the device is network unlocked. This issue primarily impacts Android phones and non-Apple devices.

This means that there are countless people today who have previously purchased a 4G phone from a Telstra shop (or similar) but have since changed providers who will be impacted once 3G is switched off.

With 3G still being in service, customers don't experience any loss in device functionality by switching providers. However, once the 3G services are turned off, many customers will no longer be able to make or receive phone calls with their preferred provider.

In instances where a device was originally obtained through Telstra they will need to switch back to Telstra to restore calling functionality despite the device being fully network unlocked.

In some cases, customers may be able to completely re-flash/reprogram their device with different firmware that supports VoLTE on other networks, however this can be a very technical process and is usually not something that can be achieved as an OTA update.

This situation is likely to create immense confusion and lead to an outrageous amount of e-waste. Millions upon millions of perfectly functional 4G/5G phones will become essentially useless for making or receiving calls and many will end up in landfill or not properly recycled.

With the current global chip shortage expected to last until 2024, and the extreme ongoing cost of living crisis, a complete 3G service shutdown in 2024 will pose a major financial and productivity challenge for many Australians and Businesses who will have to spend hundreds of dollars for new phones when they can least afford them.

In India, a telecommunications carrier called Jio Mobile provides an app via the Android Google PlayStore (JioCall) that allows their customers to make and receive calls on their 4G device even if it doesn't natively support VoLTE with Jio Mobile. I believe that ALL providers in Australia should be required to provide such functionality to their customers to ensure there is minimal disruption to calling services, particularly when it comes to 000 calls.

Requiring this functionality is especially important given the impact that VoLTE requirements will have on competition, consumer choice and accessibility.

Retailers and phone manufacturers should also be required to disclose whether their devices support VoLTE and which provider networks are supported. Currently, no such disclosure or product information is available on devices being sold today. All devices being sold today should also have to be certified to work across all providers with VoLTE and WiFi Calling prior to sale. It is certain that there are people buying phones today that do not support VoLTE with any Australian carrier or only support VoLTE with one carrier, regardless as to whether the device is network unlocked.

The VoLTE requirement also means that international visitors will not be able to easily purchase a local sim plan to communicate with local businesses or back home, as the device they may bring from overseas will in many cases not have the specific carrier modem firmware loaded to enable VoLTE calling functionality. This also greatly impacts Australians from importing phones and other devices from international markets where they would otherwise be unavailable in Australia. This affects even newer models released in the last 2-3 years and across a wide range of device OEMs.

It is also worth noting that in some markets overseas carriers/telcos often whitelist certain devices for their networks. So even if you have a phone with the right software and hardware, because it doesn't match a list of 'approved' VoLTE devices it will not work on that carrier/telco. This practice should be prohibited in Australia as it severely harms competition and consumer choice.

For example s47F a Sony Xperia X Compact s47F

Sony did sell the larger Xperia X and XZ models in Australia at the time but not the small sized X Compact model.

s47F [REDACTED] it does not natively support Telstra or Optus VoLTE however it does support VoLTE for other markets in the world such as in Europe etc. I also don't believe the local versions were correctly updated by Telstra, Optus or Vodafone to support VoLTE services.

In further to that, I have also tested an Xperia XZ Premium (2018 Model) which I acquired on the used market. The device is unlocked and was originally purchased through Telstra and contained Telstra Firmware/Software and a Telstra boot-up screen. The XZ Premium was also sold by Optus as a VoLTE supported device back when VoLTE with Optus was in its early development stages. (It's worth noting that at the time of the release of the XZ Premium VoLTE with Optus was only for specific Post Paid customers and devices and it was not broadly available for regular customers).

If I try to use my Optus based provider (amaysim) Sim Card whilst the phone is running factory Telstra firmware then VoLTE will Not enable for Optus sim cards, it will only work for Telstra sim cards. The device is completely network unlocked so calling will work via 3G Voice services but 4G VoLTE calling is completely unavailable on Optus sim cards with the Telstra firmware loaded.

s47F [REDACTED] I was able to reflash the phone with custom software tools to have Generic (non-Telstra) Australian Firmware and with this firmware installed VoLTE will activate for both Optus and Telstra sim cards.

The device will detect the Optus Network sim card on boot-up then restart and load the correct modem firmware file.

This sort of firmware lockdown and restrictions are common on many Android devices on the market both locally and internationally. With many Android based smartphones, the modem software needs to be specially customised for each market, region and provider and loaded on the device via a system update or re-flashing.

It's worth noting this issue isn't exclusive to Sony devices, Sony just happens to contribute to the Open Source Android development space and I have a good understanding of their devices.

There is also the impact to other integrated 3G Calling systems such as those used for emergency lift phones, facility gate opening and access control systems that use 3G Voice Calls to operate. Many of these systems use the voice calling component of 3G GSM services and VoLTE compatible replacements aren't necessarily available for all deployments. There is also the major impact on other integrated systems that use 3G Data services such as Smart Energy Meters, Medical Alarms, Security Alarm systems, Car Infotainment systems and other IoT devices. Millions of those devices will cease functioning once 3G data services are switched off.

There is also the issue on how this affects competition within the mobile and smartphone space, requiring Optus, Telstra or Vodafone VoLTE firmware on mobile devices provided by those companies will reduce choice for consumers as well as allow the major telcos to exert more control over the smartphone and telecommunications space. Australian consumers should be free to purchase devices from any retailer, online store or international brand and have it work here in Australia. Currently providers are able to use this Telco Specific VoLTE firmware requirement as a stealth way of network locking their devices and preventing customers from switching to competitors or from using BYO devices.

In the lead up to the 3G switch off I can envision older less tech savvy Australians (as well as the general public) being taken advantage of by Telecommunications companies and retailers. In some cases their existing phone may just require an update or a full re-flash but I can imagine stores upselling the most vulnerable in our society phones they can't properly afford or don't need. We have seen this sort of activity reported in the media previously regarding Telstra for example.

By contrast Canadian Telcos are set to switch off 3G services in December 2025 with France not expected to switch off 3G until 2028.

With the current economic conditions, labour shortages and supply chain constraints I believe the shutdown of 3G Voice services in Australia should be postponed until late 2025. Mobile Telecommunications providers should also be required to provide a smart phone app alternative that allows customers to make and receive calls with their

standard phone number similar to what is offered in other countries such as with Jio Mobile (JioCall) in India. The app should also be made available for all Android Versions from 5.0 and Up which would cover devices from 2014 onwards.

In summary, the impending shutdown of 3G services in Australia has the potential to cause significant disruption and harm for customers who own 4G devices that are not compatible with VoLTE technology. I urge the Government to work with ACMA, ACCC and mobile providers to ensure that all customers can continue to make calls and use their 4G devices without interruption after the 3G shutdown. The shutdown should also be postponed until 2025. This will help to reduce e-waste and ensure that consumers have access to a competitive market that offers them a wider range of choices.

Apologies for the long email but I felt it important to include sufficient technical detail about this issue. I also intend to write to other media outlets and agencies about this issue as I don't believe the general public fully understands the implications of a 3G switch off.

I look forward to your response and thank you for your time.

Regards

s47F





**Australian Government**  
**Department of Infrastructure,  
Transport, Regional Development,  
Communications and the Arts**

Ref: MC23-063380

s47F

Dear s47F

Thank you for your email of 6 June 2023 to the Hon Michelle Rowland MP, Minister for Communications, about your concerns with the mobile providers shutting down their 3G networks. The Minister has asked me to reply on her behalf. I apologise for the delay in responding to you.

I can understand your concerns about the potential impacts of planned 3G service shutdowns. All major carriers have announced their intention to shut down their 3G networks in Australia. The major mobile operators have provided notice to their customers to allow them sufficient time to upgrade any 3G-only devices to 4G compatible devices, and ensure they will not be adversely impacted by the shutdowns. This is similar to when carriers shut down their 2G networks between 2016 and 2018.

Consumers and suppliers of 3G-enabled mobile phones, medical and other devices will need to migrate to a 4G compatible device option. Telstra and Optus' websites, for instance, provide information to end users about how to check mobile device settings to check if the device supports 4G VoLTE or 4G in the 700MHz spectrum band.

The Department has been monitoring the transition, and has implemented a quarterly reporting regime with Telstra. The Department is in the process of implementing a similar monitoring regime with Optus.

Thank you for taking the time to write. I trust that this information will be of assistance.

Yours sincerely

s22(1)(a)(ii)

Shanyn Sparreboom  
Assistant Secretary  
Communications Infrastructure Division  
Competition and Spectrum Branch  
25 / 09 /2023



Pages 9-12 (Document 4) removed in entirety as irrelevant to the request under s22(1)(a)(ii) of the FOI Act.

Pages 13-14 (Document 4) removed in entirety as containing material irrelevant to the request under s22(1)(a)(ii) of the FOI Act, material exempt under sections 47(1)(b) and 47F of the FOI Act, and material withheld from release pending the exhaustion of third-party review rights.

Pages 15-16 (Document 4) and page 17 (Document 5) removed as irrelevant to the request under section 22(1)(a)(ii) of the FOI Act.

s22(1)(a)(ii)

## OFFICIAL

**From:** s47F  
**Sent:** Saturday, 1 July 2023 1:27 PM  
**To:** Minister.Rowland.MO  
**Subject:** 3G Network shutdown

Good afternoon,  
 I would like to know why you are allowing the 3G Network shutdown of Mobile Phone and internet services?

s47F I understand the workings of radios (because that's all that mobile phones basically are) very well and how the shutdown of the 3G network will affect people, especially the hundreds of thousands of us living in rural, regional and remote areas.

Basically, the higher the Network designation (ie: 3G, 4G or 5G), the higher the frequencies being used to operate on. The higher the frequency, the less distance it can travel and cover unless you amplify it exponentially. Therefore, the higher the frequency, the more power and energy is required by that higher frequency to travel or cover the same distance/area of a lower frequency.

Hundreds of thousands of Australians live rurally and the ONLY mobile and internet reception they have is via the 3G Network because that's the only frequency range which will currently reach them.

What are you going to do about providing the hundreds of thousands of us living rurally with mobile and internet connection if the 3G Network is shut down?

I live in s47F Tasmania where the Mobile Phone coverage is 3G by default but it works, and the minimal internet coverage is 4G but that completely disappears once you are 3 or 4 kilometres from the 4G tower, so that means that once the 3G Network is switched off many people who don't live in the town itself will have zero 4G Network coverage and reception.

This is the case every time you leave a major town or city all over Australia.

The ONLY ways to compensate for this or fix it so that rural people are properly covered if the 3G Network is switched off is to either:

1. Put up thousands more 4G and 5G towers to overlap coverage between them, or
2. To massively increase the 4G and 5G frequency output amplification of current 4G and 5G towers to travel far enough to overlap coverage between them.

Both of these options would be extremely expensive and inefficient, and are completely unnecessary and avoidable by just leaving the 3G Network running as is.

The other adverse outcome of 4G and 5G signals being amplified is the health aspect. 3G frequencies in Australia, depending on the carrier, are 850MHz and 900MHz. 4G frequencies in Australia, depending on the carrier, range between 700MHz and 2600MHz. 5G frequencies in Australia, depending on the carrier, range between 700MHz and 26GHz.

The higher the frequency, the more you get into microwaves and the more they rely on a clear line of sight to operate properly, so any obstruction will severely adversely affect the signal.

BUT also, the higher the frequency, the more it can/will adversely affect your health.

Microwave ovens operate at between 2.4GHz to 2.5GHz and cook anything by making all the molecules in whatever you are cooking excited and rub against each other, causing heat. At least in a microwave oven you

are supposed to be protected from these microwaves by a wire mesh surrounding the unit where the cooking is done.

Microwaves from Mobile phone towers offer absolutely no protection to humans or anything else living for that matter. Frequency damage will accumulate and can cause cancer, which is an increasing occurrence in our population all the time.

s47F [REDACTED] there are areas of all Naval ships where NO-ONE is allowed to be because they will be cooked/burned by the ship's radio communications equipment if they venture there while a signal is being transmitted.

Basically, the higher the frequency, the more dangerous and damaging it is to living creatures.

What are you going to do to make sure the hundreds of thousands of us still have a normal, reliable and safe (preferably 3G for those of us living rurally) Mobile Phone and internet connection just like everyone else in Australia expects and is entitled to have?

Cheers,  
s47F [REDACTED]

Sent with [Proton Mail](#) secure email.



**Australian Government**  
**Department of Infrastructure,  
Transport, Regional Development,  
Communications and the Arts**

Ref: MC23-064150

s47F  
s47F Tasmania

via: s47F

Dear s47F

Thank you for your email of 01 July 2023 to the Hon Michelle Rowland MP, Minister for Communications, about your concerns with shutting down the 3G network. The Minister has asked me to reply on her behalf. I apologise for the delay in responding to you.

I can understand your concerns about the planned 3G service shutdowns. All major carriers have announced their intention to shut down their 3G networks in Australia. The major mobile operators have provided notice to their customers to allow them sufficient time to upgrade any 3G-only devices to 4G compatible devices. This is similar to when carriers shut down their 2G networks between 2016 and 2018.

Consumers and suppliers of 3G-enabled devices will need to migrate to a 4G compatible device option. If you are concerned about the implications for particular devices, I would recommend that you contact the supplier as soon as possible.

The Department has been monitoring the 3G to 4G transition, and has implemented a quarterly reporting regime with Telstra. Telstra has committed to maintaining equivalent coverage to that provided by 3G. The Department is in the process of implementing a similar monitoring regime with Optus.

As you note in your email, different radiofrequencies have different propagation characteristics. Lower band spectrum can support transmission over longer distances, while higher frequencies can offer higher data capacity and lower latency but communicate over shorter distances.

4G and 5G services in Australia use a mix of low and mid band spectrum to provide the best combination of coverage and capacity for a given location. In high density areas, carriers may also use spectrum in higher bands as part of their 5G networks, to complement lower band deployments. However, low band spectrum will continue to be essential to providing wide area coverage for 4G and 5G networks.

GPO Box 594, Canberra ACT 2601, Australia

• telephone 1800 075 001 • websites [infrastructure.gov.au](https://infrastructure.gov.au) | [arts.gov.au](https://arts.gov.au)

• ABN: 86 267 354 017

OFFICIAL



The effects of EME exposure are the subject of extensive and rigorous scientific study around the world. The Australian Government strictly regulates EME emissions to protect the health and safety of all members of the public, while allowing the community to benefit from modern telecommunications. The Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) provides advice to the Australian Government, including the Department of Health and the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the Department) on radiation protection.

In 2021, ARPANSA updated its *Standard for Limiting Exposure to Radiofrequency Fields – 100 kHz to 300 GHz* (the Standard) based on the most up-to-date Australian and international peer-reviewed research into EME. The Standard is informed by guidelines published by the International Commission on Non-ionizing Radiation Protection (ICNIRP) and endorsed by the WHO. It also includes new restrictions specific to technologies like 5G. The Standard protects people of all ages and health status against all known adverse health effects from exposure to EME by specifying emission levels that telecommunications services must operate below.

The Australian Communications and Media Authority (ACMA) sets rules for the communications industry to follow based on ARPANSA's Standard. These rules maintain EME at safe levels and the ACMA actively monitors compliance with these rules. More information about this regulation is available at [www.acma.gov.au/our-rules-eme](http://www.acma.gov.au/our-rules-eme) or by calling 1300 850 115.

The department provides information about the research, regulation and safety of EME from telecommunications services and infrastructure on its resource hub at [www.eme.gov.au](http://www.eme.gov.au). Further information is available by emailing [eme@communications.gov.au](mailto:eme@communications.gov.au)

Thank you for taking the time to write and I trust that this information will be of assistance.

Yours sincerely

s22(1)(a)(ii)

Shanyn Sparreboom  
Assistant Secretary  
Communications Infrastructure Division  
Competition and Spectrum Branch

05 / 10 / 2023

Document 7 is not included here as it is exempt in its entirety under section 47F of the FOI Act.



30/08/2023 07:25:01 AM

s47F

AU

s47F

PM Correspondence - 3G being shut down (as early as Dec 2023)

Dear Sir,

Can I bring it to your government's attention that it's been reported by 7 News that 3G telecommunications is being turned off. Vodafone December 2023, Telstra June 2024, Optus Sept 2024, and could affect devices other than phones eg medical devices. Wondering if it could affect sheep/cattle farming who use remote tech to administer livestock.

<https://7news.com.au/technology/internet/3g-is-being-shut-off-across-australia-heres-how-to-keep-connected-c-11656790>

This may have greatest impact on rural areas, due to limited access to purchase replacement, but also in metro where more devices may be as yet unrealised impact eg emergency equipment, lifts etc (got stuck in lift with unoperable emergency button when a 9 was put in front of phone numbers in Victoria years ago, for instance).

Could it be looked into and communicated as to how it will be handled in Australia?

Could the government support a 3G network for emergency use eg ability to call emergency services where others are unavailable? Medical support such as personal help fobs used by elderly etc?

With a lot of people displaced by floods, fires etc and a lot struggling for income extra cost and stress may occur, and may mean for vulnerable that they disconnect from internet etc completely.

Can your government please investigate impact and remedy any issues, please?

Thank you in advance.

**Australian Government****Department of Infrastructure,  
Transport, Regional Development,  
Communications and the Arts**

Ref: MC23-066834

s47F

Dear s47F

Thank you for your email of 30 August 2023 to the Hon Michelle Rowland MP, Minister for Communications, about the impending 3G service discontinuation. The Minister has asked me to reply on her behalf.

I can understand your concerns about the potential impacts of planned 3G service shutdowns. All major carriers have announced their intention to shut down their 3G networks in Australia. The major mobile operators have provided notice to their customers to allow them sufficient time to upgrade any 3G-only devices to 4G compatible devices, and ensure they will not be adversely impacted by the shutdowns. This is similar to when carriers shut down their 2G networks between 2016 and 2018.

Consumers and suppliers of 3G-enabled mobile phones, medical and other devices will need to migrate to a 4G compatible device option. If you are concerned about the implications for a particular device, I would recommend that you contact the supplier as soon as possible.

The Department has been monitoring the transition, and has implemented a quarterly reporting regime with Telstra. Telstra has committed to maintaining equivalent coverage to that provided by 3G. The Department is in the process of implementing a similar monitoring regime with Optus.

Thank you for taking the time to write. I trust that this information will be of assistance.

Yours sincerely

s22(1)(a)(ii)

Shanyn Sparreboom  
Assistant Secretary  
Competition and Spectrum Branch  
25 / 09 / 2023

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OFFICIAL

Vicki Brady  
Chief Executive Officer



4 September 2023

Hon Michelle Rowland MP  
Minister for Communications

By email: **s22(1)(a)(ii)** @MO.communications.gov.au

Dear Minister Rowland

Thank you for your letter dated 10 August 2023 and your request to provide you with additional **information about the decommissioning of Telstra's 3G network and transition to 4G technologies** and the specific concerns raised by Tasmanian Berries.

Telstra recognises that our customers will have concerns about the closure of any part of our network and that our customers will need to take steps to upgrade devices and services in order to transition from our 3G to our 4G network. This is why we announced the closure in 2019 and have provided our customers with almost 5 years notice so they can take the action needed to check and upgrade their devices before this transition takes place. We have also committed that we would not switch off the 3G network until we could provide equivalent coverage via our 4G network.

We recognise that you, like Telstra, will receive queries as we approach 30 June 2024, and we have offered to provide detailed technical briefings to your Office so that you are in a position to respond to concerns and minimise case by case management of consumers. While this has yet to be taken up, we remain available to provide these briefings whenever suits your Office.

In terms of responding to the specific questions from your 10 August letter, I confirm that:

- Following closure of our 3G network on 30 June 2024, Tasmanian Berries will continue to receive the same level of coverage that is available under 3G network.
- **Telstra's 3G to 4G transition is on track to be completed by 30 June 2024.** You may have seen from our quarterly updates that there have been some delays with this project due to supply chain challenges, however we have taken steps to reduce the deployment time and are still working towards completing the transition by 30 June 2024. We will continue to meet our coverage commitments and have committed to expand our 4G coverage so it is equivalent to our 3G coverage today before we switch off the 3G network.
- We have engaged in extensive regional engagement, including targeted community discussions via our regional teams, to ensure that our customers understand what they need to do before the transition to 4G. This has included communicating with customers via media updates, radio, social media, direct mail and SMS in the lead up to the closure date to ensure that there is support to migrate away from 3G-only devices and improve their connectivity experience. I have attached a sample of these communications to support you in responding to queries. We have also set up an internal team to manage individual cases to ensure customers are comfortable with their options and our 3G closure website sets out resources that assist consumers self-manage their transition.

- We are able to monitor devices that are connected to our network to determine whether they are connecting via 3G which allows us to provide targeted engagement to those locations where we are seeing larger cohorts as we get closer to 30 June 2024.

The method we adopt to assess whether we are delivering equivalent 4G coverage involves the following process:

- First, we undertake an analysis prior to the upgrade of a site to understand current coverage and therefore what equivalence we need to provide.
- A solution is determined, which can range from equipment upgrades, antenna optimisation or a new site.
- Once the physical works have been completed, network predictions are undertaken to verify equivalence and a sample of sites are field tested. We will examine how we can use information from these tests to demonstrate equivalent coverage and update your Office.
- Where an inconsistency in coverage occurs, optimisation and remediation is undertaken.

For specific security and medical devices, Telstra has engaged with providers of these services to ensure that their customers who are using 3G devices have been notified of the change and provided sufficient time to migrate. It is not possible for Telstra to track those individual customers who may be using these devices outside a particular provider, but as mentioned we are able to see the number of 3G connections on our network and will be undertaking bespoke engagements within communities as we approach 30 June 2024.

In relation to customers who are in vulnerable circumstances, Telstra has a wide range of options available regardless of technology that help us meet our annual commitment to support over one million customers who are experiencing hardship. We will continue to review options available to this customer cohort ahead of transition date.

More generally, and as indicated in the quarterly reports provided to your Department and Office, we have apportioned significant resources to community engagement and associated information campaigns, including with your parliamentary colleagues. We are appreciative of the need for more direct and bespoke communication as we approach 30 June 2024 and are in the process of developing additional targeted material that will be rolled out from the end of this year which we will share with your Office.

With regard to the experience of Tasmanian Berries, your Office has previously raised this issue with us and we provided a detailed response regarding our regular contact with the enterprise. There have been a few updates since that discussion. In early August Telstra reconfigured our network to provide greater power to the 4G signal and testing at that time indicated coverage equivalence with 3G. The technician also reconfigured a repeater device at Tasmanian Berries which has improved coverage generally. The technician revisited Tasmanian Berries in late August to conduct further testing, which again indicated equivalence, and as with all transition data we will continue to assess to confirm. Direct discussions with Tasmanian Berries have confirmed their service has improved and we will continue to engage with them on an ongoing basis.

**As you've noted in your letter, when we upgrade a site, we implement a technology that balances the power between 3G and 4G to ensure smooth transition. However, it is not the case that many Telstra sites are being "held back" until 3G shutdown. We make adjustments to, and eventually**



deactivate, this technology following the initial upgrade and as is the case with Tasmanian Berries this adjustment is made, and equivalence achieved, well ahead of 30 June 2024.

I note your suggestion of case studies and live testing. As outlined above, Telstra undertakes live testing of the network following completion and I have asked my team to consider how we can use the Tasmanian Berries case studies and others like it to provide your Office and the community with real-life transition examples.

I note that there are other coverage issues across the broader Tasmanian Berries farm, but these are areas that do not receive any coverage currently, and so are therefore not related to the closure of our 3G network. We will continue working closely with the organisation to find ways to improve coverage generally in the area, which includes a proposed upgrade to the local tower as well as examining options for improvements in future co-investment rounds.

In relation to progressing a more detailed briefing for you and the Office, we will engage with Ms Sparreboom to ensure that the proposed information enables you to respond to Australians expressing concerns about the shutdown with confidence, and help minimise the need for case-by-case engagement between your Department and Telstra about individual concerns.

I appreciate that there is heightened interest in the impact to customers as we approach the transition from our 3G to our 4G network and we will make sure that we provide you with the information you need to address any consumer concerns.

Kind regards

s47F



**Vicki Brady**  
Chief Executive Officer

## Attachment – examples of Telstra community contact

*Telstra exchange blog*



**Plan your migration now  
before 3G network shuts  
down in June 2024**

**Telstra will be decommissioning our 3G coverage in 2024 and if you haven't already, now's the time to transition your business communication to the newer and faster 4G and 5G networks.**

Back in 2010, Telstra announced that our 3G network will be shutting down in June 2024. This is happening for various reasons. For a start, the 3G network is old and outdated, and by 2024 it will have been with us for 21 years.

In that time, mobile technologies have improved dramatically in speed, latency and power consumption. As a result, 4G is superior to 3G in every way and will have equivalent coverage by the time 3G closes.

By making this change, our customers will enjoy a better overall experience. For example, Telstra customers on the latest 4G devices can enjoy download speeds that are more than twenty times faster than 3G.

Once we've closed our 3G network we will repurpose the low-band spectrum to support the expansion of 5G, which will see regional and rural communities receive greater 5G coverage faster.

Our experts are here to help, explain what's involved and the benefits the change will bring.

Leveraging our mobile network infrastructure, our Cellular Low Power Wide Area Networks (Cellular LPWANs) are built specifically for scaled Internet of Things (IoT) deployments to give you better, more cost-efficient coverage.

Contact your Telstra representative or your local Telstra Business and Technology Centre and plan your change from the 3G network now. You can also use this calculator to plan your migration. We're here to help, and we have lots of information available online to explain what customers with a 3G service should do to get ready.

[Read more about Telstra's 3G closure >](#)





*Radio transcript – Triple M National*

---

(INTRO) VO/ (SFX on voice) Telstra Local Exchange

VO/ We're talking to Telstra regional manager <name> about Telstra's mobile network. So, tell us what's going on with coverage in our region.

GM/ OK Well from June 30 *next* year we will be switching off the old 3G network across the country.

VO: Right ... ok so what does that mean for people?

GM: Well it will help us provide a better experience on our 4G and 5G networks, which is the next leap forward in mobile network technology.

But we do need some help from your listeners.

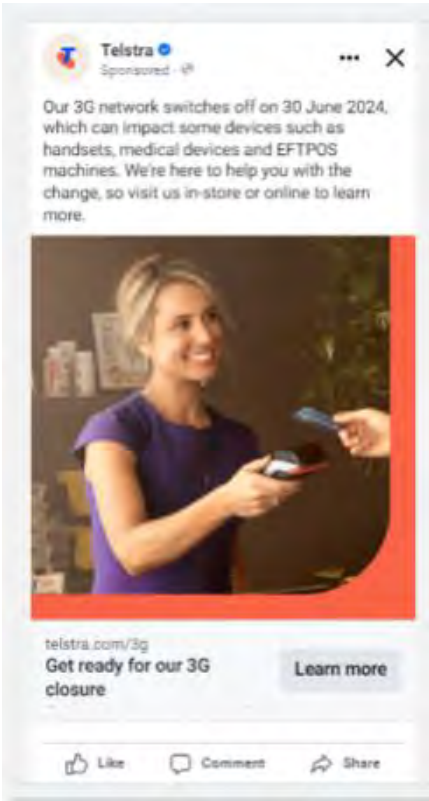
VO: Ok ... that's us everyone ... so listen up.

GM: Yep ... If you or someone you know is currently using a 3G-only device, whether it's a phone, smart watch or even EFTPOS machine, it will need to be upgraded to a 4G or 5G compatible device to ensure ongoing service.

VO: And that way everyone can stay connected?

GM: Exactly. We want everyone to stay connected, and we're here to help with that transition. So if you have any questions or are keen to learn more, visit our website ... Telstra dot com dot au ... or drop into your nearest Telstra store.

Social media post



Targeted SMS message sent at field day events

***From 30 June 2024, you won't be able to use your 3G mobile on Telstra's network to call, SMS or use data. To check if you're affected or to find out more, come see us at Sheepvention in the Innovation Hub for more info***

18/09/2023 04:24:25 PM

s47F



AU

s47F



PM Correspondence - COST IMPOSED DUE TO TELSTRA DITCHING 3G

3G works perfectly well for fire safety "back to base" systems & air-conditioning installed in commercial buildings we own.

Telstra ditching 3G means we find ourselves imposed with upgrade bills for 5G in the order of \$10,000 per fire system and \$5,000 per air con system.

QANTAS is not the only major company ripping off Australians.

What is your government going to do about it?

**Australian Government****Department of Infrastructure,  
Transport, Regional Development,  
Communications and the Arts**

Ref: MC23-068172

s47F

Dear s47F

Thank you for your email of 18 September 2023 to the Prime Minister, the Hon Anthony Albanese MP, about Telstra's planned discontinuation of its 3G network. Your email has been referred to the Hon Michelle Rowland MP, Minister for Communications. I am responding on the Minister's behalf.

I can understand your concerns about the potential costs to your business associated with the planned 3G service shutdowns. In 2019, Telstra announced its intention to shut down its 3G network by 30 June 2024, and the other major carriers have similar shut down plans. This is similar to when carriers shut down their 2G networks between 2016 and 2018 in light of technological improvements.

Consumers of 3G-enabled devices will need to migrate to a 4G compatible device option. If you are concerned about the implications for particular fire safety and air-conditioning devices, I would suggest that you contact the supplier as soon as possible. The period of notice provided by Telstra sought to provide time for customers to upgrade devices, including managing any cost implications.

Thank you for taking the time to write. I trust that this information will be of assistance.

Yours sincerely

s22(1)(a)(ii)

s22(1)(a)(ii)

A/g Assistant Secretary  
Competition and Spectrum Branch  
6 / 11 /2023

GPO Box 594, Canberra ACT 2601, Australia

• telephone 1800 075 001 • websites [infrastructure.gov.au](https://infrastructure.gov.au) | [arts.gov.au](https://arts.gov.au)

• ABN: 86 267 354 017


OFFICIAL

Pages 32-33 (Document 13) removed in entirety as withheld from release pending the exhaustion of third-party review rights.

Pages 34-36 (Document 14) removed in entirety as containing material irrelevant to the request under s22(1)(a)(ii) of the FOI Act and material withheld from release pending the exhaustion of third-party review rights.

Page 37 (Document 15) removed in entirety as irrelevant to the request under section 22(1)(a)(ii) of the FOI Act.

s22(1)(a)(ii)



**From:** Louise Hyland <[louise.hyland@amta.org.au](mailto:louise.hyland@amta.org.au)>  
**Sent:** Friday, December 15, 2023 1:15 PM  
**To:** Rowland, Michelle (MP) <[Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)>  
**Cc:** s22(1)(a)(ii) <[REDACTED]@MO.communications.gov.au>; s22(1)(a)(ii) <[REDACTED]@MO.communications.gov.au>  
**Subject:** 3G Networks Closure in Australia

Dear Minister,



I attach a letter providing an update on the communications that AMTA has undertaken in relation to the 3G networks closure in Australia, which as you would be aware, begins with a phased shutdown of TPG Telecom's Vodafone network commencing from today.

Your sincerely,

Louise Hyland



**Louise Hyland**

Chief Executive Officer

Australian Mobile Telecommunications Association Ltd ([AMTA](#))

Level 5, 50 Berry Street, North Sydney NSW 2060

t: +61 (2) 8920 3555 m: s47F

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15 December 2023

The Hon Michelle Rowland MP  
Minister for Communications  
House of Representatives  
Parliament House  
Canberra ACT 2600

Via: [Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)

Dear Minister

### 3G Networks Closure

I am writing to update you about the communications that the Australian Mobile Telecommunications Association has undertaken to date in relation to the 3G shutdown in Australia.

As you are aware, TPG Telecom owned Vodafone network will commence its 3G network closure from 15 December 2023, followed by Telstra on 30 June 2024 and finally Optus in September 2024. Each of the mobile network operators is committed to ensuring a smooth transition for their customers and have implemented strategies to minimise disruption during this period.

I have attached a copy of the AMTA media release and fact sheet for your information, and these are publicly available on the AMTA website. AMTA recognises the importance of a collaborative approach between the telecommunications and other sectors to address any challenges arising from the forthcoming 3G shutdowns and ensure a smooth transition.

Consequently, I have engaged with relevant stakeholders including your office, the Department of Communications, the ACMA, ACCAN, the TIO, the IoT Alliance, and targeted parliamentarians including the members for Macquarie, Gilmore, and Eden-Monaro. I have also communicated with the Australian Banking Association (ABA) about the 3G closure and its potential impact on banking services, particularly in relation to EFTPOS terminals. The purpose of this engagement is to ensure so far as practicable that stakeholders, consumers, and businesses are aware of and prepared for the change. I have also to date undertaken a number of radio interviews that have received wide coverage.

AMTA will continue to engage as the network closures progress. In the meantime, if you or your office have any questions or concerns, please do not hesitate to contact me on s47F

I do wish you and your hard-working team a very Happy Christmas and a safe and peaceful holiday season.

Yours sincerely,

s47F

Louise Hyland  
Chief Executive Officer  
Australian Mobile Telecommunications Association Ltd



## Australia's 3G networks are closing: are you prepared?

*AMTA advises Australians to act now to ensure continuous access to mobile network services*

**22 November 2023:** The [Australian Mobile Telecommunications Association](#) (AMTA) is sharing important information regarding the imminent closure of Australia's 3G mobile networks. With major mobile network operators Telstra, Optus, and TPG Telecom phasing out their 3G networks over the coming year, AMTA urges all Australians to prepare by upgrading affected devices to ensure they have connection to faster 4G and 5G mobile services.

Older 3G devices and some older 4G phones may be impacted from 15 December 2023 onwards as each of Australia's three mobile network operators begins to close down their 3G network. This closure may affect a range of devices, including baby monitors, medical alarms, EFTPOS machines, and some VoLTE compatible devices. Some users may also require a new SIM card when upgrading their device.

The major mobile network operators have been preparing customers for the network closure for the past two years, prompting them to upgrade their phones or devices where needed.

AMTA's CEO, Louise Hyland, said, "Australia's 3G networks will be shut down in stages starting in just under a month. It's crucial to act now if you know you have an older mobile device that connects to a 3G network and you have not already upgraded. If devices are not upgraded, it could mean that you are no longer able to make emergency calls to 000 from that device once Australia's 3G networks are fully inactive."

TPG Telecom owned Vodafone network will be the first mobile network operator to commence its 3G network closure, with the network due to switch off on 15 December 2023. This will be followed by Telstra on 30 June 2024 and finally Optus in September 2024.

As 4G and 5G network services become widespread, 3G network usage has declined significantly and carriers around the world are closing down their older networks.

"4G and 5G networks in Australia are more efficient at delivering faster speed and capacity, which means better service and an enhanced mobile internet experience for users. We recognise that this transition may pose difficulties for some users, particularly in regional and remote communities, which is why we are urging Australians to ensure they are taking appropriate steps now to avoid any disruptions," continued Hyland said.

"There are a range of ways to find out if your device is affected. The first step is to refer to your device manual - many of which are available online, if you are still unsure you can contact the manufacturer via their website or give them a call."

AMTA encourages individuals with affected or old devices to properly dispose of them through MobileMuster, the official recycling scheme of the Australian mobile industry, promoting eco-friendliness and sustainability.

For more information about the closure of the 3G networks and MobileMuster recycling scheme, please visit AMTA's website or the website of your mobile network operator.

**- ENDS -**



## About AMTA

*The Australian Mobile Telecommunications Association (AMTA) serves as the leading industry body representing Australia's mobile telecommunications sector. Our mission is to promote an environmentally and socially responsible, safe, and sustainable mobile telecommunications industry, which delivers high-quality, affordable mobile services to Australian customers.*

### Media contact:

s47F

A large grey rectangular box redacting the contact information for the media contact.



# AUSTRALIA'S 3G NETWORKS ARE CLOSING

The gradual closure of Australia's 3G networks commences soon – are you prepared

Australia's three mobile network operators – TPG Telecom (Vodafone), Telstra, and Optus – have announced the closure of their 3G networks. This closure will happen in stages, with the TPG Telecom-owned Vodafone network closing from **15 December 2023**.

As older 3G devices and some older 4G phones may be impacted, AMTA urges all Australians to prepare by upgrading their affected devices to ensure they have a connection to faster 4G and 5G mobile services.

The major mobile network operators have been preparing customers for these network closures for the past two years, prompting them to upgrade their phones or devices where needed.

It's crucial to act now if you know you have an older mobile device that relies on a 3G network that has not already been upgraded.

**As Australia's 3G networks begin closing, emergency calls to 000 may be affected if your device is not upgraded. To ensure you aren't caught out in an emergency, please contact your network provider.**

## Frequently Asked Questions



### Why are Australia's 3G networks closing?

- As more advanced 4G and 5G network services become widespread, mobile carriers around the world are closing their 3G networks.
- 4G and 5G networks are more efficient at delivering greater speed and capacity, which means better service and experience.
- Similar network closures have happened before. A few years ago, all Australian mobile providers switched off their 2G networks when they upgraded to 4G.

### What are the key dates of Australia's 3G network closures?

Depending on what mobile network operator you are with, the following network closure dates have been confirmed:

- **TPG Telecom/ Vodafone** will commence a gradual switch-off of its 3G network from **15 December 2023**.
- **Telstra** will commence a gradual switch-off of its 3G network from **30 June 2024**.
- **Optus** will commence a gradual switch-off from its 3G network from **September 2024**.

 <b>TPG</b>	 <b>T</b>	<b>OPTUS</b>
<b>15-Dec-23</b>	<b>30-Jun-24</b>	<b>Sep-24</b>
Felix mobile	ALDI Mobile	amaysim
iiNet	Belong	Aussie Broadband
Internode	Boost Mobile	Catch Connect
Kogan Mobile	Exetel	Circles.Life
Lebara Mobile	Lycamobile	Coles Mobile
TPG	MATE	Dodo
Vodafone	More	iPrimus
	numobile	Moose Mobile
	Superloop	Southern Phone
	Tangerine Telecom	SpinTel
	Woolworths Mobile	Yomojo





# Frequently Asked Questions

## What devices will be affected by Australia's 3G network closures?

- All 3G-only devices (including phones, tablets, and mobile broadband devices) and in rare cases, some older 4G phones, will be affected.
- Some older 4G phones that do not have a feature called 'VoLTE' (or 'Voice over Long Term Evolution') will be unable to make and receive voice calls.
- To determine if your device supports 4G VoLTE, contact the manufacturer or your service provider.

## Will the 3G network closures only affect phones?

- No. Devices such as tablets, mobile broadband modems, smart watches, some home security systems, and other connected devices might also be using 3G services.
- Please contact your device manufacturer or relevant mobile network operator if you are unsure of the specific capabilities of your device.

## Which devices will be affected?

Below is a list of the devices most likely to be affected by the 3G network closures. This is not an exhaustive list and is not inclusive of all phones (such as phones sourced independently). Please refer to your mobile network operator's website to confirm if your device will be impacted.

### Top 25 most common devices that may be affected:

- |                                |                      |                            |
|--------------------------------|----------------------|----------------------------|
| 1. Alcatel 2038                | 9. Google Pixel 2 XL | 18. Samsung Galaxy J1 Mini |
| 2. Alcatel OneTouch 2045       | 10. Huawei E5251s-2  | 19. Samsung Galaxy S5      |
| 3. Apple iPhone 5              | 11. Huawei E5331     | 20. ZTE Blade A0605        |
| 4. Apple iPhone 5C             | 12. Huawei Y6 Prime  | 21. iPad Air               |
| 5. Apple iPhone 5S             | 13. Nokia 301        | 22. iPad Retina            |
| 6. Aspera A42                  | 14. Oppo A57         | 23. iPad mini Retina       |
| 7. Doro 6521                   | 15. Oppo F1s         | 24. iPad mini              |
| 8. Doro PhoneEasy 623<br>OPTUS | 16. Oppo F5 Youth    | 25. iPad mini 3            |
|                                | 17. Optus X Smart    |                            |



## Wearables

The current generation of smartwatches has a cellular feature which allows the watch to operate in standalone mode. This means you can make and receive calls or use data using the smartwatch without having to carry a smartphone.

While these watches are 4G compatible, many don't support the main 4G mobile coverage frequency band (700 or 900 MHz). Once Australia's 3G networks are shut down, these smartwatches will

only work on a limited set of 4G spectrum bands, and as a result, may experience a reduction in mobile network coverage.

You will still be able to use data or make voice calls using the cellular feature on your smartwatch, but the service may work intermittently. When your watch is connected to your mobile handset via bluetooth, your experience will be based on your handset's network capability.



### The versions impacted are:

- Apple Watch Series 3
- Apple Watch Series 4
- Apple Watch Series 5
- Galaxy Watch
- Samsung Galaxy Watch Active2



## Frequently Asked Questions

### Internet of things (IoT)

IoT devices that may be affected include:

- EFTPOS terminals
- Industrial routers
- Scanners
- Security monitoring
- Telematics
- Asset Tracking
- Environment monitoring

### Other affected devices

- Medical alarms
- Home security alarms/devices



### What will the closure of Australia's 3G networks mean for my business?

If you are an enterprise customer, please contact your mobile network operator for advice.

- Some 3G EFTPOS terminals won't be able to process transactions once Australia's 3G networks are switched off.
- If you're concerned about your network coverage once your provider's 3G network closes, please get in touch with your device provider.

### What do I need to do if I have an affected device?

- Most people do not have to do anything at all and will continue accessing 4G and 5G networks as they do today.
- A very small number of people who have 3G-only handsets, tablets, and connected devices will need to upgrade those devices before their mobile network operator switches off 3G.
- Some older 4G handsets may also need replacing to be able to continue to make and receive voice calls using the 4G network.
- A very small proportion of 4G phones that support voice calls over 4G (VoLTE) do not support voice calls to emergency services over 4G and it is highly recommended that these be replaced.

### How will I know if I'm impacted?

- To check if your device will be affected, refer to your device manual or contact your mobile service provider or manufacturer via their website or by giving them a call.
- In technical terms, you're looking to confirm:

**1.** If your device is reliant on 3G 900MHz spectrum for voice and/or data service

**2.** If your device supports 4G VoLTE (including VoLTE Emergency calling)

- If you're using your device to make and receive voice calls, then your device needs to support 4G VoLTE and have VoLTE enabled in your device settings from September 2024
- To find out if your device supports 4G VoLTE, contact the manufacturer or your service provider

**3.** If your device is compatible with 4G 700 MHz (B28) spectrum

- L700MHz is low band 4G spectrum used by Optus and some other providers for optimal 4G coverage.

- Even recent device models that may have been purchased from other retailers or overseas may not be compatible with 4G 700MHz spectrum band and therefore, may also be impacted.



## Frequently Asked Questions

### Will I be left without Triple Zero access?

- The 3G networks will be closing in stages commencing 15 December 2023 and will be inactive by the end of September 2024.
- If your device is not upgraded to a 4G or 5G network compatible device, it will mean that once Australia's 3G networks are fully inactive by late 2024, you will no longer be able to make emergency calls to 000.
- It's important that you check with your device manufacturer to confirm if you will be impacted before these network closures.
- If 3G coverage is available from another operator, then emergency calls may be able to be made but there is no surety about this as it will be subject to behaviour of the phone/device.
- It is recommended that you upgrade your phone/device to ensure access to emergency calling. There are many choices available across a range of prices and features.



### What if I have a medical device or a security device?

- If you're currently using a personal medical device or security device that relies on the 3G (850/900MHz) band, then it'll stop working when the 3G networks close.
- We recommend you check with the device manufacturer and upgrade your affected device as soon as possible.



### Will I need a new SIM card?

- You may need a new SIM card when you upgrade your device.
- Many 3G 850/900MHz dependent devices use a mini/micro SIM and the majority of 4G devices require a nano SIM.

### What do I do with my old 3G device?

The best way to recycle your old device is through MobileMuster, the Australian mobile industry's official recycling scheme.



## Further information

AMTA: <https://amta.org.au/>

MobileMuster <https://www.mobilemuster.com.au/>

#### Mobile Network Operator specific information:

Vodafone: <https://www.vodafone.com.au/support/network/3g-closure>

Optus: <https://www.optus.com.au/support/mobiles-tablets-wearables/important-changes-3g>

Telstra: <https://www.telstra.com.au/business-enterprise/support/3g-service-closure>





## The Hon Michelle Rowland MP

**Minister for Communications  
Federal Member for Greenway**

MC23-071686

Ms Louise Hyland  
Chief Executive Officer  
Australian Mobile Telecommunications Association Ltd  
Level 5, 50 Berry Street  
NORTH SYDNEY NSW 2060

[Louise.Hyland@amta.org.au](mailto:Louise.Hyland@amta.org.au)

Dear Ms Hyland

Thank you for your letter of 15 December 2023 regarding the closure of 3G networks by Australia's three mobile network operators. I appreciate that the Australian Mobile Telecommunications Association (AMTA) has taken steps to inform the public about the 3G closure, in addition to the efforts made by Telstra, Optus and TPG Telecom.

From time-to-time, Australians write to me with reservations about the shutdown. Some seek assurances they will be able to access mobile services once the 3G network has been turned off in their area. I would like to be able to confirm to the public that the sector is doing what it can to assist its customers and ensure a smooth transition.

I am interested in whether you think the transition is on track, and whether Australian mobile users will have the same or better coverage and service quality after the switch over. I am particularly focused on services in regions, and the implications for people on lower incomes or who are more vulnerable. In your letter, you also mention that AMTA has had discussions with banks and Internet of Things providers, and the Department of Infrastructure, Transport, Regional Development, Communications and the Arts and I would be interested in further detail about the outcomes of those discussions.

Thank you for taking the time to write to me on this matter.

Yours sincerely

A handwritten signature in blue ink that reads "Michelle Rowland".

Michelle Rowland MP

5 / 1 / 2024

1 page (Document 17) page removed as irrelevant to the request under section 22(1)(a)(ii)

s22(1)(a)(ii)



**From:** APH Website contact form <[contactform@aph.gov.au](mailto:contactform@aph.gov.au)> On Behalf Of s47F

**Sent:** Saturday, January 13, 2024 1:23 PM

**To:** Rowland, Michelle (MP) <[Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)>

**Subject:** APH Website contact form - new enquiry from s47F

Parliamentarian Hon Michelle Rowland MP

Name s47F

Telephone (work) -

Telephone (mobile) s47F

Email s47F

Address

s47F [REDACTED]  
[REDACTED]  
[REDACTED]

Australia

Question

Dear Michelle Rowland,

Trust your welll.

s47F [REDACTED] in the north west on the Burrup Peninsula, along with many others. The 4G reception and availability here is limited. One fix that we have is to access the 3G network via our phones for internet access which works better than 4G . Disappointed to here that the 3G is being turned off. Wanting to know if this decision can be changed.

Regards,

s47F [REDACTED]



**Australian Government****Department of Infrastructure,  
Transport, Regional Development,  
Communications and the Arts**

Ref: MC24-000495

s47F

Dear s47F

Thank you for your correspondence of 13 January 2024 to the Hon Michelle Rowland MP, Minister for Communications, about the 3G network shutdown. The Minister has asked me to reply on her behalf.

All major carriers have announced their intention to shut down their 3G networks in Australia so that the radiofrequencies currently used for 3G can be redeployed to the delivery of 4G and 5G services. Telstra will switch off its 3G network by 30 June 2024 and Optus by 1 September 2024. TPG switched off a proportion of its network on 15 December 2023, and in some regions there may be some overlap of its 3G and 4G coverage for a short period. Telstra has committed to ensuring that 4G coverage equivalent to its 3G network is in place prior to the shutdown, and is undertaking testing in impacted areas to confirm coverage.

The major mobile operators have provided notice to their customers to allow them sufficient time to upgrade any 3G-only devices to 4G compatible devices. This is similar to when carriers shut down their 2G networks between 2016 and 2018. Consumers and suppliers of 3G-enabled mobile phones, medical and other devices will need to migrate to a 4G compatible device option.

If you are having issues with the quality or coverage of 4G mobile services in your area, including following the shutdown, I suggest you bring those issues to the attention of your service provider in the first instance. If you are unable to resolve the issue with your service provider, the Telecommunications Industry Ombudsman (TIO) may be able to assist you. The TIO can be contacted through their website [Complaints | The Telecommunications Industry Ombudsman](#) or phone 1800 062 058.

GPO Box 594, Canberra ACT 2601, Australia


- telephone 1800 075 001 • websites [infrastructure.gov.au](#) | [arts.gov.au](#)
- ABN: 86 267 354 017

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Thank you for taking the time to write. I trust that this information will be of assistance.

Yours sincerely

s22(1)(a)(ii)

A large rectangular area of the document is redacted with a solid grey box, obscuring the signature and any text that might have been present below the salutation.

s22(1)(a)(ii)

A/g Assistant Secretary  
Competition and Spectrum Branch  
17 / 01 / 2024

1 page (Document 19) removed as irrelevant to the request under section 22(1)(a)(ii)

s22(1)(a)(ii)

## OFFICIAL

**From:** s47F  
**Sent:** Wednesday, 17 January 2024 2:40 PM  
**To:** Minister.Rowland.MO  
**Subject:** New phone no longer working since 3G network shutdown (14/01/24)

Hello Minister Rowland,

I purchased two phones from Kogan.com approx 7 months ago. They no longer work as the 3G network has been shut down this week (14/01/24).

I believe that Kogan should replace them (at no extra cost to me) as, being in the business of selling phones, they can reasonably be expected to have foreseen this.

I don't know who to turn to. Please help me contact the best person/department to get a quick resolution to this problem.

As my phone does not work, I can be contacted via reply email or my work phone, on s47F

Many thanks,

s47F

**Australian Government****Department of Infrastructure,  
Transport, Regional Development,  
Communications and the Arts**

Ref: MC24-000627

s47F

Dear s47F

Thank you for your email of 17 January 2024 to the Hon Michelle Rowland MP, Minister for Communications, about the 3G shutdown. The Minister has asked me to reply on her behalf.

All major carriers have announced their intention to shut down their 3G networks in Australia. The major mobile operators have provided notice to their customers to allow them sufficient time to upgrade any 3G-only devices to 4G compatible devices, and ensure they will not be adversely impacted by the shutdowns. This is similar to when carriers shut down their 2G networks between 2016 and 2018. Consumers and suppliers of 3G-enabled mobile phones will need to migrate to a 4G compatible device option.

I am sorry to hear you were dissatisfied with the phones you purchased from Kogan. In the first instance, I would recommend you contact Kogan directly about your concerns. In addition, consumers are entitled to a repair, replacement or refund if a product does not meet one of the consumer guarantees as outlined in the Australian Consumer Law (ACL). The ACL is the legislation governing consumer protection and fair-trading in Australia and is administered by the Australian Competition and Consumer Commission (ACCC), as well as each State and Territory's consumer protection agency. More information as well as relevant contact details can be found on the ACCC's website [here](#).

Thank you for taking the time to write. I trust that this information will be of assistance.

Yours sincerely

s22(1)(a)(ii)

s22(1)(a)(ii)

A/g Assistant Secretary  
Competition and Spectrum Branch  
31 / 01 / 2024

GPO Box 594, Canberra ACT 2601, Australia

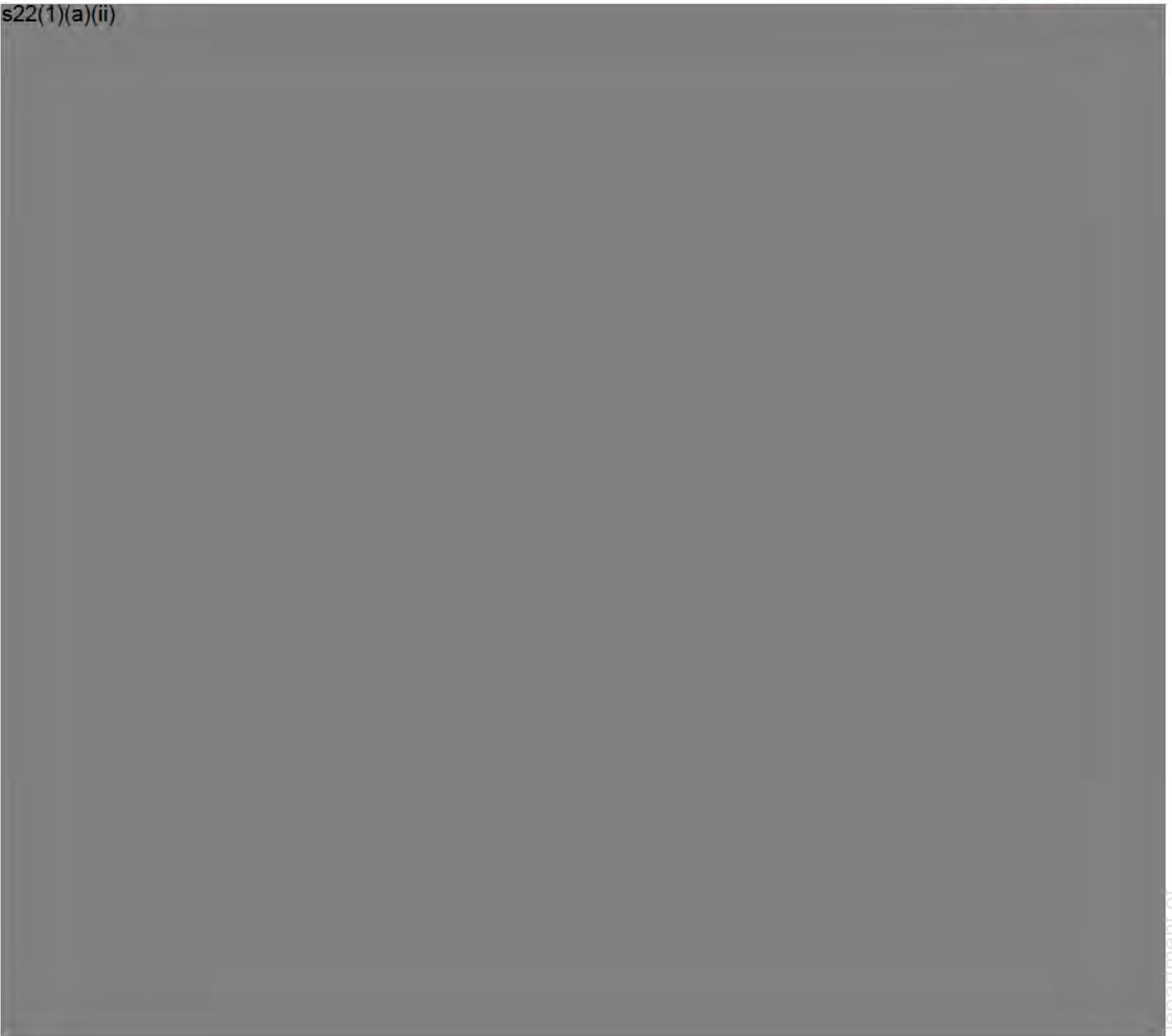
- telephone 1800 075 001 • websites [infrastructure.gov.au](#) | [arts.gov.au](#)
- ABN: 86 267 354 017

OFFICIAL

1 page (Document 21) removed as irrelevant to the request under section 22(1)(a)(ii)



s22(1)(a)(ii)



**From:** Pullenvale Ward Office  
**Sent:** Monday, 22 January 2024 5:32 PM  
**To:** Minister.Rowland.MO  
**Subject:** Email from Cr Adermann re Telstra

Good afternoon Minister

Please find attached a memorandum from Cr Adermann in relation to the poor mobile reception in Moggill on behalf of s47F .

Kind regards

s47

F

Senior Ward Officer to Cr Greg Adermann  
Pullenvale Ward Office | **BRISBANE CITY COUNCIL**



(07) 3407 0220 | 1<sup>st</sup> Floor Kenmore Library Building, Kenmore Village Shopping Centre, 9 Brookfield Road, Kenmore Qld 4069 | [pullenvale.ward@bcc.qld.gov.au](mailto:pullenvale.ward@bcc.qld.gov.au)

*Please Note: The Integrity Act 2009 makes it an offence for Councillors or their staff to knowingly allow lobbying activities unless the lobbyist is first registered with the State.*

*If the purpose of your contact is a lobbying activity within the meaning of the Integrity Act 2009, you should advise that you are in compliance with all provisions of the Integrity Act 2009.*




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SECURITY LABEL: OFFICIAL

# Cr Greg Adermann

## Councillor for Pullenvale Ward

FOI 21 254 - Document 21, Attachment



Lord Mayor Adrian Schrinner

22 January 2024

The Honourable Michelle Rowland  
Minister for Communications  
P O Box 6022  
PARLIAMENT HOUSE, CANBERRA ACT 2600

Dear Minister Rowland

I was recently contacted by a local resident who expressed her concerns about the poor mobile reception in Moggill, an outer Brisbane suburb located within the Pullenvale Ward.

s47F

s47F is concerned that their mobile reception is very unreliable and often drops out for lengthy periods of time. She is currently using Telstra as their internet provider.

s47F

s47F is reliant upon an alarm system for use during medical emergencies and unfortunately, this service is also impacted when the network is not efficiently servicing the Moggill community. This puts s47F at great risk if she is alone and unable to call an ambulance.

s47F

s47F can be contacted on s47F.

I would be grateful if you could investigate s47F's concerns and provide a response in due course.

Yours sincerely

s47F

Greg Adermann  
**COUNCILLOR FOR PULLENVALE WARD**

cc. Shayne Neumann MP – Federal member for Blair  
Dr. Christian Rowan MP – State Member for Moggill

Released under the Freedom of Information Act 1982 by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts



3407 0220



[www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au)



@brisbanecitycouncil



[Pullenvale.Ward@bcc.qld.gov.au](mailto:Pullenvale.Ward@bcc.qld.gov.au)



[Facebook.com/CrGregAdermann](https://www.facebook.com/CrGregAdermann)



L1, 9 Brookfield Road, Kenmore QLD 4069







## Office of the Hon Michelle Rowland MP

Minister for Communications  
Member for Greenway

MC24-000783

Cr Greg Adermann  
Councillor  
Brisbane City Council  
9 Brookfield Road  
KENMORE QLD 4069

[pullenvale.ward@bcc.qld.gov.au](mailto:pullenvale.ward@bcc.qld.gov.au)

Dear Cr Adermann

Thank you for your letter of 22 January 2024, to the Hon Michelle Rowland MP, Minister for Communications, regarding s47F's concerns about mobile reception in Moggill. The Minister has asked me to respond on her behalf and I apologise for the delay in doing so.

I can certainly appreciate s47F's frustrations. Australians deserve access to reliable, high-quality, and affordable telecommunications. I note arrangements are in place so people across Australia can get access to fixed broadband and voice services. NBN Co is the default wholesale provider of broadband services nationally under statutory infrastructure provider arrangements, and Telstra has regulatory and contractual obligations to provide fixed phone and payphone services nationally. Mobile infrastructure is, for the most part, provided on a commercial basis and mobile network operators (MNOs) continue to invest heavily in expanding their networks to improve coverage for customers.

The predictive coverage maps published by the MNOs (Telstra, Optus and TPG/Vodafone) indicate that Moggill should be receiving 3G and 4G mobile reception. 5G mobile coverage is also available in some parts of Moggill and surrounding areas.

However, there are a number of factors that can impact on mobile reception and a user's ability to obtain and maintain a mobile signal. These factors include the device or handset being used, hilly terrain, buildings (and their internal structure) or other physical obstacles interrupting the line of sight to and from nearby mobile towers. Mobile services can also be impacted when a sudden increase in users attempt to access mobile services at the same time, causing congestion on nearby mobile network infrastructure. Given this, s47F may be interested in obtaining a medical alarm s47F that can utilise dual SIM cards, which will provide an additional level of resiliency.

s47F may also be interested to know that consumers who are dissatisfied with their mobile phone service can raise their concerns with the Telecommunications Industry Ombudsman (TIO). While the TIO cannot instruct mobile network operators to install or upgrade mobile infrastructure to improve network performance, it can consider complaints from consumers who feel they are not receiving the mobile phone service they are contracted to receive from their operator. The TIO can be contacted via its website at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us) or by phoning 1800 062 058.

It is important that s47F be aware of, and turn their attention to, the impending 3G network shutdowns, and their potential impact on 3G-compatible device such as medical alarms. The MNOs have announced their intention to shut down their 3G networks in Australia so the radiofrequencies currently used for 3G can be redeployed to the delivery of 4G and 5G services. In 2019, Telstra announced it will shut down its 3G network by 30 June 2024, and Optus and TPG have similar shutdown plans. Telstra has committed to ensuring that 4G coverage equivalent to its 3G network is in place prior to the shutdown, and is undertaking testing in impacted areas to confirm coverage.

The MNOs have provided notice to their customers to allow them sufficient time to upgrade any 3G-only devices to 4G compatible devices. Consumers and suppliers of 3G-enabled devices, including mobile phones and medical alarms, will need to migrate to a 4G compatible device option. If the medical alarm system used by s47F is only 3G compatible, it will need to be upgraded to a 4G compatible device to ensure she continues to receive access to services after the 3G network is shut down. If s47F is concerned about the implications of the 3G shutdown for s47F medical device, I would suggest contacting the supplier of that device as soon as possible.

I trust this information is of assistance.

Yours sincerely

s22(1)(a)(ii)

Shervin Rafizadeh  
Chief of Staff

29 / 2/2024





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**Hon Bob Katter MP**

Federal Member for Kennedy

---

The Hon Michelle Rowlands MP  
Minister for Communications  
Parliament House  
CANBERRA ACT 2600

Email [minister.rowland@mo.communications.gov.au](mailto:minister.rowland@mo.communications.gov.au)

Dear Minister

**Re Removal of 3G Mobile Phone Network**

Minister, we understand Telstra has advised the 3G network will be shut down on 30 June 2024. We are concerned about the way this has been communicated to some community members.

We have many constituents in the electorate of Kennedy (and more widely the whole of Australia) that still use the 3G network. As an example, we know of 109 Telstra customers in a small community south of Ingham that still use 3G devices which is very disturbing, particularly the elderly who may have medical alarms on these devices.

We are requesting your assistance in ensuring all community members are aware of this and that they need to upgrade their device before 30 June 24. Constituents have also expressed their concern to us, about meeting the timeframe of the change and the consequences if they don't change before 3G turns off.

We appreciate your attention to this issue and remind Telstra of their Universal Service Obligation to all their customers.

Yours sincerely,

s47F



**Hon Bob Katter MP**  
Federal Member for Kennedy





## The Hon Michelle Rowland MP

---

**Minister for Communications  
Federal Member for Greenway**

MC24-001078

The Hon Bob Katter MP  
Member for Kennedy  
PO Box 1638  
INNISFAIL QLD 4860

[Bob.Katter.MP@aph.gov.au](mailto:Bob.Katter.MP@aph.gov.au)

Dear Mr Katter

Thank you for your letter of 31 January 2024 regarding the 3G network shutdown.

In 2019, Telstra announced its intention to shut down its 3G network by 30 June 2024. Telstra has committed to ensuring that 4G coverage equivalent to its 3G network is in place prior to the shutdown, and is undertaking testing in impacted areas to confirm coverage. Optus and TPG also announced similar shut down plans. This change is similar to the 2G network shutdown that took place between 2016 and 2018.

Consumers and suppliers of 3G-enabled mobile phones, medical and other devices will need to migrate to a 4G compatible device option. The mobile operators have endeavoured to provide early notice to their customers to allow them sufficient time to upgrade their devices if necessary. If any of your constituents are concerned about the implications for a particular device, I would suggest that they contact the supplier of that device as soon as possible.

If, following the shutdown, your constituents are having issues with the quality or coverage of 4G mobile services in their area, I would suggest that they bring those issues to the attention of their service provider in the first instance. If they are unable to resolve the issue with their service provider, the Telecommunications Industry Ombudsman (TIO) may be able to assist them. The TIO can be contacted through its website at [www.tio.com.au/complaints](http://www.tio.com.au/complaints) or by phone on 1800 062 058.

Your letter also mentioned Telstra's Universal Service Obligation (USO). At present, under the USO, Telstra has a statutory and contractual obligation to provide access to a fixed voice service upon reasonable request. This requirement does not apply to Telstra's provision of other types of services, such as broadband or mobile services, or any customer equipment or devices (such as 3G devices). Mobile coverage is driven by commercial opportunities and competition, and is supplemented by targeted government funding programs.

---

The Hon Michelle Rowland MP  
PO Box 6022, Parliament House Canberra  
Suite 101C, 130 Main Street, Blacktown NSW 2148 | (02) 9671 4780

Telstra currently provides a small proportion of USO voice services over its 3G network using Next Generation Wireless Link (NGWL) technology. Under the USO, Telstra will still be required to provide voice services to these premises following the planned shutdown of its 3G network. Telstra has advised The Department of Infrastructure, Transport, Regional Development, Communications and the Arts that it has developed a replacement 4G Fixed Wireless service which may be used to deliver USO voice services to premises currently receiving 3G NGWL.

I am aware that mobile services are increasingly the service of choice for many consumers, and this will be appropriately considered in any future changes to the USO. The Australian Government is currently seeking views on ways to better deliver baseline universal services, including services currently provided by Telstra under the USO. More information on the process, including details on how you or members of the public can provide their views, is available on my department's website at [www.infrastructure.gov.au/have-your-say/better-delivery-universal-services](http://www.infrastructure.gov.au/have-your-say/better-delivery-universal-services).

Thank you for taking the time to write to me on this matter.

Yours sincerely

A handwritten signature in blue ink that reads "Michelle Rowland". The signature is fluid and cursive, with the first name "Michelle" and the last name "Rowland" clearly distinguishable.

Michelle Rowland MP

8 / 3 / 2024

*Ref:*

1 page (Document 25) removed as irrelevant to the request under section 22(1)(a)(ii)

s22(1)(a)(ii)

**From:** [no-reply=magentalinas.com.au@mg.linas.net](mailto:no-reply=magentalinas.com.au@mg.linas.net) <[no-reply=magentalinas.com.au@mg.linas.net](mailto:no-reply=magentalinas.com.au@mg.linas.net)> **On Behalf Of** [no-reply@magentalinas.com.au](mailto:no-reply@magentalinas.com.au)  
**Sent:** Friday, February 2, 2024 12:15 PM  
**To:** Rowland, Michelle (MP) <[Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)>  
**Subject:** Website Contact

FirstName	s47F
LastName	s47F
Mobile	s47F
Email	s47F
Suburb	s47F
Postcode	s47F
RequestUrl	<a href="http://www.michellerowland.com.au/Umbraco/Api/GenericForm/Submit">http://www.michellerowland.com.au/Umbraco/Api/GenericForm/Submit</a>
IP	s47F
Created	2/2/2024 1:15:03 AM
Comments	<p>Hi Michelle, I'd like to know why the 3G networks can be turned off (Vodafone especially) when there hasn't been enough warning. s47F</p> <p>s47F because I'm unable to make or receive calls - even though I have a 4G phone manufactured in 2021 with VoLTE turned on. s47F</p> <p>s47F I only received ONE generic notification via SMS on January 18 that the network would be shut down on January 21! s47F this is TOTALLY</p>

Released under the Freedom of Information Act 1982 by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts

UNACCEPTABLE!!! I don't have enough money to buy another phone

s47F

! I would really appreciate a response. I'd love to chat but my phone doesn't make or receive calls. Email, SMS and Zoom are still working though. THE GOVERNMENT AND SYSTEM HAS FAILED ME! Kindest regards, s47F

**Australian Government****Department of Infrastructure,  
Transport, Regional Development,  
Communications and the Arts**

Ref: MC24-001189

s47F

Dear s47F

Thank you for your correspondence of 2 February 2024 to the Hon Michelle Rowland MP, Minister for Communications, about the 3G network shutdown. The Minister has asked me to reply on her behalf.

s22(1)(a)(ii)

All major carriers have announced their intention to shut down their 3G networks in Australia. In September 2022, TPG Telecom announced that it would shut down its 3G network by 31 December 2023. Optus and Telstra also announced similar shut down plans. The shutdown will allow the carriers to redeploy the radiofrequencies currently used for 3G to the delivery of 4G and 5G services. This is similar to when the carriers shut down their 2G networks between 2016 and 2018. Consumers and suppliers of 3G-enabled mobile phones and other devices will need to migrate to a 4G compatible device.

In your correspondence, you indicated that your phone has 4G and VoLTE capability and can currently use internet services like email and Zoom, which indicates that your phone is capable of, and is, receiving internet access. It is therefore unclear whether the 3G shutdown is the cause of the issues you are facing. For instance, it may be that the device is malfunctioning in some way.

GPO Box 594, Canberra ACT 2601, Australia

- telephone 1800 075 001 • websites [infrastructure.gov.au](https://infrastructure.gov.au) | [arts.gov.au](https://arts.gov.au)
- ABN: 86 267 354 017


OFFICIAL



I am sorry to hear that seeking assistance in relation to your mobile phone from Kogan has proven difficult. Consumers are entitled to a repair, replacement or refund if a product does not meet one of the consumer guarantees as outlined in the Australian Consumer Law (ACL). These guarantees must be upheld by the business supplying the product, and not necessarily the product's manufacturer. The ACL governs consumer protection and fair-trading in Australia and is administered by the Australian Competition and Consumer Commission (ACCC), as well as each State and Territory's consumer protection agency. More information as well as relevant contact details can be found on the ACCC's website here: [www.accc.gov.au/consumers/problem-with-a-product-or-service-you-bought/where-to-go-for-consumer-help](http://www.accc.gov.au/consumers/problem-with-a-product-or-service-you-bought/where-to-go-for-consumer-help).

In addition, if you continue to have issues with your telecommunications service provider, the Telecommunications Industry Ombudsman (TIO) may be able to assist you. The TIO is a free and independent alternative dispute resolution body for residential consumers with complaints about their telephone or internet service. The TIO aims to settle disputes in a fair, objective and non-bureaucratic way, having regard not only to the law and to good industry practice, but also to what it considers is fair and reasonable. The TIO can be contacted through their website [www.tio.com.au/complaints](http://www.tio.com.au/complaints) or by phoning 1800 062 058.

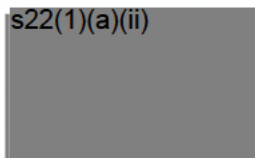
s22(1)(a)(ii)



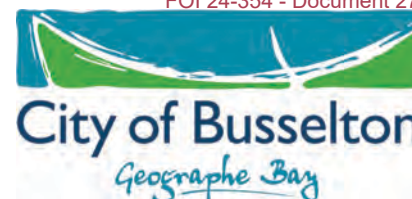
Thank you for taking the time to write. I trust that this information will be of assistance.

Yours sincerely

s22(1)(a)(ii)



Shanyn Sparreboom  
Assistant Secretary  
Competition and Spectrum Branch  
07 / 02 / 2024



Our Ref: s22(1)(a)(ii)

Your Ref:

Contact: s22(1)(a)(ii)

1 February 2024

Hon Michelle Rowland MP  
Minister for Communications  
Suite 101C  
130 Main Street  
Blacktown, NSW, 2148

Via email: [Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)

## THE TELECOMMUNICATIONS NETWORK ACROSS THE CITY OF BUSSELTON'S DISTRICT

I am writing to request confirmation of current and future capacity within the telecommunications network across the City of Busselton's district to ensure appropriate and reliable levels of service are being provided. The City has a rapidly growing population and experiences large swells in visitor numbers in peak tourist seasons, especially over summer and Easter. Multiple concerns have been raised with the City relating to reports of loss of connectivity for both residents and businesses, and the City has additional concerns about the risks such outages create for emergency response activities.

### Residents

While multiple people appear to experience disruption and dropouts across the district, it is understood that the Vasse area in particular has been experiencing frequent internet and phone outages. One resident contacted the City last week as her emergency call to 000 would not connect due to a lack of signal when trying to call an ambulance for her husband.

### Businesses

The Busselton Chamber of Commerce and Industry (BCCI) has also approached the City with a number of concerns relating to local businesses unable to conduct transactions or even access business systems online due to dropouts. The City understands that BCCI has already written to you to provide further details relating to their concerns.

### Emergency Response

The City has been advised that Telstra is moving away from 3G and towards 4G and that this should be implemented by July. The City has also heard concerns that the 4G signal will not be as powerful as the 3G and may result in more blackspots, and that in some places the 3G network has been amplified at the expense of 4G which may result in issues for people using devices that rely on 4G and 5G networks. It is understood that through this upgrade Telstra is only required to deliver the same service level as before, but the current level of service does not meet requirements and is now an intermittent service with multiple blackspots in our region. The upgrade should provide for increased levels of service to address current and future risks and issues. Some specific concerns relating to emergency response are as follows:

### All Communications to:

T (08) 9781 0444  
E [city@busselton.wa.gov.au](mailto:city@busselton.wa.gov.au)

Locked Bag 1 Busselton WA 6280  
[www.busselton.wa.gov.au](http://www.busselton.wa.gov.au)

*Where environment, lifestyle  
and opportunity meet!*



- All fire brigade appliances are fitted with Emergency Automatic Vehicle Location (AVL) and these have recently been upgraded to 4G. This allows the City to track the vehicles and also allow vehicles to send an emergency distress call. If the new 4G has less widescale coverage than the existing 3G network, it will affect our volunteers' safety.
- If 000 calls cannot be connected, this will delay or prevent reporting about fires and other emergencies, posing an increased risk to lives and homes. All brigades are tasked to respond via the BART app. If there are internet/phone outages, critical resources cannot be dispatched, either within the local area or to support other areas in the Lower South West.
- The Emergency WA website "Warnings" and "Incident Alerts" are critical for ensuring messages are sent to people's phones to direct them to evacuate through safe routes. Without stable and reliable services, these alerts will be missed.

The City therefore requests confirmation of government commitments to improve infrastructure and services to meet current and future requirements for telecommunications infrastructure and connectivity in the region, and permission to share these details with our local community. As you are aware, the City provides land for towers and infrastructure and remains willing to work collaboratively to discuss any other ways it might facilitate improvements to coverage in the district.

Yours sincerely

s47F

Sarah Pierson  
ACTING CHIEF EXECUTIVE OFFICER

All Communications to:

T (08) 9781 0444  
E [city@busselton.wa.gov.au](mailto:city@busselton.wa.gov.au)

Locked Bag 1 Busselton WA 6280  
[www.busselton.wa.gov.au](http://www.busselton.wa.gov.au)

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## Office of the Hon Michelle Rowland MP

Minister for Communications  
Member for Greenway

MC24-001611

Ms Sarah Pierson  
Acting Chief Executive Officer  
City of Busselton  
Locked Bag 1  
BUSSELTON WA 6280

§22(1)(a)(ii) @busselton.wa.gov.au

Dear Ms Pierson

Thank you for your letter of 1 February 2024 to the Hon Michelle Rowland MP, Minister for Communications, regarding the telecommunications network across the City of Busselton's district. The Minister has asked me to reply on her behalf.

The Australian Government understands that telecommunications play an integral role in our society and economy. The Government believes Australians deserve access to reliable, high-quality, and affordable telecommunications services.

Busselton district residents may be interested to know the Government is investing \$2.2 billion in regional connectivity improvements. This includes dedicated funding to boosting mobile coverage and resilience, and for place-based connectivity solutions under new rounds of the Regional Connectivity Program. More information on the Better Connectivity Plan for Regional and Rural Australia is available at [www.infrastructure.gov.au/bcp](http://www.infrastructure.gov.au/bcp).

Councils and communities are encouraged to engage directly with Mobile Network Operators, as experience has shown this increases the likelihood of issues being addressed and operators putting forward applications for co-funding under Government programs, such as those mentioned above.

It is also relevant to note that mobile coverage outcomes can be influenced by a number of factors such as local terrain, distance from the base station, number of concurrent users and other physical obstacles such as trees and buildings (including their internal structure) that may degrade the quality of signal being received from the nearest mobile base station. It is important to note that these factors can also change over time. The particular type of handset and its settings can also affect mobile reception and mobile customers will need a compatible device in order to access the 4G and 5G networks.

Mobile Network Operators have products available to improve mobile reception, such as external antennas and authorised repeaters. Wi-Fi calling is also available for use with a compatible device, allowing some customers to call and text over a broadband Wi-Fi connection. This can be particularly helpful in areas that have poor indoor coverage by providing an alternative form of connectivity. In the first instance, residents are encouraged to contact their mobile provider, if they have not done so already, to raise their concerns and to identify ways to improve their services.

Consumers who have raised their concern about their mobile phone service directly with their provider but remain dissatisfied can raise the matter with the Telecommunications Industry Ombudsman (TIO). While the TIO cannot instruct Mobile Network Operators to install or upgrade infrastructure to improve network performance, the TIO can consider complaints from consumers who feel they are not receiving the mobile phone service they are contracted to receive from their provider. The TIO can be contacted via its website at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us) or by telephone on 1800 062 058.

Residents may also wish to contact the Regional Tech Hub for further advice on their specific connectivity challenges. The Regional Tech Hub is funded by the Government and offers independent and free advice about telecommunications services in regional, rural and remote Australia. Residents can visit the Hub's website at [www.regionaltechhub.org.au](http://www.regionaltechhub.org.au) or contact the hotline on 1300 081 029.

I note your concerns about the shutdown of the 3G mobile network. By way of background, Telstra, along with Optus and TPG Telecom, are shutting down their 3G networks in Australia so that the radio frequencies currently used for 3G can be redeployed to the delivery of 4G and 5G services. As you are aware, Telstra intends to shut down its 3G network around 30 June 2024. Optus will shut down its 3G network from 1 September 2024. TPG Telecom announced that it would close its 3G network from 15 December 2023 and ceased the operation of its 3G network on 30 January 2024.

As you have noted, Telstra has committed to ensuring that 4G coverage equivalent to its 3G network is in place prior to the shutdown, and is undertaking testing in impacted areas to confirm coverage. Optus has also indicated that its intention is that there will be no loss of coverage following the shutdown. I recognise your interest in this upgrade process providing increased (as opposed to equivalent) levels of service. As above, the Government is committed to this same ultimate objective and is investing heavily in regional services.

The major carriers have endeavoured to provide notice to their customers to allow them sufficient time to upgrade any 3G-only devices to 4G compatible devices, and ensure they will not be adversely impacted by the shutdowns. This is similar to when carriers shut down their 2G networks between 2016 and 2018. Consumers and suppliers of 3G-enabled mobile phones, medical and other devices will need to migrate to a 4G compatible device option. I am pleased to hear that fire brigade appliances in your area have recently been upgraded with 4G compatibility. If anyone has concerns about the implications for a particular device, I would suggest they contact the supplier of that device, or their telecommunications service provider, as soon as possible.

Finally, I also note that the Government is committed to an effective and reliable national Triple Zero (000) service that provides all people in Australia with efficient access to emergency police, fire and ambulance services. The Government works with Telstra as our national emergency call service operator, as well as other telecommunications service providers and state and territory governments, to facilitate the effective delivery of the Triple Zero service.



If an individual Mobile Network Operator provides insufficient mobile coverage at a particular location for a voice call to be made, or if access to their mobile network is temporarily disrupted, there is an arrangement in place for emergency Triple Zero calls to be carried by another Mobile Network Operator providing adequate services in the area. It is important to be aware, however, that Triple Zero cannot be contacted by mobile phone from locations without mobile coverage from any operator. As such, in some areas it may be more reliable to use a fixed landline service to call Triple Zero.

In case it assists, as part of effective emergency preparation and planning it is strongly recommended that people do not rely on one form of communications and, rather, utilise a range of communications. This could include fixed line telephone, mobile services (including Wi-Fi calling), internet, television and radio. For example, during emergency situations people can listen to ABC Local Radio to receive up-to-date warnings. A portable transistor radio with a spare set of batteries can provide a valuable backup in the event there is a loss of mains power.

I trust this information is of assistance.

Yours sincerely

§22(1)(a)(ii)



Shervin Rafizadeh  
Chief of Staff

18 / 3 / 2024



# Darren Chester

Federal Member for Gippsland



February 2, 2024

The Hon Michelle Rowland, MP  
Minister for Communications  
Parliament House  
CANBERRA ACT 2600

Dear Minister

I wish to make representations on behalf of s47F  
s47F in relation to the 3G network

Please find enclosed self explanatory correspondence received from s47F  
which I believe has also been forwarded to you directly.

I would be grateful to receive your comments on the matters raised so that I can  
respond to my constituent.

s47F

DARREN CHESTER



s47F

Dear Minister of Communications The Hon Michelle Rowland MP:

I know you're very busy and have countless things on your plate as the federal communications minister. However those of us living remotely throughout Australia are staring down the barrel of a critical deadline, and I'm not real sure anyone has their eye on the most vital aspect of this particular ball; the end of 3G.

I've seen several stories and articles about the end of 3G, but 100% of them simply talk about how some people with old phones will need to upgrade. Yes that will happen and yes maybe it's not a big deal. However everyone seems to be missing a far more critical point: 3G signals reach much farther from the towers than 4G signals. There are a huge remote rural population who, like ourselves, only receive a 3G signal. We've had it for years, and makes our lives much easier, but we still get zero 4G signal because it doesn't reach as far or through our mountainous district. 3G reaches farther and can even travel through some obstacles because of its longer wavelength and narrower channel size, and like so many in regional communities across Australia we get that weak but sufficient 3G signal with the aid of a rooftop antenna and a "booster".

We've talked with some middle management at Telstra (the only service available in most remote communities, including ours, as you would know) about this concern and have been told they're coming up with some magic 4G signal with a longer wavelength and narrower channel size that supposedly will reach us. However we've seen no evidence of it whatsoever. We've had no further communication about it from Telstra, nor seen any references to it in the news or corporate information. If 3G is allowed to be turned off (which I'm sure benefits the telcos by reducing maintenance costs etc.) before this newfangled 4G is actually in service and proven to reach remote communities, we will be in a great deal of strife.

As you'll be aware, due to digital scams, virtually all banks, Centrelink, MyGov, insurance companies, plus most agencies and businesses now require an SMS verification code in order to "get in". Ironically even Telstra now requires this. We can currently use our 3G service and get those codes at home without driving 45 minutes to the nearest town where there's 4G service. But once Telstra is allowed to stop 3G, if that happens before their longer-reach 4G is actually in service, we're in a lot of strife. s47F and like most people we use our mobiles to do everyday business. We have wifi calling enabled on our phones via our SkyMuster satellited internet, but that doesn't seem to work with texted SMS codes unfortunately.

I'm begging you to look into this very real and very imminent (June 30) issue before it becomes a real crisis for the tens of thousands of us living in regional areas. I have lots of background information, but I'm sure your staff can dig that up for you. Please please please follow this up with what seems a simple solution: Telstra must commit to the government in writing to have the longer-reach 4G in service and proven to reach every Australian living remotely who currently receive 3G before they're allowed to turn off 3G. Without this commitment there will be an immense negative impact on our lives.

Sincerely,

s47F



## The Hon Michelle Rowland MP

Minister for Communications  
Federal Member for Greenway

MC24-001615

The Hon Darren Chester MP  
Member for Gippsland  
PO Box 486  
SALE VIC 3853

[Darren.Chester.MP@aph.gov.au](mailto:Darren.Chester.MP@aph.gov.au)

Dear Mr Chester

Thank you for your letter of 2 February 2024 on behalf of s47F regarding the 3G network switchovers. I apologise for the delay in responding.

All major carriers intend to switch over their 3G networks in Australia so that the radiofrequencies currently used for 3G can be redeployed to the delivery of 4G and 5G services. Telstra will switch over its 3G network on or around 30 June 2024 and Optus from 1 September 2024. TPG Telecom announced that it would switch over its 3G network from 15 December 2023 and ceased the operation of its 3G network on 30 January 2024.

Telstra has committed to ensuring that 4G coverage equivalent to its 3G network is in place prior to the switchover, and is undertaking testing in impacted areas to confirm coverage. Optus has also indicated that its intention is that there will be no loss of coverage following the switchover.

The major carriers have endeavoured to provide notice to their customers to allow them sufficient time to upgrade any 3G-only devices to 4G compatible devices, and ensure they will not be adversely impacted by the switchovers. This is similar to when carriers switched over their 2G networks between 2016 and 2018. Consumers and suppliers of 3G-enabled mobile phones, medical and other devices will need to migrate to a 4G compatible device.

It is very important that s47F and your constituents are aware of the devices that will be impacted by the 3G switchover. Industry has advised that impacted devices include:

- **3G-only devices.** These devices, including phones and other devices such as medical alarms and EFTPOS machines have no 4G compatibility and will lose all connectivity as expected.
- **4G devices without the right radiofrequency band capability.** Some 'grey import' or 'bring your own' devices purchased overseas or imported into Australia may not be compatible with the radiofrequency bands used to deliver 4G and 5G services in Australia.

- **4G devices without VoLTE capability.** These devices will lose the ability to make or receive phone calls entirely following the switchovers, including Triple Zero calls.
- **4G VoLTE-capable devices that route emergency calls through 3G.** These phones will continue to make and receive regular calls, but not emergency calls following the 3G switchovers.

The last set of devices are of particular concern because they will continue to operate normally for voice calls once 3G is switched over, except when someone is trying to call Triple Zero. The carriers have advised that these devices can include older devices, devices purchased overseas and brought into Australia, or those purchased on the 'grey market'. Industry are undertaking efforts to advise customers about impacted devices.

The Australian Government is taking this very seriously and has requested industry establish a working group to support the planned switchover from 3G to 4G in a safer way. More information on the Government's work to address this issue can be found in my media release on this issue at [minister.infrastructure.gov.au/rowland/media-release/new-mobile-industry-working-group-support-3g-switchover/](https://minister.infrastructure.gov.au/rowland/media-release/new-mobile-industry-working-group-support-3g-switchover/).

I strongly recommend that your constituents check to ensure their devices support 4G emergency calling prior to 30 June 2024. The Minister's media release mentioned above refers to the relevant webpages on the three service providers' websites that provide information specific to their customers so that they can find out if their devices are impacted.

Devices that do not support 4G emergency calling will need to be upgraded to a 4G-VoLTE (Voice over Long-Term Evolution) devices that support emergency calling. If s47F, or any other of your constituents, have further concerns about the capability of their devices then they should contact their service provider as soon as possible.

In case your constituents are concerned about the affordability of a new 4G-compatible device, Telstra and Optus are providing customers with options to upgrade to affordable 4G and 5G compatible devices. Telstra has indicated on its website that 'Blue Tick' phones, which are certified to give superior coverage in regional and rural areas, will be available at affordable prices. Optus has indicated that it is offering customers a 5G compatible smartphone for \$1.00/month if the customer remains on an eligible SIM plan for 36 months. Vodafone (TPG's retail arm) also offers affordable prepaid 4G and 5G devices on its website.

Thank you for bringing s47F's concerns to my attention.

Yours sincerely



Michelle Rowland MP

28 / 3 / 2024



s47F

12 / 2 / 2024



Dear Michelle,

I got this letter from Telstra and went to their Leopold office , I wanted my phone replaced at no cost and the prepaid money refunded , but they said no .

This is a blatant rip off , there was no warning when this phone was purchased. What stops Telstra making changes again and then ripping everyone off . This is in the same box as a Nigerian scam.

When radio and TV went digital there was years notice and devices available to use for the analogue system.

Telstra is just arrogant , bullying , low grade questionable operation with a near non existent service .

If this is the way Telstra is allowed to operate then the government bodies that oversee this are just a waste of our taxpayers money.

Could you get Telstra to supply me with the amounts of money they have got from governments in the last 5 years and the bonuses they have paid to themselves .

Yours Sincerely,

s47F

T

s47F

Get ready. The 3G network is closing.

Dear s47F

We've reached the end of the line for 3G, and it's time to upgrade for a 4G future. We're here to help make that transition as smooth as possible.

From 30 June 2024, we'll be repurposing our 3G technology in line with Australia's phasing out of 3G, and instead replacing it with our 4G network. To get ready, you'll need to make some changes to stay connected to the Telstra network.

Your device listed below isn't compatible with the 4G network, so you'll need to upgrade to a new device. Otherwise, your phone won't be able to connect when we shut down the 3G network.

Device: Telstra Cruise

Service number: s47F

Model: Telstra Cruise

The #100# recharge option is being phased out in early 2024. Alternative recharge and balance options including a new SMS solution and a pay by phone option will be available before this occurs. For further information visit [telstra.com/100exit](https://telstra.com/100exit)

Did you know you can recycle your old devices in store with us through Telstra's eCycle Program?

Find out more at [telstra.com.au/climate/recycling](https://telstra.com.au/climate/recycling)

What's next?

Need a helping hand? Visit [tel.st/3GClose](https://tel.st/3GClose) for more information.

Thank you for being a Telstra customer.

Kind regards,

Your Telstra Team

Visit [telstra.com.au/contact-us](https://telstra.com.au/contact-us)



## Australian Government

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

Ref: MC24-001972

s47F

Dear s47F

Thank you for your letters dated 12 February to the Hon Michelle Rowland MP, Minister for Communications and the Prime Minister, the Hon Anthony Albanese MP about the 3G network switchovers. Your letter to the Prime Minister was referred to Minister Rowland as it falls within her portfolio responsibility. I have been asked to reply on her behalf.

Telstra, along with Optus and TPG Telecom, intends to switch over its 3G network so that the radiofrequencies currently used for 3G can be redeployed to the delivery of 4G and 5G services. Telstra has announced its intention to switch over its 3G network on 30 June 2024. Telstra has committed to ensuring that 4G coverage equivalent to its 3G network is in place prior to the switchover, and is undertaking testing in impacted areas to confirm coverage.

The major carriers have endeavoured to provide notice to their customers to allow them sufficient time to upgrade any 3G-only devices to 4G compatible devices, and ensure they will not be adversely impacted by the switchovers. This is similar to when carriers switched over their 2G networks between 2016 and 2018. Consumers and suppliers of 3G-enabled mobile phones, medical and other devices will need to migrate to a 4G compatible device.

It is very important for you to be aware of the devices that will be impacted by the 3G switchovers. Industry has advised that impacted devices include:

- **3G-only devices.** These devices, including phones and other devices such as medical alarms and EFTPOS machines have no 4G compatibility and will lose all connectivity as expected.
- **4G devices without the right radiofrequency band capability.** Some 'grey import' or 'bring your own' devices purchased overseas or imported into Australia may not be compatible with the radiofrequency bands used to deliver 4G and 5G services in Australia.
- **4G devices without VoLTE capability.** These devices will lose the ability to make or receive phone calls entirely following the switchovers, including Triple Zero calls.

GPO Box 594, Canberra ACT 2601, Australia

- telephone 1800 075 001 • websites [infrastructure.gov.au](https://infrastructure.gov.au) | [arts.gov.au](https://arts.gov.au)
- ABN: 86 267 354 017

OFFICIAL

- **4G VoLTE-capable devices that route Triple Zero emergency calls through 3G.** These phones will continue to make and receive regular calls, but will not make calls to Triple Zero following the 3G switchovers.

The last set of devices are of particular concern because they will continue to operate normally for voice calls once 3G is switched over, except when someone is trying to call Triple Zero. The carriers have advised that these devices can include older devices, devices purchased overseas and brought into Australia, or those purchased on the 'grey market'.

The Government is taking this very seriously and has requested industry establish a working group to support the planned switchover from 3G to 4G in a safer way. More information on the Government's work to address this issue can be found in the Minister's media release on this issue at [minister.infrastructure.gov.au/rowland/media-release/new-mobile-industry-working-group-support-3g-switchover/](https://minister.infrastructure.gov.au/rowland/media-release/new-mobile-industry-working-group-support-3g-switchover/).

In the letter attached to your correspondence, Telstra indicated that your device is not compatible with the 4G network, and will not be able to connect when Telstra switches over its 3G network. As I understand, your device will likely be unable to access the internet or make or receive phone calls, including emergency calls, after the 3G networks are switched over.

I strongly recommend that you upgrade to a 4G-VoLTE (Voice over Long-Term Evolution) device that supports emergency calling by 30 June 2024 to remain able to make emergency calls. In case you are concerned about the affordability of a new, 4G-compatible device, the major carriers have made available more affordable devices to customers. Telstra has indicated on its website that 'Blue Tick' phones, which are certified to give superior coverage in regional and rural areas, will be available at affordable prices. Telstra has advised that every handset that Telstra has launched since 1 July 2022 supports VoLTE emergency calls.

If you are having issues with the quality or coverage of mobile services in your area, including following the switchovers, I suggest you bring those issues to the attention of your service provider, Telstra, in the first instance. If you are unable to resolve the issue with your service provider, the Telecommunications Industry Ombudsman (TIO) may be able to assist you. The TIO can be contacted through their website at [www.tio.com.au/complaints](https://www.tio.com.au/complaints) or by calling 1800 062 058.

Thank you for taking the time to write. I trust that this information will be of assistance.

Yours sincerely

s22(1)(a)(ii)

Shanyn Sparreboom  
Assistant Secretary  
Competition and Spectrum Branch  
27/03/2024





# Senator Wendy Askew

Liberal Senator for Tasmania  
Chief Opposition Whip in the Senate

Hon. Michelle Rowland MP  
Communications Minister  
Parliament House  
Canberra ACT 2600

23 February 2024

Dear Minister,

I am writing to you to draw your attention to the poor internet and mobile coverage in the Arthurs Lake region and the surrounds in central Tasmania. A local constituent, s47F approached my office in early February 2024, regarding his experiences in trying to get mobile and internet service in the area. His description provided a picture of a wholly inadequate telecommunications network in the region, further illustrating the need for greater investment in central Tasmania to improve connectivity.

My office has since made inquiries to Telstra on behalf of s47F. The outcome of this was that Telstra were unable to materially improve the lack of connectivity in the area in any way. Unfortunately, the only option that was made available to s47F was to lodge a complaint with the Telecommunications Industry Ombudsman. Telstra's representatives also provided an update to my office to this end, noting s47F's dissatisfaction with the solutions that were offered to him.

Crucially, properties in the area were previously able to maintain a reasonable level of internet and mobile service on the 3G network; and indeed, those still relying on that network are provided reasonable access, rather than the nominally improved 4G network. However, s47F is deeply concerned that once the 3G network is turned off, the 4G network will be unable to sufficiently serve the community and holidaymakers in the area.

Please advise as to what solutions the Commonwealth Government have available to resolve blackspots in regional areas, and crucially what programs or initiatives the Department for Communications are currently pursuing to ensure that central Tasmania still has internet and mobile access once the 3G network is shut down in June 2024.

Regards,

s47F

**Senator Wendy Askew**  
Liberal Senator for Tasmania  
Chief Opposition Whip in the Senate

# Craig Farrell MLC

Labor Member for Derwent

The Hon Michelle Rowland MP  
Minister for Communications  
Email: [Minister.rowland@mo.communications.gov.au](mailto:Minister.rowland@mo.communications.gov.au)

27 FEB 2024

Dear Minister Rowland

I write concerning telecommunications services in regional Tasmania; specifically, the central highlands district, where residents and visitors to the area have long endured inadequate mobile and internet coverage services.

As per the attached correspondence, residents have been expected to purchase expensive equipment to support reception.

However, with the switch-off of the 3G network, there are fears that services will worsen beyond use.

On behalf of residents, I seek your advice as to potential implementation of policies to address the issues around telecommunications in this region of the state.

I look forward to your advice.

Yours sincerely

s47F

Craig Farrell MLC  
MEMBER FOR DERWENT  
PRESIDENT OF THE LEGISLATIVE COUNCIL TASMANIA

■ **a:** 60 High Street  
NEW NORFOLK TAS 7140  
■ **p:** 03 6212 2371  
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[www.taslabor.com](http://www.taslabor.com)

Tasmanian  
**Labor**   
*Putting people first*



s47F

► **Member for Derwent,  
Craig Farrell MLC**

[Derwent@parliament.tas.gov.au](mailto:Derwent@parliament.tas.gov.au)  
Phone: 62122371

### **Mobile (Telstra) Telephone Reception at Morass Bay, Arthurs Lake**

I am writing to you about the mobile phone reception at Morass Bay Arthurs Lake, and from what I hear the reception is bad at Willburville as well.

We have over 40 shacks all depending on a decent phone reception.

The mobile phone reception at Morass Bay has been poor for many years and several Shack Owners have purchased a Telstra Repeater at over \$1,000 each.

We were told due to Telstra moving to 4G we would need to upgrade and had the Telstra Repeater, Aerial installed, for several months this worked fine with some shack owners staying on 3G and others went to 4G depending on Alarms and Provider requirements.

Since that time the reception has deteriorate badly and at weekends the system is not usable.

In the last fortnight we have had to call an ambulance, luckily the service worked BUT as soon as you leave an area that has a Telstra Repeater it is no longer possible to make or receive calls.

Internet will not work most of the time ( Several years ago I worked from here from home and had no issues at all. )

Most are staying on 3G as this seems to work better BUT this will no longer be an option once 3G is turned off.

Could you please put some pressure on Telstra to improve our reception in the Arthurs Lake area.

s47F

We would be very grateful if you would be able to help us get a better mobile phone reception.

s47F

2/9/2024

1 page (Document 35) removed as irrelevant to the request under section 22(1)(a)(ii)

s22(1)(a)(ii)

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**From:** s47F**Sent:** Wednesday, 13 March 2024 12:34 PM**To:** Minister.Rowland.MO**Subject:** No stable mobile service with 3g closure on a 3g/4g service

Dear Hon Rowland

I am unable to use my 4g service where I live as it just dropped out (like most of the time) while on my phone to the phone provider that attempted trouble shooting within the area's coverage located in Werribee Victoria (that is within 30kms of Melbourne CBD).

My 3g network offers a stable 4-5 bars on average as the 4g network within nsw and vic has only offered 0-2 bars with constant drop outs.

My phone has no 5g options and the last area I lived in (that is 3 hours away in Inverloch Victoria) only offered my phone one bar of 4g coverage and also resulted in drop outs under the 4g network.

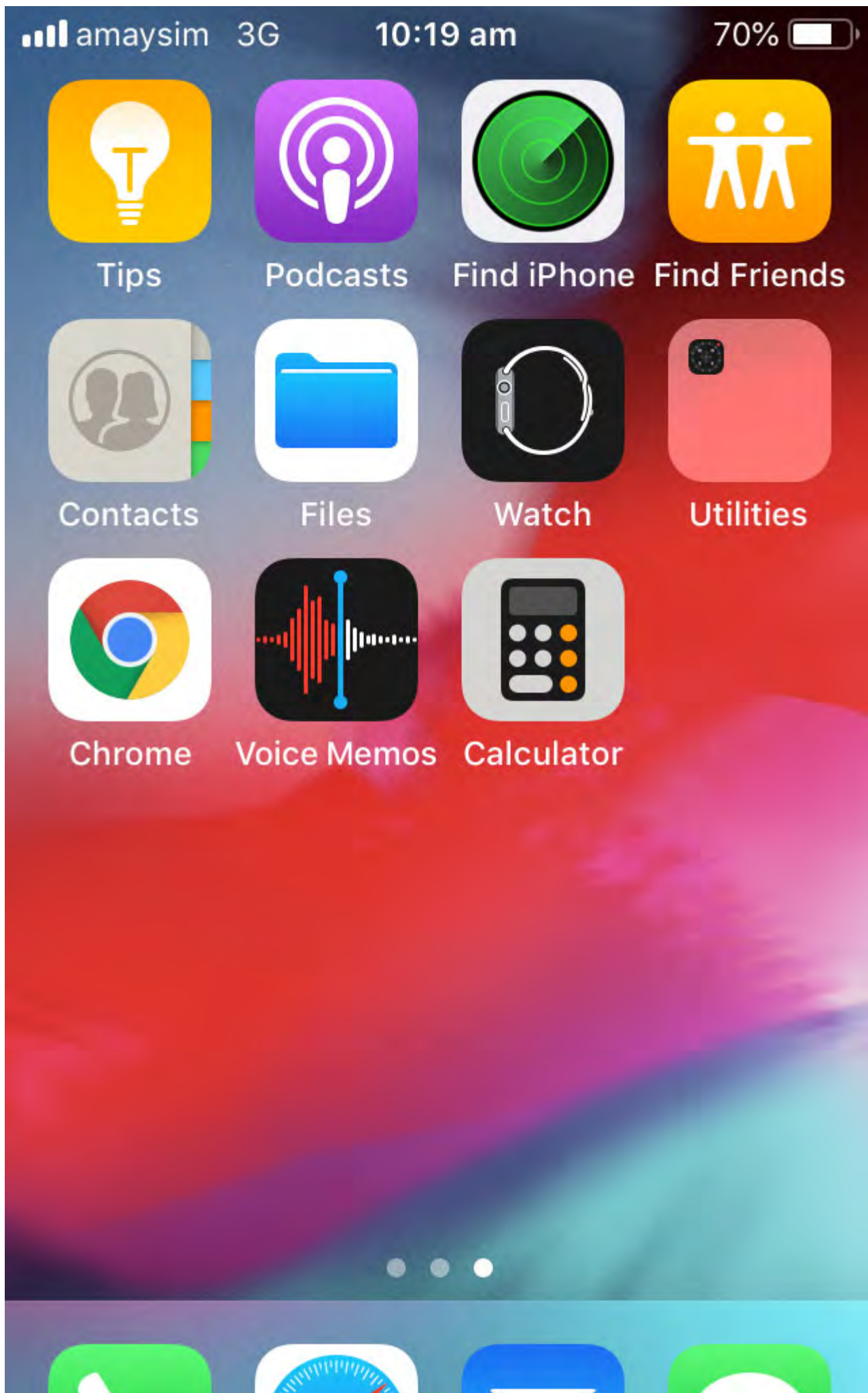
I think millions of Australians will lose phone access as a result of 3g closure with such a weak nation wide 4g infrastructure.

In all honestly I think forced changes to an inadequate service during a financial crisis is unacceptable to the millions of Australians unable to to buy a 5g phone (which doesn't work efficient enough outside capitol cities).

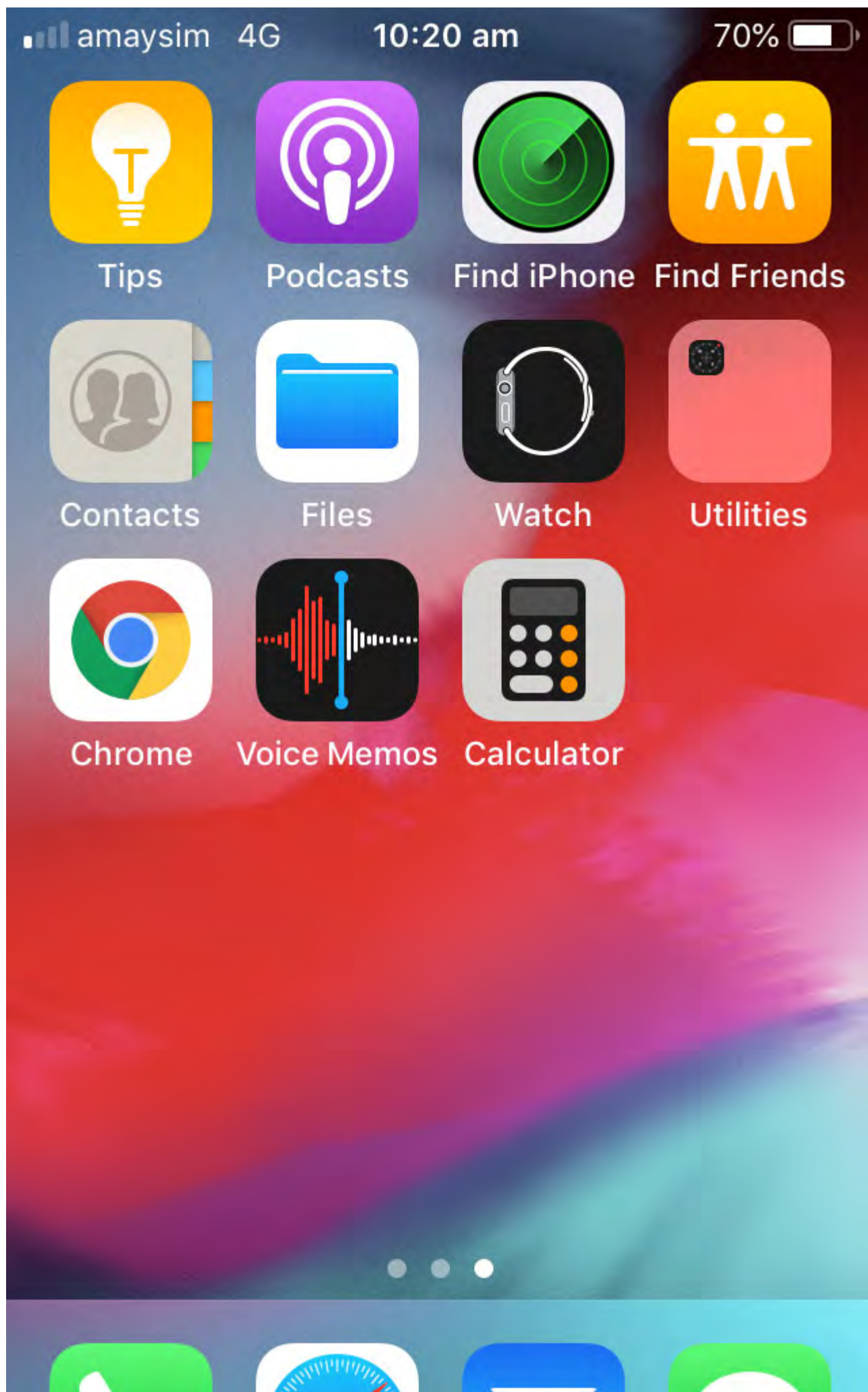
I will attach screenshots of today's service in an effort to outline my experience with the inferior 4g network.

Released under the Freedom of Information Act 1982 by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts

I do ask that the roll outs be suspend till sufficient evidence is provided that the 4g networks are upgraded in full to offer over a  
50







Kind Regards

s47F

1 page (Document 36) removed as irrelevant to the request under section 22(1)(a)(ii)

s22(1)(a)(ii)

**From:** s47F**Sent:** Thursday, 14 March 2024 12:40 PM**To:** Minister.Rowland.MO**Subject:** CLUSURE OF 3G NETWORK

The Honorable Minister,

I have had a conversation today with s22(1)(a)(ii) of your office regarding my concerns about the closure of the 3G Mobile Network in a few months time. I have a 3yo 4G s47F mobile phone (purchased from a shopfront retailer – not an importer) and expected that the closure of the 3G Network would not impact on me, noting that it already uses the 4G network. However earlier this week I read an article on the ABC website alerting users to possible problems with ongoing use of their mobile phones. The article referred to a service called VoLTE (a high speed wireless communication standard – Wikipedia, et al).

After reading the ABC article I checked my phone for this feature but could not find it. After Googling various sites I could see how the option ought to be checked and switched on, however the option was not available on my phone. So I made on-line enquiries with the phone manufacturer who directed me to my Telco. I have bounced between the two since. I have attached transcripts of the conversations between the parties. At one stage a Telstra operative advised me that my phone would continue to work, however I was concerned enough to pursue the matter, only to be told it would not connect to the 4G network.

The phone is capable of the VoLTE feature and Telstra have confirmed that VoLTE is available on my phone number. However, it seems that Telstra have to 'certify' each phone (possibly each model) for access to the feature, after which the VoLTE functionality becomes available. It is here that I have hit the wall. Both sides are referring me to each other. I am not a tech head, so do not know what if any workarounds are possible but at one stage I suggested that the issue ought to be escalated and I did get further assistance but came to the same dead end. If my issue, as was warned by the ABC article, is nationwide then the impact on Australian Citizens may be severe. I do not know whether all telcos have taken the same approach, but as a country resident I need as broad coverage as possible for my mobile needs. And that means Telstra. And the way that government services are delivered today really requires internet/phone connectivity, and many people now rely on a mobile device solely.

I believe that your Government does not need to provide ammunition for the Opposition to throw more mud at mismanagement and would appreciate you giving this matter some serious attention. I have attached a copy of the transcripts between the parties which may help to explain the issue. I am a s47F. I need my phone and I can't wait for it to stop working post shutdown of 4G. I can update my phone but feel this is a wasteful and costly on an individual and national level.

Yours respectfully

s47F

Pages 94-112 (Attachment to Document 36) removed in entirety as exempt under s47F of the FOI Act.

Page 113 (Document 37) removed as irrelevant to the request under section 22(1)(a)(ii) of the FOI Act.



s22(1)(a)(ii)

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**From:** s47F**Sent:** Friday, 22 March 2024 10:10 PM**To:** Minister.Rowland.MO**Subject:** SWITCHING OFF 3G NETWORK

Referring to my email of the 14<sup>th</sup> instant; there is a problem.

Both Telstra and Optus (I have not looked at Vodaphone) sites advise steps to ensure that phones will continue to work post the 3G closure.

As a result I purchased a new phone (one approved by my Telco), I didn't need the expense.

Then I checked whether the settings would work (as instructed on the web site), they did not work. The new phone is one sold and recommended on the telco's website.

I have asked for technical assistance from the phone manufacturer and from Telstra (and spent a long time on line, trust me on that)

In my last contact (around 5.30pm today) I was told that my phone would still work, that the advice on the 'Telstra' site were incorrect (according to an 'engineer') and that my new phone would work.

I asked (twice) for written confirmation and (twice) I was promised it as soon as we finished the conversation. No email has been received.

From my immediate neighbours I have found 50% of phones don't meet the requirements (as advised by Telstra). But if I thought my old phone didn't but am now told that it might have, don't you think there is an issue? Is this a con to force us to update phones unnecessarily? Your government, you are in control.

Sent in the best interest of Australians.

s47F

1 page (Document 38) removed as irrelevant to the request under section 22(1)(a)(ii)

s22(1)(a)(ii)

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**From:** s47F**Sent:** Saturday, March 16, 2024 1:04:44 PM**To:** Rowland, Michelle (MP) <[Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)>**Cc:** Tim Bull <[tim.bull@parliament.vic.gov.au](mailto:tim.bull@parliament.vic.gov.au)>; Chester, Darren (MP) <[Darren.Chester.MP@aph.gov.au](mailto:Darren.Chester.MP@aph.gov.au)>; Melina Bath MLC <[melina.bath@parliament.vic.gov.au](mailto:melina.bath@parliament.vic.gov.au)>**Subject:** Regarding my letter to you dated January 30 regarding Telstra ending 3G

Dear Minister Rowland:

I've been waiting patiently for a response regarding my letter of concern sent to you in January about many people living in regional Australia losing mobile reception once Telstra ends 3G at the end of June. I just wanted to give you a quick update:

Apparently this issue was brought up on 3AW radio here in Victoria last week on the 3AW Mornings With Tom Elliott show. I've been told Tom asked a Telstra representative if he could guarantee that all regional people currently getting 3G would get 4G once 3G was terminated, and the Telstra rep would not do so. I think that's a rather telling response.

I'm hoping to hear from you soon about what you've discovered about this critical issue, and what if anything you may be able to do to prevent a disaster. I've attached a copy of my original letter to you to make reference easier. I'm very concerned because every single website I've researched corroborates with expert advice what I'm saying: when Telstra shuts down 3G, thousands of Australians living remotely are going to lose their critical mobile service.

Thanks in advance,

s47F

1 page (Document 39) removed as irrelevant to the request under section 22(1)(a)(ii)



s22(1)(a)(ii)

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**From:** Chris Su <[chris@shire.gov.cx](mailto:chris@shire.gov.cx)>  
**Sent:** Sunday, March 17, 2024 3:51:48 PM  
**To:** Rowland, Michelle (MP) <[Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)>  
**Cc:** shire CEO <[Shire.CEO@shire.gov.cx](mailto:Shire.CEO@shire.gov.cx)>  
**Subject:** 3G Working Group contact for Christmas Island

<https://minister.infrastructure.gov.au/rowland/media-release/new-mobile-industry-working-group-support-3g-switchover>

Hello Minister Rowland

I write from Christmas Island regarding the media release of 17.3.2024 at link above.

Could your office please advise when the contact details for the 3G Working Group may be available?

Whilst the terms of reference for the Working Group concentrates on the transition from 3G to 4G and utility of handsets to reach 000, Christmas Island still operates on the 2G network. It is in fact the last place in Australia to have a 2G network from what Telstra advises us.

Might there be some unknown barriers for Christmas Island residents being able to access 000 on the Telstra 2G network here at all regardless of how new our handsets may be? We would be grateful if your office could provide a contact for the 3G Working Group for us to raise this with when they are formed.

It is not yet known when Christmas Island will move to 4G, although we do note Telstra completed some 4G tower work in the last six months. There is no mobile phone data on Christmas Island.

On a side note the neighbouring Cocos (Keeling) Islands, population 800, have no mobile phone connection at all.

Regards

**Chris Su**

Director of Governance, Planning and Policy  
Shire of Christmas Island  
PO Box 863 | Christmas Island 6798  
Ph: 9164 8300 (237) | Fax: 9164 8304#



1 page (Document 40) removed as irrelevant to the request under section 22(1)(a)(ii)

s22(1)(a)(ii)



**From:** [no-reply=magentalinass.com.au@mg.linas.net](mailto:no-reply=magentalinass.com.au@mg.linas.net) <[no-reply=magentalinass.com.au@mg.linas.net](mailto:no-reply=magentalinass.com.au@mg.linas.net)> **On Behalf Of** [no-reply@magentalinass.com.au](mailto:no-reply@magentalinass.com.au)

**Sent:** Sunday, March 17, 2024 12:05 PM

**To:** Rowland, Michelle (MP) <[Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)>

**Subject:** Website Contact

FirstName	s47F
LastName	s47F
Mobile	s47F

Email	s47F
Suburb	s47F
Postcode	s47F
RequestUrl	<a href="http://www.michellerowland.com.au/Umbraco/Api/GenericForm/Submit">http://www.michellerowland.com.au/Umbraco/Api/GenericForm/Submit</a>
IP	s47F
Created	3/17/2024 1:04:59 AM
Comments	<p>I am overseas currently but I would like to flag another issue with the 3G shutdown for phone calls. This is all about using volte technology for phone calls and what worries me is people will be holding high frequency 4G and 5G mobiles close to their brain. This will cause more brain problems and the future legacy will be felt by governments who have to provide care for these people. There hasn't been enough analysis of the effects that this will cause and especially in young people. Freeing up frequencies for signal operators is a weak argument IMHO. It will just result in more hazardous litter going to landfill and more neuron issues for society to deal with in the future.</p>



**Australian Government****Department of Infrastructure,  
Transport, Regional Development,  
Communications and the Arts**

Ref: MC24-002829

s47F

via: s47F

Dear s47F,

Thank you for your email of 17 March 2024, to the Hon Michelle Rowland MP, Minister for Communications, regarding perceived health effects associated with 4G and 5G networks. The Minister has asked me to reply on her behalf.

I acknowledge your concerns relating to the transition from 3G networks to 4G and 5G in Australia, and perceived health effects associated with these generations of the technology. You may be interested to know that the technology underpinning the 4G network operates using the same type of electromagnetic energy (EME) as 3G. Furthermore, 5G networks also use the same principles and the same type of EME as previous generations including 4G and 3G. In Australia 4G and 5G are subject to the same regulations as other mobile phone base stations, devices and telecommunications equipment, including those operating within the 3G network.

More broadly, the effects of electromagnetic energy (EME) exposure are the subject of extensive and rigorous scientific study around the world. The Australian Government strictly regulates EME emissions to protect the health and safety of all members of the public, while allowing the community to access essential modern telecommunications services.

The Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) provides advice to the Australian Government, including the Department of Health and the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the Department) on radiation protection.

In 2021, ARPANSA updated its *Standard for Limiting Exposure to Radiofrequency Fields – 100 kHz to 300 GHz* (the Standard) based on the most up-to-date Australian and international peer-reviewed research into EME. The Standard is informed by guidelines published by the International Commission on Non-ionizing Radiation Protection (ICNIRP) and endorsed by the WHO. It also includes new restrictions specific to technologies like 5G. ARPANSA

GPO Box 594, Canberra ACT 2601, Australia

• telephone 1800 075 001 • websites [infrastructure.gov.au](https://infrastructure.gov.au) | [arts.gov.au](https://arts.gov.au)

• ABN: 86 267 354 017

consulted publicly in developing the new Standard and provided extensive information explaining the changes.

The Standard protects people of all ages and health status against all known adverse health effects from exposure to EME by specifying emission levels that telecommunications services must operate below.

The Australian Communications and Media Authority (ACMA) sets rules for the communications industry to follow based on ARPANSA's Standard. These rules maintain EME at safe levels and the ACMA monitors compliance with these rules. For example, carriers are required to produce an Environmental EME Report for the installation or upgrade of any telecommunications equipment.

Additionally, the ACMA is measuring EME emissions at some sites across Australia comparing their results for these sites against both the ARPANSA safety limit and carriers' predicted EME assessments. The ACMA's measurements have to date found all sites tested were well below the safety limit specified in the Standard and most were significantly lower than the carriers' predicted levels. ACMA's findings are available at <https://www.acma.gov.au/publications/2022-08/guide/eme-checker>.

Finally, you may be interested to know that this department also provides information on the research, regulation and safety of EME from telecommunications in its resource hub at [www.eme.gov.au](http://www.eme.gov.au), which you may find useful.

Thank you for taking the time to write and I trust that this information will be of assistance.

Yours sincerely

s22(1)(a)(ii)


s22(1)(a)(ii)

A/g Director, Telecommunications Deployment Policy  
Digital Inclusion and Deployment  
Communications Infrastructure Division

28/03/2024

1 page (Document 42) removed as irrelevant to the request under section 22(1)(a)(ii)

s22(1)(a)(ii)



**From:** s47F

**Sent:** Monday, 18 March 2024 11:01 AM

**To:** Aged Care Complaints NSW ; bill.shorten.mp@aph.gov.au; s47F ; Minister.Rowland.MO ; Anthony Albanese ; Plibersek, Tanya (MP)

**Subject:** DISTURBING REPORT OF IMMINENT CANCELLATION OF 3G AND 4G NETWORKS AFFECTING MOBILE PHONE & EMERGENCY ALARM PENDANT!

s47F, I am unable to use smart phone, but instead depend on a very basic mobile phone on Telstra 3G network.

Also, in emergencies, s47F, my personal alarm pendant is an absolute necessity, but will also be disconnected in June 2024! I have been a Telstra customer s47F, how can they justify this lack of service, even into blackmailing loyal customers into accepting upgrades they neither want or need? I need your help and assurance that you will intervene and guarantee that a very necessary telecommunication service will not be cancelled! there are thousands of pensioners and disabled Australians who will be seriously affected by this unconscionable decision.

s47F

Sent from [Mail](#) for Windows

1 page (Document 43) removed as irrelevant to the request under section 22(1)(a)(ii)



s22(1)(a)(ii)

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**From:** s47F**Sent:** Monday, 18 March 2024 6:03 PM**To:** Minister.Rowland.MO**Subject:** 3G phone shut down & lack of general phone service!

Dear Minister of Communication,

I'll start by saying I do have disabilities and I'll try to make as much sense as possible.

I can't believe we are entertaining the idea of a 3G shutdown. s47F. I am only on Centrelink or working part-time the area I live in has no Optus service available or Vodafone service. This is not changed in the 12 years I've lived here so much so that I had to cancel the Optus plan that I was on when I first moved here. I can't run my phone on voice over Wi-Fi due to not having Wi-Fi in the house because the cost of connection is ridiculous and I'm only in a rental and I was told that I'd have to rewire the from a node. I'm unsure of why we would even be removing a 3G network when you can't even get satisfactory multiple choice of networks even in a lot of areas.

I'm not sure if it's been brought to your attention, but it won't only be just phones that won't work for people that are older or have older devices it will also be kids smart watches (tracking smart watches), car trackers, old age trackers for elderly people and the list goes on.

I know it's a surprising concept to hear, but how about we broaden coverage of networks before shutting things down!

That means no blackspots real world information on coverage!  
 I've never received a government survey asking how phone service is here or how it affects me.  
 Perhaps you could run an ad to see how people are really affected by poor phone service in Australia.

Telstra Optus and Vodafone both provide Maps saying that they cover areas when they don't, and when you actually get there. The fact that I have to be with Telstra and can't afford to be as it's the most expensive carrier. It's not funny and I'm sure I'm not the only one in this boat!

While this country is large the east & west coast should be heavily saturated with phone towers offering full service as you drive around. There is no excuse why we are behind 3rd world countries in this case.

I'm sure little old me, will never get a message of sympathy through to an important person like yourself but I figured I'd try. As the little old me's of this country need more action and help.

Telecoms should be forced by the government to increase mobile phone towers in all low service & black spots everywhere, especially major cities/ roads etc. Everyone should have the right to be able to get a phone plan that provided through at least 2 different carriers and take 1 that they can afford.

Renters need this, especially if the house or unit does not have broadband connections to the house or area. They need to rely on a sim card in the modem (like myself) with my 3&4G modem, not to be confused with pocket ones that are useless to run a house. People in rural Australia should be able to choose from at least 2 services.

While travelling in Australia service is still atrocious.

I'm sure this will fall on deaf ears. However cost of services, especially Telstra with absolutely B.S. supposed inflation every year and NOT providing any better service for it.  
 My wages haven't even risen enough to cover the ongoing "CPI" garbage.

So before any service is switched off we should perfect any 1 particular service network first...!

I find it hard to believe we are even entertaining this idea! And the big telecoms seem to be getting away with subpar service while turning large profits. That to me is price gouging!


I appreciate if someone has taken the time to read this & at least taken some of my thoughts as, real & considered. I know I speak from myself and many others.

Regards

s47F

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s22(1)(a)(ii)



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**From:** ministerinfrastructure.noreply@govcms.gov.au  
**Sent:** Tuesday, 19 March 2024 8:29 PM  
**To:** Minister.Rowland.MO  
**Subject:** Message sent via ministerial website - 3G shutdown [SEC=UNOFFICIAL]

Submitted on Tue, 2024-03-19 20:28

**Subject**  
3G shutdown

**Message**  
Hi Michelle,

I just read an article about people who won't be able to call 000 once the 3G gets switched off.

Unfortunately for me I won't be able to call anyone as the only signal I have is 3G.

I also run my s47F  business from home and take numerous calls throughout the day.

I do have skymuster satellite internet but it is not suitable to use for calls as the high latency creates a long delay, so you end up talking over each other constantly.


I have grave fears for my income once this happens and telstra is nowhere to be seen in regards to making sure there's a working 4G connection here.

Any help would be greatly appreciated.


Regards

s47F 

**Name**  
s47F 

**Phone number**  
s47F 

**Email address**  
s47F 

**Postal address**  
s47F 

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s22(1)(a)(ii)

**From:** s47F**Sent:** Wednesday, 20 March 2024 1:22 AM**To:** Minister.Rowland.MO**Subject:** Enable 4G (VoLTE and VoWiFi) for all handsets and eliminate supported handset lists

Hello Minister Rowland,

I saw your recent message on social media and speech at question time, about 3g shutdown and its impact on 740,000 devices. I want to bring your attention to another similar problem, which is not covered yet.

2G and 3G network systems were standardised pretty early during their deployments. So any device (from anywhere in the world) could communicate over 2G or 3G if they were compatible. This has not been the case for 4G (and 5G). Due to mostly commercial decisions and operators trying to lock the consumers in, only handsets sold via operator channels are mostly compatible. This is not a problem for majority of customers, who use major device manufacturers like Samsung or Apple. But for customers who buy from smaller manufacturer or bring device from overseas, sometimes those tend to not work with Australian networks on 4G and 5G.

I did work in telecom industry in the past. From my still limited understanding, operators do use whitelisting based on manufacturers and device models to allow them use of all these services. For example, many 4G capable devices can only use 3G services as 4G network is blocked for them. When Vodafone closed their 3G network, they allowed more handsets (like mine) to use Voice over LTE (VoLTE) but did not allow Voice over Wifi (VoWifi) service yet. So I cannot use these modern services, which I am already paying for, just because operator does not allow all compatible devices to use them.

This is specially problematic for enthusiastic users (who use uncommon devices from overseas), international visitors and students (who bring handset from their origin country and are not in economic position to buy new handset unnecessarily or those who want to use international roaming), users of less popular models from smaller manufacturers (even bought in Australia) etc. I believe it is fair to expect that if the device is capable of 4G communications, operators should do all in their power to enable that device to use all possible services. By making a list of "supported devices", operators are creating unnecessary segregation for this very vital and necessary service users. This was never necessary for 2G or 3G network and with regulatory pressure, such practice can be eliminated for 4G and beyond as well.

Thank you for taking the time to look at my concern. I'll happily explain more to persons responsible if needed, but I believe this is a really important step to ensure free and fair telecommunication network access for everyone.

Best Regards

s47F



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s22(1)(a)(ii)

## OFFICIAL

**From:** s47F**Sent:** Wednesday, 20 March 2024 11:31 AM**To:** Minister.Rowland.MO**Subject:** 000 calls and phasing out of 3G

Dear The Hon Michelle Rowland MP,

s47F

We have had some constituents call in regarding a lack of clarity around the phasing out of the 3G phones and the lack of access to Triple 0 calls . We understand that there is a working group being setup with Telstra, Optus and Telecom meeting next week. We'd like to be kept up to date with outcomes of this meeting so we can let our constituents know.

We would like to understand:

- Which devices will be impacted (and which models)
  - iPhone, Samsung, Google Pixel, Nokia, Blackberry
- The phasing out of the other networks (and how this impacts constituents on older phones, as we understand that there is service sharing so if Telstra and Vodafone are down, what assurances are there that constituents will be able to use Optus (when Optus is not their carrier)
- What are constituents to do who cannot have their phones replaced (due to cost or accessibility).

I look forward to hearing from you.

--

Best regards,

s47F

s47F | Electorate Officer

**Office of Senator Lidia Thorpe**

**Senator for Victoria**

POST: PO Box 1526, 186-188 Smith Street, Collingwood, VIC 3066

EO: 474 Smith Street, Collingwood, VIC 3066 | (03) 9070 1950

APH: S1.53, Parliament House, Canberra, ACT 2600 | (02) 6277 3353

Signup for updates here: [www.lidiathorpe.com/sign\\_up](http://www.lidiathorpe.com/sign_up)

Socials: @SenatorThorpe

I acknowledge that colonisation is an ongoing process. I benefit from this process as a settler living and working on the stolen, unceded Land of the Wurundjeri People of the Kulin Nations. I pay my respects and make commitments to Elders, Past, Present and those to come.

**Always was, always will be, Aboriginal land.**

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s22(1)(a)(ii)

**From:** ministerinfrastructure.noreply@govcms.gov.au**Sent:** Thursday, 21 March 2024 4:30 PM**To:** Minister.Rowland.MO**Subject:** Message sent via ministerial website - Telstra upgrade to 4G problems for rural and remote customers  
[SEC=UNOFFICIAL]

Submitted on Thu, 2024-03-21 16:30

**Subject**

Telstra upgrade to 4G problems for rural and remote customers

**Message**

We reside in rural south western NSW, and 16 km from the nearest town. We have always received poor mobile coverage, and cannot use our mobile phones inside our residence. Our landline service has been most satisfactory, until now, with the migration of the 3G system to 4G. To call this upgrade an absolute debacle is an understatement.

s47F

It will require additional equipment for the system to have any chance of working. The customer service people have very little knowledge of rural and remote needs and seem unprepared to listen regarding location and poor service availability.

s47F

This whole changeover/migration is fraught with many problems for your rural and regional constituents. With ongoing poor mobile coverage, our landline service is critical for our needs and in the event of an emergency.

Previously, rural and remote customers had access to a dedicated Telstra rural and remote telephone number for service difficulties. It appears that this now is no longer available. And there have always been ongoing difficulties in contacting Telstra and speaking with staff. Telstra record conversations for quality and assurance purposes. Perhaps their CEO needs to start to listen to some of the ongoing, genuine complaints of customers and conduct a review into the whole process.

**Name**

s47F

**Phone number**

s47F

**Email address**

s47F

**Postal address**

s47F

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s22(1)(a)(ii)

**From:** s47F  
**Sent:** Friday, March 22, 2024 2:10 AM  
**To:** Rowland, Michelle (MP) <[Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)>  
**Subject:** fraudulent behavior by Telstra

Minister for Communications

Please note that the APH website does NOT have the ministerial email address listed for Mrs. Rowland - I had to use the electorate address so please kindly forward.

Dear Minister:

I am extremely concerned by the intended shutdown of 3G in June.

There has been some recent attention to the 3G issue on ABC News such as this article which says that Telstra is actually reducing the signal ahead of the planned shutdown:

<https://www.abc.net.au/news/2023-09-28/farmers-western-nsw-3g-service-decline-before-shutdown/102902846>

Further to this story, I discovered tonight that the 3g signal in Innisfail, FNQ has just been reduced from a normal 4-bar signal to 1-bar which is basically insufficient to make calls.

I'm on Telstra who has advertised that the shutdown of 3g is not til the end of June. By dropping the signal now, THIS IS FRAUD! Telstra needs to be forced to run the 3g signal normally until shutdown. HOW DARE THEY pull the 3G functionality in advance and without warning!!!

Additionally it is not just telephone customers that use 3G but hospitals, medical systems, FLOOD GAUGE monitors and others. The notion of shutting down 3G AT ALL is highly questionable and needs to be investigated. Please see attached briefing on this subject. I can also provide more attachments from the ACCC and others if you would like more information.

If Telstra does not want to fulfill its commitments to its 3G customers and provide full service until at least the stated shutdown date, then the government will have to force them to comply. In fact, what is needed is not a premature withdrawal of 3G services but an extension of at least one year to make sure that all the various services - especially medical and flood gauges - have been switched over.


Thank you for your quick response on this matter.

Sincerely,  
 s47F

an Innisfail resident who is very angry about the present poor state of communications in Australia

Sent with [Proton Mail](#) secure email.

s22(1)(a)(ii)



**From:** s47F  
**Sent:** Saturday, 23 March 2024 10:54 PM  
**To:** Minister.Rowland.MO  
**Subject:** Fw: Mobile phones that are unable to call the 000

Hi Michelle

FYI

When I am searching for another new phone, I have found that at least 50% of those available/on sale in the popular shops are not on the Vodafone approved devices list (those which can call 000). Just thinking, should those products have a warning or advice notes or should they be taken off the market? Of course those phones which are sure compatible are over \$1000!

Thank you and hope this small problem of mine has not taken up much of your time.

Regards

s47F



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**From:** Rowland, Michelle (MP) <[Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)>  
**Sent:** Friday, 22 March 2024 4:07 PM  
**To:** s47F  
**Subject:** RE: Mobile phones that are unable to call the 000

Dear s47F



Thank you for email.

As your email is related to Michelle's responsibilities as Minister for Communications, I have forwarded your email to her Ministerial Office.

If you have any further matters related to the Communications portfolio you can contact the Ministerial Office at:

Email: [minister.rowland@mo.communications.gov.au](mailto:minister.rowland@mo.communications.gov.au)

Phone: [02 6277 7480](tel:0262777480)

Post: Parliament House Canberra, ACT, 2600

Yours sincerely,

s47F

**Electorate Officer**

Office of Hon Michelle Rowland MP

Minister for Communications

Federal Member for Greenway

Level 1, Suite 101C, 130 Main Street, Blacktown NSW 2148

PO Box 8525, Blacktown NSW 2148

t: (02) 9671 4780 | e: [Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)



**From:** s47F

**Sent:** Friday, March 22, 2024 3:59 PM

**To:** Rowland, Michelle (MP) <[Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)>

**Subject:** Mobile phones that are unable to call the 000

Hi Michelle

Sorry to bother you but I just feel being cheated.

As my old phone was only up to the 3G standard, so I just bought a new s47F from Office Works last month (on 20 Feb). But today I have received a message from my phone carrier - Vodafone

telling me that even though my phone can receive 4G/5G phone calls but will not be able to make any 000 calls. I have just checked the Office Works website, the s47F is still on the market. If it is a problem phone why is it still on the market and why I was not warned or told at the time of purchase. Now that the one month old phone is not "safe" to use, I have to spend big for a new phone!

Is it possible to fix this problem from the telco side instead of asking thousands of non-high tech chasers to keep spending big on new phones?

Thank you.

Regards

s47F

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s22(1)(a)(ii)

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**From:** s47F**Sent:** Saturday, March 23, 2024 9:09 PM**To:** Rowland, Michelle (MP) <[Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)>**Subject:** Urgent Proposal: Commonwealth Acquisition of Optus and Reclaiming Telstra's 3G Spectrum for Australia Post Mobile

Dear Minister Rowland,

I hope this email finds you well amidst the pressing matters of the day. I am reaching out to urgently address critical issues that are currently affecting Australians nationwide, particularly those in regional and rural areas.

Recent developments, including Singtel's intention to divest its communications assets in Australia and Telstra's decision to shut down its 3G network, have underscored the urgent need for strategic action to ensure telecommunications accessibility and emergency services reliability for all Australians.

Firstly, I propose that the Commonwealth of Australia consider acquiring Singtel's Optus. Under Commonwealth ownership, Optus could be strategically repositioned to cater specifically to the needs of regional and rural communities, addressing longstanding issues of accessibility and fairness in telecommunications services. By leveraging Australia Post's extensive retail network, we could seamlessly integrate Optus into the daily lives of Australians nationwide, fostering trust and inclusivity.

Secondly, in light of Telstra's 3G network shutdown and the heightened concerns about emergency services accessibility, I propose reclaiming Telstra's 3G spectrum as part of the establishment of the new Australia Post Mobile. By integrating these reclaimed spectrums into Australia Post Mobile's infrastructure, we can ensure reliable connectivity in remote areas, mitigating disruptions and providing a long-term solution to address the digital divide.

Minister Rowland, these proposals present a unique opportunity to demonstrate our commitment to the welfare and safety of all Australians while advancing our broader vision for telecommunications accessibility and digital inclusion. I urge you to consider these proposals as urgent priorities and explore how we can take swift action to implement them.

Thank you for your attention to these matters, and I look forward to your response.

Warm regards,

s47F





March 27, 2020

The Hon Michelle Rowland, MP  
Minister for Communications  
Email: [minister.rowland@mo.communications.gov.au](mailto:minister.rowland@mo.communications.gov.au)  
[dlo.rowland@mo.communications.gov.au](mailto:dlo.rowland@mo.communications.gov.au)

Dear Minister

I have received numerous representations about the closure of the 3G network on 30 June.

There are many pockets, some quite isolated, in the Gympie and broader region where devices do not currently pick up the 4G or 5G network. With the closure of 3G there will be no coverage left. Consequently, the 4G or 5G network needs to be boosted.

In a rural, semi-rural and regional area the loss of a reliable communication network is a major safety risk for the user and in emergency situations. People are often isolated, they have to travel some distance to access services and facilities, work is often outside and on large, secluded tracts of land, feral animals pose a risk, and the region is subject of damaging weather events.

A genuinely reliable communications service is critical for public safety and to ensure the economic viability of the region. The loss of communication services is unacceptable.

I am seeking a commitment to guarantee that following the closure of the network those pockets will not be worse off and the 4G or 5G network will be boosted to ensure safe and reliable communications.

I gratefully look forward to your advice on how to ensure that residents will not be adversely impacted by the closure of the 3G network and provided with communication reliability.

s47F

**Tony Perrett, MP**  
**Member for Gympie**  
**Shadow Minister for Agriculture, Fisheries and Forestry**

**Cc: Llew O'Brien, Federal Member for Wide Bay**