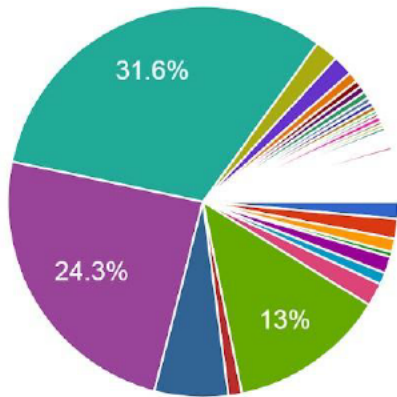


Pie Chart Results of all Submissions (Blocked and non Blocked Users, and those with 'Supported' Phones) as of 2025-02-03 22:30 AEST

Phone Brand
724 responses



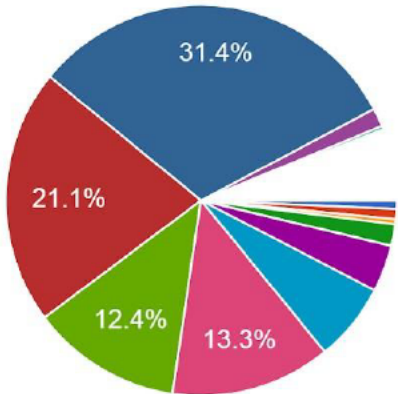
- Apple*
- ASUS/ROG
- Google/Nexus/Pixel
- HTC
- LG
- Motorola
- Nokia
- OnePlus

1/9

- VIVO
- Asus
- Honor
- Bullitt mobile Cat s62 prc
- Punkt. M02
- CAT (Bullit) S62 Pro
- Blackview
- Nothing
- Nubia -NX659J
- CAT
- Redmagic
- Nubia/ZTE
- TCL
- Realme
- Kyocera
- Oppo
- Samsung
- Sony
- Xiaomi/Poco
- Fairphone
- Huawei
- pine64
- ZTE Nubia

Android Operating System Version

724 responses

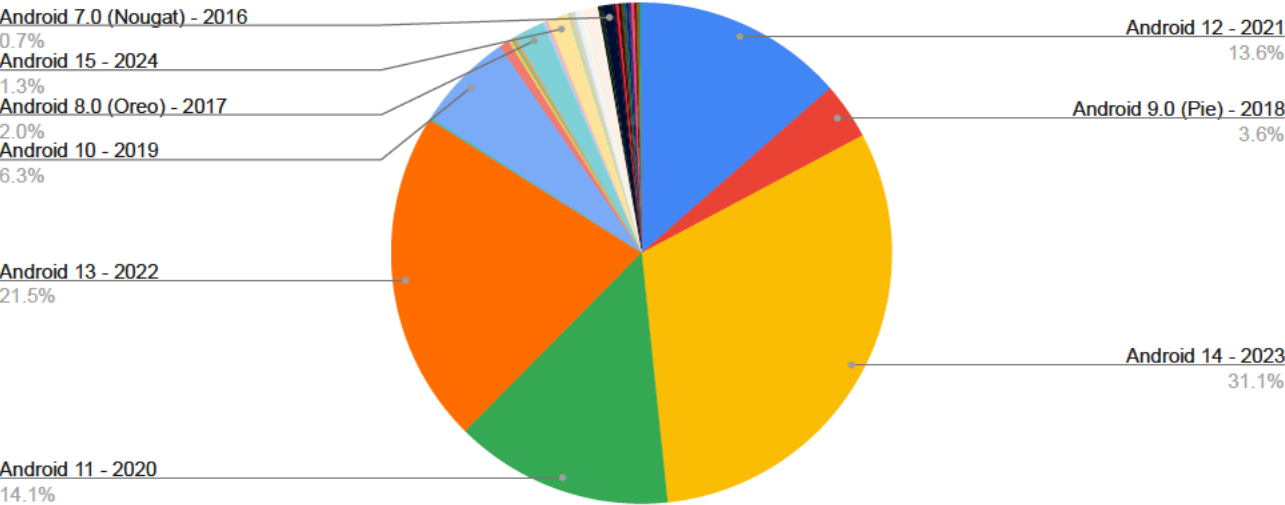


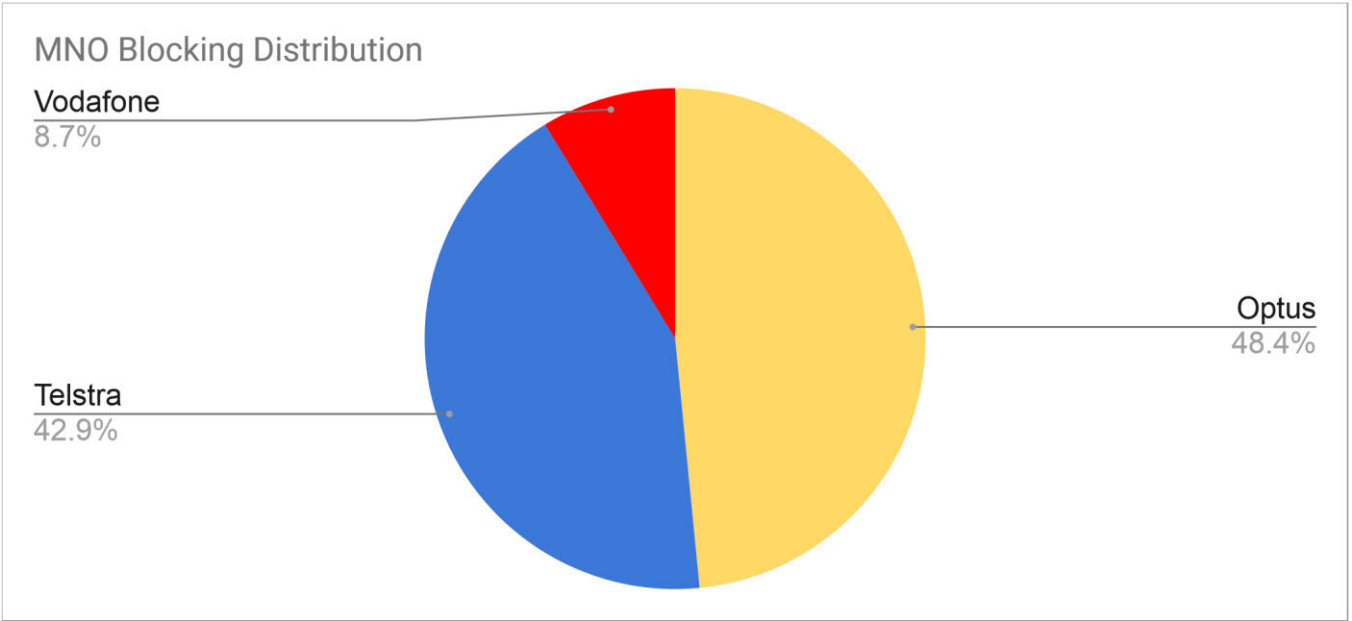
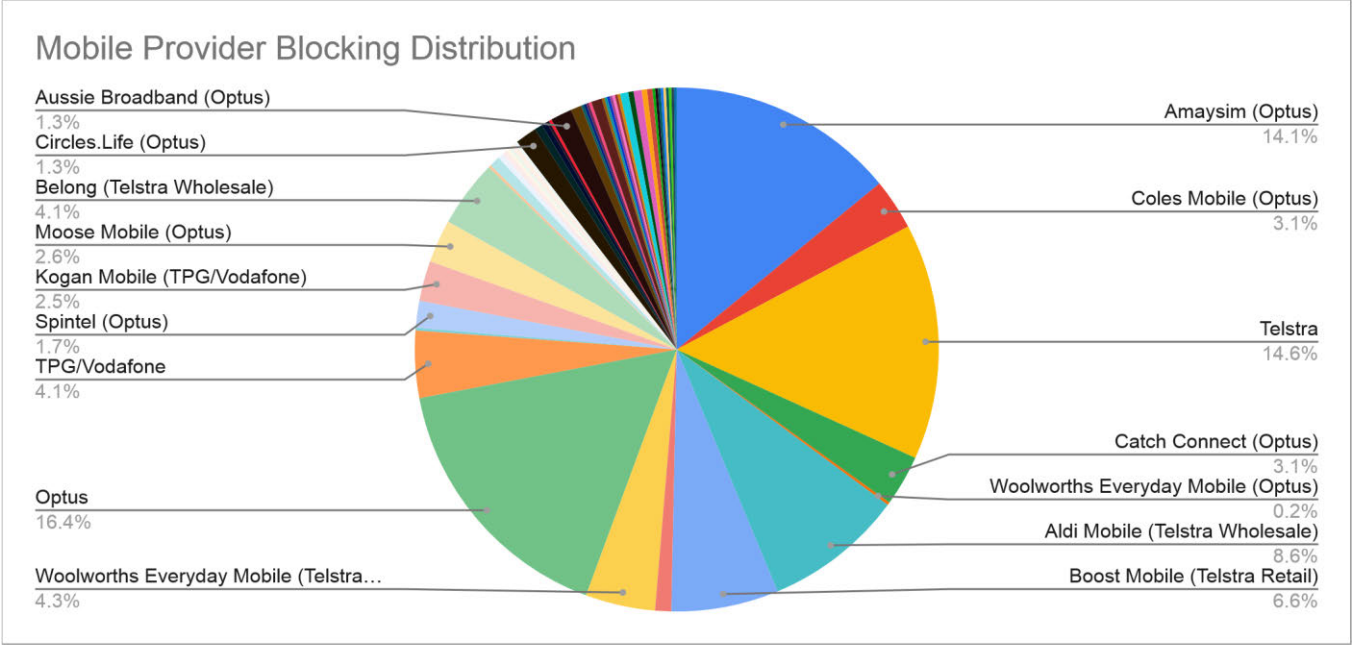
- Android 5.0 (Lollipop) - 2014
- Android 6.0 (Marshmallow) - 2015
- Android 7.0 (Nougat) - 2016
- Android 8.0 (Oreo) - 2017
- Android 9.0 (Pie) - 2018
- Android 10 - 2019
- Android 11 - 2020
- Android 12 - 2021

1/7

- Android 5.0 (Lollipop) - 2014
- Android 6.0 (Marshmallow) - 2015
- Android 7.0 (Nougat) - 2016
- Android 8.0 (Oreo) - 2017
- Android 9.0 (Pie) - 2018
- Android 10 - 2019
- Android 11 - 2020
- Android 12 - 2021
- Android 13 - 2022
- Android 14 - 2023
- Android 15 - 2024
- Arch Linux ARM - Linux 6.9.7-1-megi
- NA
- HarmonyOS
- IOS 18.1
- Apostrophy (APHY version 1.3)
- Sailfish OS 4.5
- HarmonyOS 2.0.0
- not known
- IOS 6.0.1

Blocked Devices - Android Operating System Versions (All Submissions)





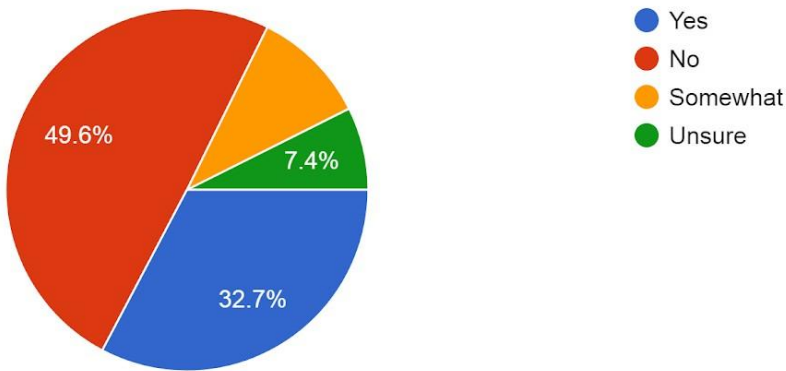
Where did you purchase/obtain your device?

724 responses



Were you aware you can have a device that has working 4G VoLTE Calling but on only some Networks? (Even if Network Unlocked)

718 responses



Has your 4G or 5G Device already been blocked? (Have you lost mobile service to your device)

724 responses



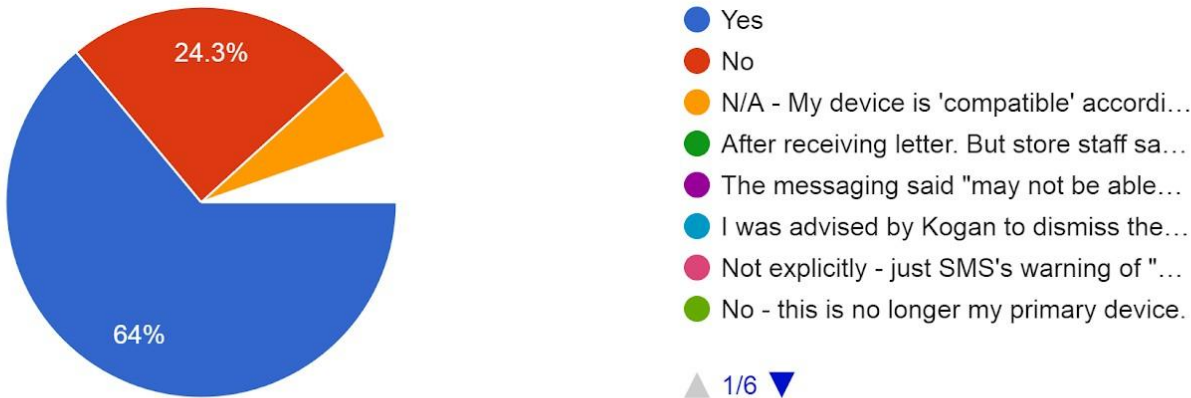
Does your device have working VoLTE Calling with your provider?

724 responses



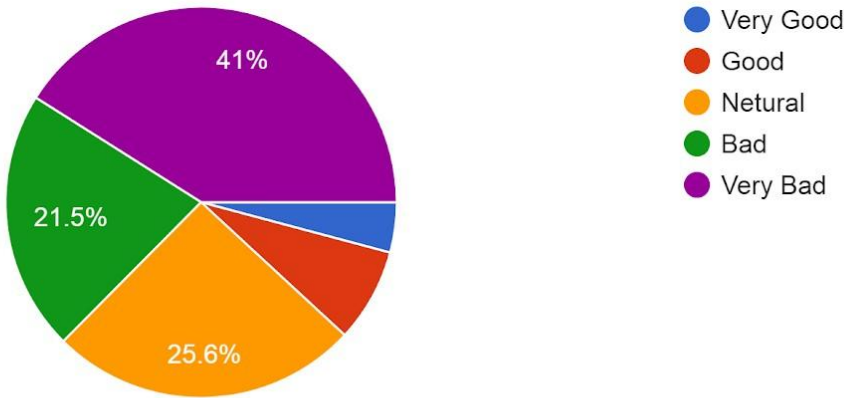
Have you been notified that your device will be artificially blocked? (From 28 Oct 2024)

724 responses



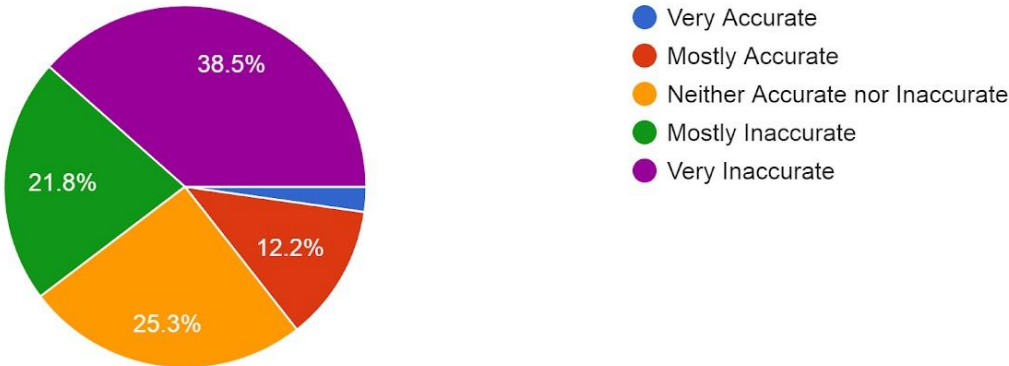
How would you rate the messaging to date from your provider regarding the shutdown?

724 responses



How would you rate the accuracy of the messaging regarding your device from your mobile provider?

673 responses



Have you been offered a free replacement device by your provider?

724 responses



Do you have an 'Officially Compatible' (Replacement) Device available presently?

691 responses



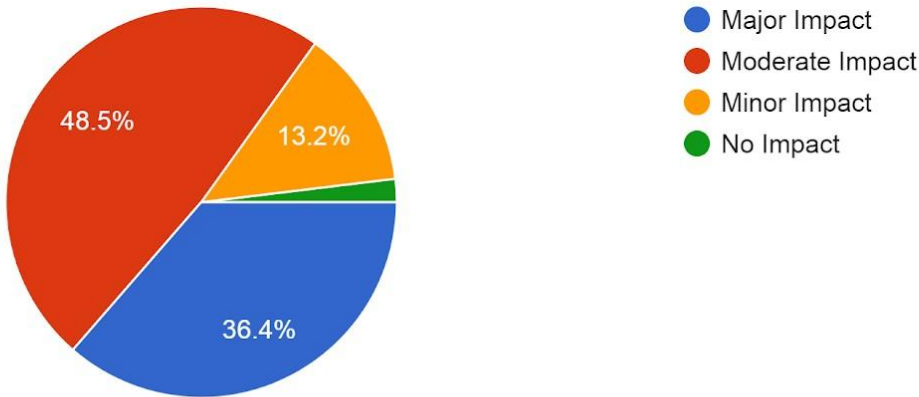
Can you afford to purchase a 'compatible' replacement device that is 'like-for-like' or equivalent?

647 responses



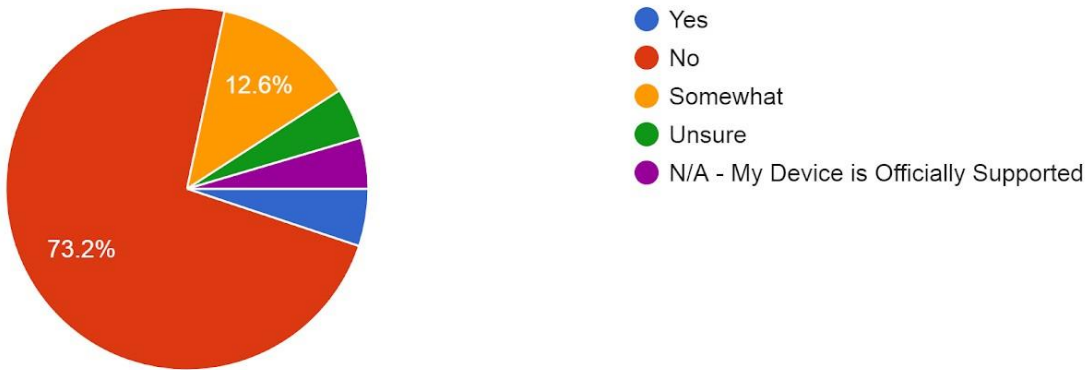
How Much of a Financial Impact will it have to purchase another suitable device?

676 responses



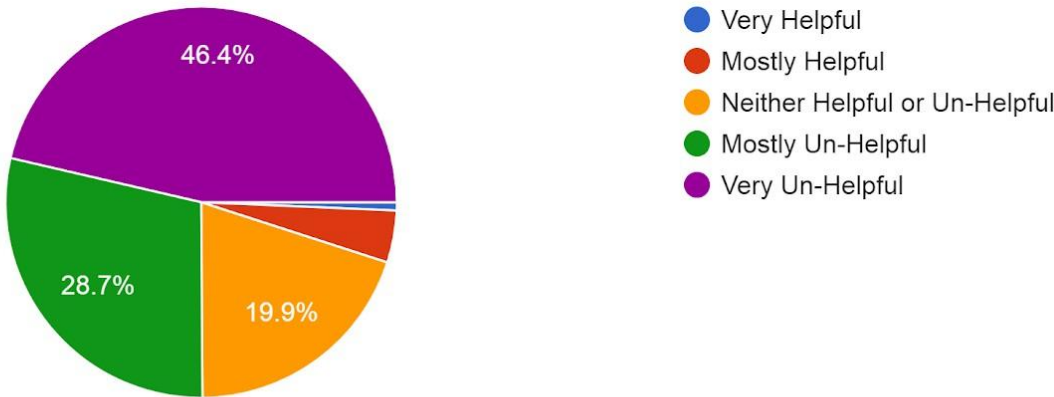
Do you feel you've been given enough notice that your 4G/5G device is going to be blocked from all services?

724 responses



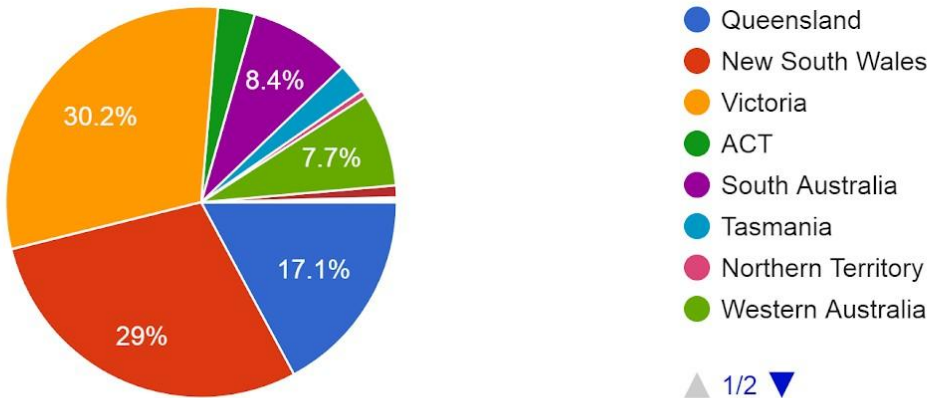
If Yes, How helpful has your telco been?

442 responses



What State do you live in?

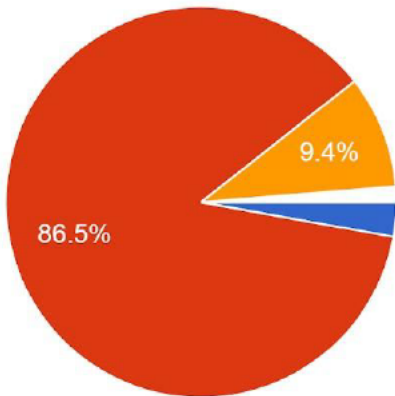
724 responses



Management of the Shutdown by Government & Regulators

Do you think you have been well informed about the shutdown by the Government?

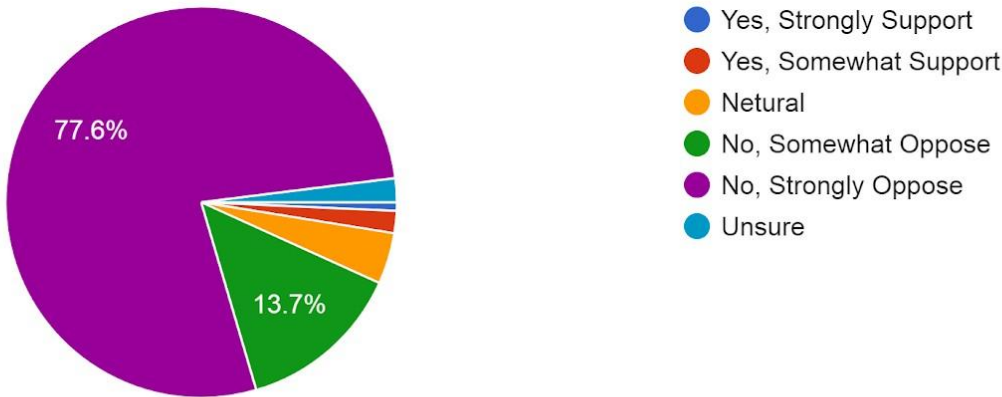
705 responses



- Yes
 - No
 - Somewhat
 - No. It is absolutely appalling. I support...
 - not in Australia
 - No, not informed that phones will be bl...
 - Absolutely not.
 - Told when the shut would happen, not...
- ▲ 1/2 ▼

Do you support the Minister & ACMA's 'Device blocking Rules' & Legislation?

709 responses



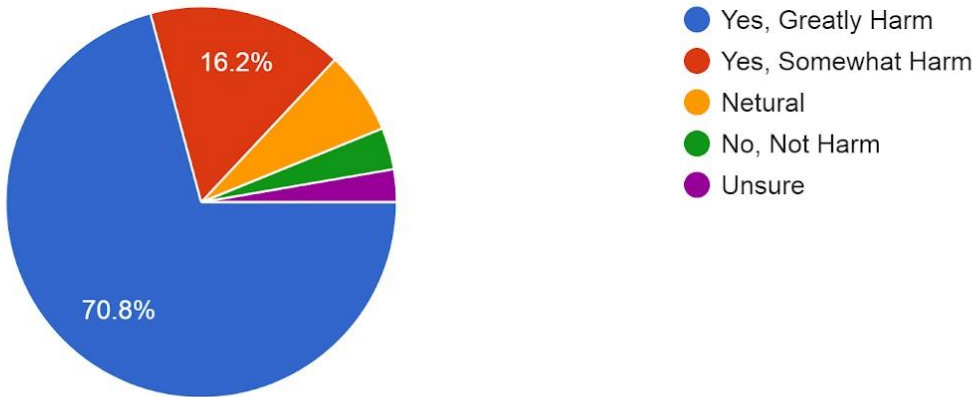
Do you think the Shutdown of the 3G Mobile network in 2024 is in the Public Interest?

704 responses



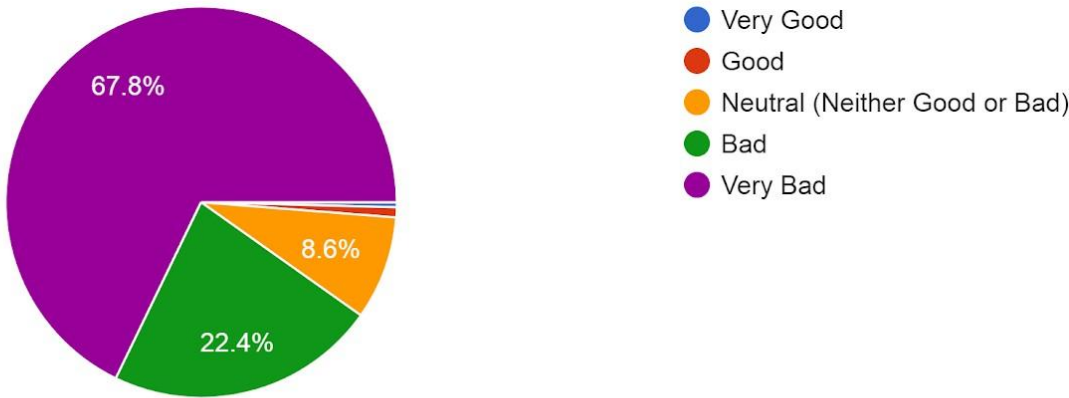
Do you think the Shutdown will hurt or harm competition and choice in the Handset Market?

699 responses



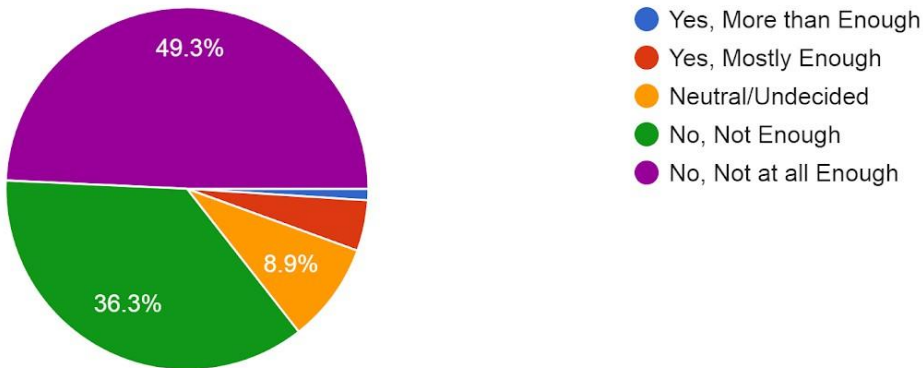
How would you rate the handling of 3G Shutdown by the Industry & Government?

724 responses



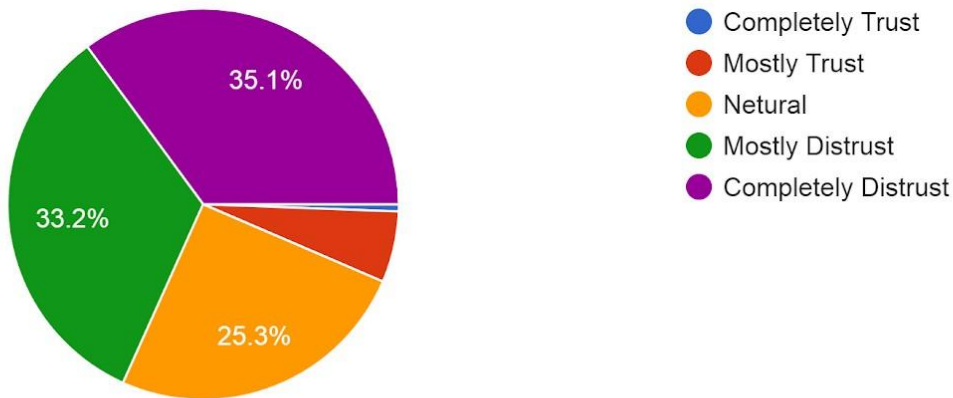
To date, Do you feel you have been given enough information regarding the impacts of the Shutdown from the Industry, Government & Media?

686 responses



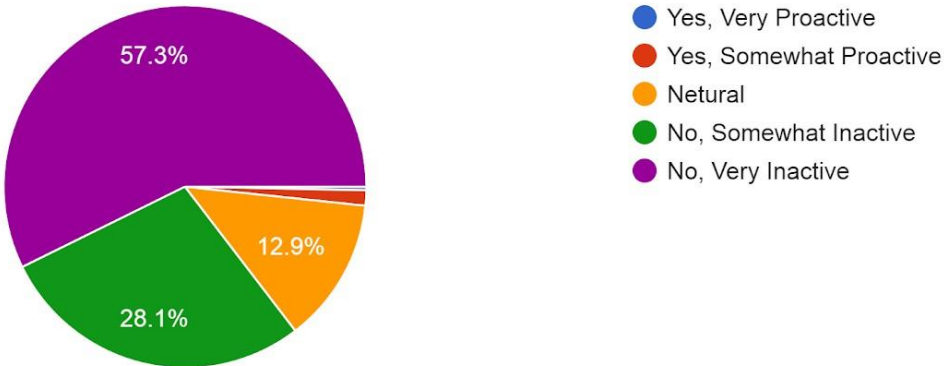
How much do you trust the information provided by the Government regarding the 3G shutdown?

681 responses



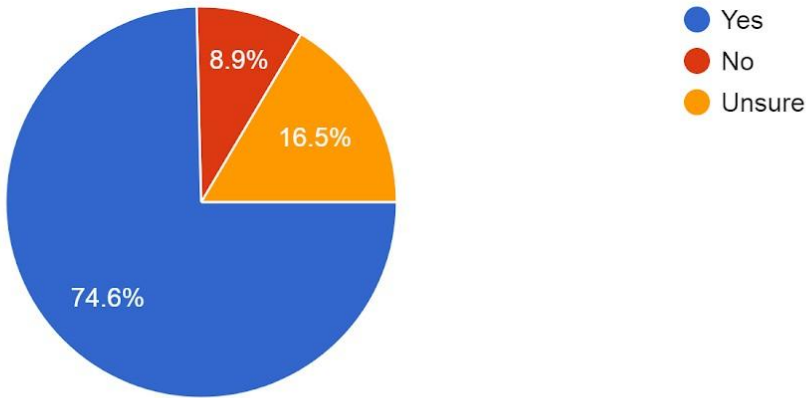
Do you think the Regulators have been sufficiently proactive about this issues around the Shutdown? (ACCC & ACMA)

658 responses



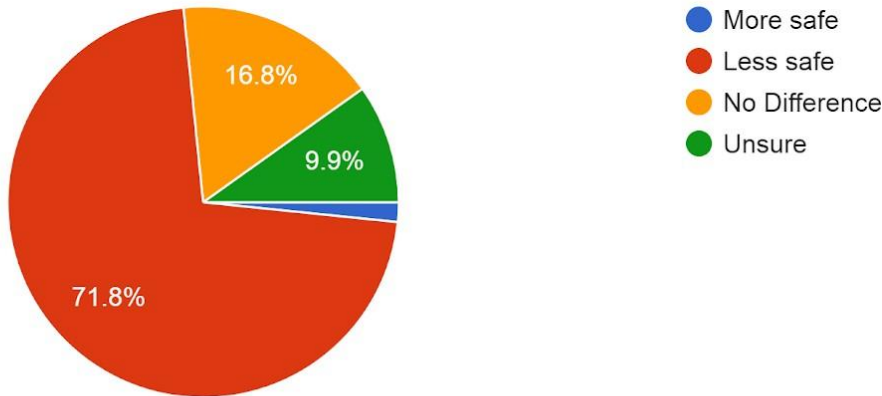
Do you think the Shutdown of the 3G Network should be delayed until at least 2025/2026?

674 responses



Do you think shutting down the 3G Network makes Australia more or less safe?

680 responses



	User Submitted Comments - Sample Extract
1	When I purchased my ASUS ROG PHONE 3 in March 2021 from JB HI-FI, I specifically asked if this phone would still be operational after the 3G shutdown. I was assured by the salesperson that this phone had more than ample abilities to survive the 3G shutdown & had much more capabilities than most other phones on the market at that time (still actually does). Although I bought this phone outright, at the time I bought it you could also purchase it through a Telstra plan option via JB HI-FI. My phone had all the capabilities & initially did support 4G VoLTE calling straight out of the box. However after the Android 12 update the 4G VoLTE settings disappeared & a new option appeared in my settings called "Smart Data Switch" which is visible but is toggled off, greyed out & inaccessible. Underneath this "Smart Data Switch" is says the following: "You have to subscribe VoLTE call service to have voice call capability". The only reason I bought this specific phone was because of its capacities & capabilities as advertised on the ASUS & JB HI-FI websites & its technical specifications contained in the user manual which clearly indicated that it was able to survive the 3G shutdown.
2	This is an inssault and Anti-consumer trust. Freedom to choose what phones people wants is a minimum requirement.
3	The messaging from my Telco has been unhelpful at best, and predatory at worst - automated SMS's regarding the shutdown are interspersed with links to their handset sales
4	This will provide a great example to the rest of the world of how not to do it...
5	I don't appose shutting down 3G, my issue is blocking working devices based on IMEI TAC.
6	I find it scary that with out 3G someone might not be able to reach emergency services because they are out of range of 4g or 5g. I also find it wasteful that millions of perfectly functional devices are being made useless.
7	Why weren't all 3G capable phones banned the instant the government brought in the law, it's been a telco scam still selling 3G phones
8	I'm ok with 3g shutting down. My problem is we have devices that can do 4g/lte that are being blocked. Whether some can do 000, that is hard to tell. But there is no easy way to test that out properly, apart from calling 000.
9	I think 3G should remain available, 4G has worse range and higher chance of interference. However I am personally less affected by that so ok, turn off 3G, but the forcible IMEI whitelist is outrageous. If people can connect, let them, no need to artificially and arbitrarily block them out. Also on the "safety" point for E000, what rubbish. Even if a phone doesn't use 4G E000 and can't be tweaked to do so, the owner can still call someone else for help! Artificially blocking them means they can't call anybody. Think of all the homeless and poor people who rely on their phone for govt services and access to support, I'm sure they can't afford a new phone and don't care if they can call 000 or not.
10	Have tested my LG on Telstra and it appears to maybe be okay on Telstra but not on Optus.

11	The artificial blocking of devices is where a lot of the harm is. If i cannot make calls sure that is on me if my device is correctly blocked from calling. But both sms and data is also blocked when it has nothing to do with VoLTE wifi calling. I would still rather just use data and sms if my device couldn't use calling and find some other way to contact a person calling. The phone I use is still in excellent in everything I need and the xaiomi phones seem to have really good battery life compared to "authorized" phones.
12	This should be a class action. My phone works with VoLTE and can call 000 but now I can no longer use it to call 000 because the telcos artificially blocked it and government are sleepwalking. In addition I cant even use the phone with 5G data because instead of only blocking VoLTE they also blocked data services which has nothing to do with 3G shutdown. Now I am using an Iphone SE 1st gen which is 9 years older than my current phone to access the network when Ive been told by message to upgrade when in fact Ive downgraded. They didnt provided a alternate 000 to test 000 volte capability to prove independently that my device works and a process to unblock my device.
13	It's honestly ridiculous this is happening. In this current moment I am able to call other people (emergency is unknown) but this can change and if I'm forced stop using my phone, a new phone of equivalent specs would financially ruin me as I am now a uni student, and my other phone from Saudi is an iPhone 6s which old, slow and has no more software updates. Australia should take a page from europe and keep 3G until further notice, not to mention that the 4G/5G here is barely even that good, so to get rid of 3G is a huge blow all users in Australia
14	Early Sep Optus notified OnePlus 12r would be blocked, later changed to OK. After inserting SIMS, SMS 3 to 3498 to Vodafone took 30 days, Telstra 40 days, AMTA checker passed for first time 24 Oct 2024 (failed in morning).
15	Telcos should reach out to device manufacturers to establish a database of phones and other devices that allow 4g emergency calling (including manufacturers who do not directly sell to Australian customers or resellers). Instead of stating "devices sold In our stores since xxxx are compatible". Telstra in particular should change their proprietary VOLTE implementation for the more used and open implementation that optus, Vodafone and most international telcos use. Telcos and/or ACMA should publish general guides to updating 4g capable devices to use volte and 4g emergency calling. Telcos and/or ACMA should set up emergency calling test lines, that when called over a 4g method would record the phone number and service provider of the caller. Send a receipt of the connected call to the relevant provider and exempt the customer from disconnection. The device list that telcos are using to determine if a device is capable of 4g emergency calling should be set up as a blacklist instead of a whitelist. This would mean only devices that have been checked and have failed 4g emergency calling are blocked. Untested devices should not be blocked until they have been tested. This will not help people who have taken it upon themselves to upgrade the device but would still benefit many who are unfairly and dangerously having their service blocked.
16	Particularly concerned about tourist access to our networks
17	This feels more like the government is trying to show off like "hey, we did this first!", rather than research into it and ask about public opinion.
18	I have to buy another phone or mobile WiFi router to provide a hotspot so that my phone can access 4G data when it is perfectly capable of accessing 4G data but has been artificially blocked. That does not make sense. That is illogical. Also who is going to compensate me? Why do I have to rush to buy a device during one weekend thanks to little notice and no opportunity to wait for a sale or to carefully consider an alternative device?

19	I wouldn't have known about this as early as I did if it wasn't for my friend, So for me they haven't put much information out there in the public domain and quite a few people I've talked to, 50% know about it and the other 50% don't know about it, For that tells me they haven't been making this aware via news or television, or other mediums available to make people aware about this. If they're not shutting down overseas till 2026 to 2030 they should really be following this and not going out alone so early, I would then have easily replaced my handset by then and this wouldn't be an issue.
20	When I spoke to my Telco about my phone being blocked they knew nothing about it. That was 3 days before it was blocked.
21	Spoke to Optus at a store, they said my phone should still continue to work, we'll see what happens...
22	I will be cancelling all my Telstra services in the immediate future and will NEVER use them again for ANY of my telecommunications needs. Telstra, as well as Optus, Vodafone et al seem to have bamboozled the Federal Govt into taking the easy way out and just blanket banning all handsets that Telstra/Optus/VF "can't" guarantee will be able to access the 000 emergency number! I have scoured the Internet looking for a list of whitelisted IMEI numbers but it appears that the telcos are not obligated to publish this information. Telstra has advised that their network will interrogate a customers' device to determine the IMEI as a first step in validating access to their network(s). If the IMEI doesn't match up with their whitelisted data, the device won't be allowed to access the network.! This is total BS!!!! I KNOW my device meets all the technical requirements (VoLTE capable and able to call 000 over the LTE/4G protocol) and was a flagship device less than 5 years ago. Just because I choose to own a device that wasn't bought via the Big 3 shouldn't mean that they get to dictate that I can't use it, just because they can't be f^&@ed to come up with a better method of verifying which devices can still use the network post-3G shutdown. As suggested, a "mock" 000 system should have been established 2 YEARS ago to definitively test/confirm that a device will work. I have reluctantly purchased a new Samsung A55 handset on Sat to continue accessing my service at a cost of \$537! I could have purchased something much cheaper, but why should I have had to purchase ANYTHING in the first place!? I don't expect any reversal on this issue from Govt or Telstra et al but I will remember this decision come the next Federal election and I will be transferring my Telstra service as soon as possible once I find another job (currently unemployed, so great timing....)

18
2

23	The decision to allow telcos to arbitrarily block devices of their choice feels corrupt
24	my personal frustration arises from the fact that I bought the phone 4 years ago from a local retailer (not online or overseas), yet its VoLTE capability seems to be variable. I have been able operate a hot spot on the phone at the same time as making a call. Neither was interrupted. I kept getting messages from Telstra that the phone would not work on 4G, so I got a cheap Amasim sim to check on Optus. the iTest App indicates that VoLTE DOES work on Optus, but I still get emails saying it doesn't.
25	I spoke at length to my telco representative over phone and went through a number of tests and he said my phone was compatible, however when I kept getting sms messages saying the opposite I was alarmed that from within the organisation I was getting two distinctly opposite messages. Who to trust?
26	Really depends on how long they take to put services onto the 3g network to replace it as far as rural coverage goes along with what they put on it 4g or 5g . Obviously if the opt for expanding 5g and not 4g a lot of people rural or otherwise may still miss out gaining any benefit from it.

27	Don't agree with the Government direction to require telco's block devices they deem "incompatible" with no path for independent review/exemption, or other paths that don't result in restrictions for the general public in regards to handset and carrier selection Then also completely unsatisfied quality of information and options provided to general public in terms of their choices moving forward other than "buy a new phone". For example I use a Sony Xperia 5 V on Telstra, Telstra have come forward in no uncertain terms that they will block my handset, but is it possible that I can switch to Vodafone? Will Vodafone block my handset even though it works on their network out of the box? Is the list of devices that the carriers are working off to ultimately block, the same or unique per carrier? Thank you James Parker [REDACTED] for all your time and efforts.
28	they're should have had a comprehensive list of compatible phones instead of me having to check imeis in the store to shop for a backup phone. my 2024 xiaomi redmi note 13 4g is still working though so will wait a week before returning it for a refund
29	My phone is dual sim. One is Aldi Mobile which appears to be compatible for calls and sms over voLTE but I am unsure about Emergency 000. The other sim is Amaysim and according to an Amaysim sms I received my phone won't work at all after October 28th. The whole situation is totally confusing and in my opinion has been handled very badly indeed.
30	XDA Forums post detailing my experience and testing: https://xdaforums.com/t/how-to-enable-volte-and-5g-without-permanent-root-on-xperia-5-iii-and-1-iii.4551847/post-89778798 My online handle is "WizardTim" on XDA and other platforms.
31	The Government has been hoodwinked into this situation by the telco industry. It is disgraceful. There is nothing in the shutdown of 3G that is in the public interest. Of course re-farming 3G spectrum is going to be very positive for Government revenue, however in my view this is not balanced by the burdens to the public, e.g. accelerated electronic waste, inconvenience, degraded safety etc
32	they should not shut it down. it makes older 3G only and non VoLTE 4G Galaxy devices not usable as phones.
33	I Think They Should Not Shut it down.
34	Genuinely the most brainless piece of legislation I've ever seen passed. Gobsmailed as to how anybody could think that completely blocking a completely or mostly functional device from carriage services was ever a good idea or even resembles a notion of rational thought. The 3G shutdown may be a whole bungle even if it does free up radio spectrum. But blocking devices proven to work on VoLTE is egregious and stupid. It needs to be repealed ASAP. Additionally they need to put in testing infrastructure so that we may verify if emergency calling even works. Telstra also need to move to the Open GSM MBN, it makes no sense why they use their own snowflake configuration whilst Optus and Vodafone can work fine out of the box.
35	My biggest concern is the amount of unnecessary e-waste we likely don't have the infrastructure to process
36	The whole thing sounds like a scam to benefit the phone retailers and telcos
37	it seems irresponsible to shut down 3G when phones that are brand new, i.e. released in the past year, still rely on it

38	Those with responsibility have essentially shirked it. The telcos, government and handset retailers should have got together to consult and give detailed answers to the public. Instead they fobbed people off with generic and unhelpful answers and left customers to discover their options and outcomes for themselves. Why is it that Telstra told many that their phones won't work, but the phones do work on other carriers?
39	I went to 2 different Telstra store, both told me my 5G handset will work without issue based on I have 5g network and can do VOLTE, and advised me to ignore the message saying my phone will be blocked
40	My phone is denied service despite supporting VoLTE and using VoLTE successfully for months prior without issue, and E000 VoLTE with SIM installed as confirmed in NetMonster and NSG behaviour during 2 sec. debug recently confirmed as expected not dropping to 3G. We need an active test number setup from Telcos that confirms VoLTE and a simulation E000 number to pass blacklisted devices that are compatible with proving that capability. Realistically 3G travels further with superior range and penetration of obsticales. A small part of the 3G bandwidth should be kept open purely for E000 access and for SOS pendants etc. only. For affected devices. This fixes all safety concerns that have been created. This 3G shutdown is dangerous, with how it's implemented at present. It needs to stop until everyone has confirmed service to move forward safely.
41	Telco has no not tested devices individually to see if they can make e000 calls, instead, they rely on and block device based on IMEI number which is completely inaccurate in telling whether a phone can make e000. My phone has complete volte capability and i believe it can make e000 calls on 4g. It is violation to my right to restrict service to me simply based on guessing without testing/confirm. Moreover, even for devices that does not make e000 calls, they can be good hotspot devices or mobile players that surf on youtube/social media with data capability, why block all these functions. lastly, for people who knows if their device can make e000 or not, they can decide to take their own risk or have multiple phones while one can call e000 and others can be used for other purpose (hotspot, browsing ect). It is most inappropriate to have such blanket block. Moreover, this block hurts international traveller who come to Aus and use a local sim (roaming using a foreign sim can be horribly expensive).
42	I feel I have been robbed(including monetarily) of my ability to use my handset as a tablet, which would not have blocked me from using my handset as a GPS, which is what I mostly use it for. I bought it because it supported all the right Australian bands. If I wanted to pass this handset down to my children while we are out at a boring dinner, I now cannot without wifi. It was entirely unnecessary of ACMA nanny state actors [...] insist telcos block data service, and being able to receive calls on my handset, which is all I ever use it for seldomly. When I contact someone voice or otherwise for my purposes, it is rarely by a cell tower. I really only have a phone number for all the boxes that are required to be filled out by post or myGov for example. I have absolutely no need to call triple-0, and if I did, I would easily use a public phone, or the Person In Need Of Triple-0's phone. To me, this is almost as bad as the time I got robbed \$120 straight from my bank account by scammers posing as Amazon until it was refunded under a dispute.

43	I'm keep monitoring on this shutdown, the USA is one of the first country that decided to close 2G/3G but seems like they have very less affected users. While Australia seems to be many problems around this. I'm on support side of shutting down the 3G (maybe I'm less affected users, primary iPhone, secondary Android that officially support) However, I'm not support on blocking the non capable E000 devices, this should be customer problem not government problem. Also, if they decided to have VoLTE across country, please make sure that all calls are HD Crystal Voice no matter what networks or systems (landline, mobile). I'm on Optus, and most call still bad quality like 2G era.
44	I was proactive in ensuring my device used VoLTE and 5g. manually modifying my phones firmware moths ago to use this instead of dropping to 3g for voice calls. If the 3g network had merely been shut down, my device WOULD HAVE BEEN FINE. Instead, 3 days before the scheduled shutdown, I'm informed my device would be FORCEFULLY BLOCKED from use at all. Essentially I have a pretty brick. I value this device and it's feature set and I do not appreciate before FORCED to use another device that my telco and the government "approve" of. Simply NOT good enough.
45	my issue is specifically with the indiscriminate blocking without any clear confirmation that I would become incompatible...now I am unable to call a friend, doctor, taxi, non urgent ambulance...how is that better than having 'possible' restriction on calling 000? it's a weak move and makes me cynical about collu\$ion between telstra/acma forcing an unnecessary upgrade...
46	I work at a vodafone retail store. Its so confusing even for us to help customers figure out if their device is compatible because at first we were told that devices has to have VoLTE and theyd be fine, we shut down 3G and have been okay until now. The idea of blocking devices we had personally said 'It will be unaffected' to because theyve now decided to block them is a major issue. We've suffered a lack of communication from the beginning. The triple zero fact has only very recently been brought to light and with that information it only makes sense to keep either 2g or 3g around as a backup considering VoLTE was never a set standard. Telcos are only just starting to introduce 5g VoNR now.
47	My biggest problem is that it blocks data and we can't even use data only sim. Telstra not using open market ims is also a problem, although I am not sure if there is business justification. I wish sony pushed update for older device to just include telstra nbn and contact acma to see if it can be certified I am not sure whether we can ask for refund (using acl if needed) if we buy from grey importer with Australian nbn if the purchased device won't be able to work. And thanks for all your hard works :)
48	The decision to regulate that telco's flat out block devices instead of requiring telco's support standardised 4G access for devices that can access the compatible frequencies is very disappointing.
49	Telcos are not providing any information on what device will work and what wont. This is kind of scare campaign to prevent people to buy different mobile than selected by telcos. There is no reliable method to find out if new device will work or not other then to buy and try. AMTA website is very vague. It appears even Everyday Mobile doesn't know what device is compactible or not. At last it appears Telstra blacklisted IMEIs are different than Optus has (Xperia 5IV is working on Optus but not on Telstra)

50	I think this is just an attempt by the telcos to recoup spending on 5G and isn't in the best interest for the general public. Somewhat related but forcing home phone calls to use the NBN has made calling elderly relatives difficult if there is a blackout and the internet is offline. I think the shutdown of 3G will have a similar effect as it creates more problems than fixes.
51	I had assumed my 5G phone was not affected thanks to terrible messaging around the 3G shutdown. Now I have to quickly buy a cheap phone to safely travel on the weekend, though I'm unsure if I'll even have signal out there now that 3G is shutdown.

21
5

52	Main concern is planned obsolescence for no real reason.
53	I have 5G coverage on a 2023 phone, which is to be blocked :P
54	The policy makers are tootally dickheaded and reckless. It is too early to shutdown WCDMA now. And it is more ridiculous to block phones that can use VoLTE normally but only fall back to 3G when calling 000. Just use another alias number like 13XXXX and rediect to 000 is a simple solution.
55	3G should be on for bare minimum emergency calls but the bigger issue is my phone model has the supported bands for Telstra but isn't registered thus can't get 4g which is crap.
56	This has been completely mismanaged. It seems the only goal is to stimulate sales of samsung and google devices. I have spent months researching about my device and the changeover and determined that my device was absolutely volte compatible, and that the shut down would not affect my device. So based on that research I chose to keep my device. Then one day before the shutdown I get sent an email telling me my completely useable device will be blocked from accessing all networks. This is bonkers! I also have a chronic illness and do not have the financial means to buy an equivalent device, nor the physical capability to be running around second hand stores looking for devices. We have not even had any clear information about which second hand devices will work - so the government has just decided for us that we must all go out and buy brand new devices with one days notice. How is this their solution? They could at least have a buyback scheme to pay for the costs of our expensive bricks. Hell they even had a gun buyback scheme but they can't do a mobile phone buyback scheme? I recommend removing the block. Delaying the 3g shutdown until 2026 at the earliest. And if they insist on doing it now, buying back any devices that are currently on the blocked list.

57	Had absolutely no issues with the reason and approach to the 3G shutdown and the timeframe and conditions all fine. I was reassured our 4G LTE capable phones were going to be fine (personal checks, and Telstra shop and online info). They were all going to be fine until the new conditions in early September. After that, with some minor modifications, they were also made compatible and compliant with the new E000 LTE conditions, so still no issues. The absolutely last minute 24 Oct Directions to ban devices, implemented as entire device cohorts, using unpublished TAC white or blacklist is just outrageous. Absolutely no opportunity to prepare for that and now have people with devices unnecessarily blocked and impacting ability to conduct banking and countless other day to day things just because acma or Telco wasn't able to 100% confirm every device with that TAC could call E000. Now we can't call 000 or do anything with them at all either, because we don't have alternative device arrangements and a phone that is actually 100% able to do so has just been arbitrarily blocked based on secret TAC ban lists. (Unnecessarily) Replacing all these devices, which all comply with every damn condition (and my 4G LTE USB modems that have also been unnecessarily blocked) will cost \$5K+... And there is entirely 0 help and support because this was a last minute ill considered broadsword hammer change. Retailers all seem happy to sell new phones or similar phones on expensive plans (duplicating what we have already) - including devices that people have reported as already getting blocked!
----	---

22
6

58	I have screenshots of VoLTE working on this phone as far back as 28/02/2017
59	Definitely not having any communication is not a better option than possibly having limited communication. How did this get passed as a law?
60	I refuse to use an Apple device and will no longer use an Android device, so this arbitrary device blocking means I can't have a device I wish to use.
61	Telcos have made no effort to get people's current devices working with the technology and instead have demanded that upgrade their devices. Wouldn't the former seem like the first course of action?
62	Communication from official sources such as www.3gclosure.com.au is false and misleading due to the last minute change and addition of device blocking stating "... after the closure these devices will not be able to make a call." and "If your 4G mobile device does not support VoLTE, when your mobile network operator closes their 3G network you will still be able to access data but will not be able to make traditional mobile voice calls." Those official sources still do NOT mention 4G & 5G devices will be artificially blocked from SMS and data.
63	I have no issues with the 3g network shutting down. I have issues with the arbitrary decision to not even try to support phones that are not on the officially compatible list
64	AMTA stated that the whitelists are created by the telcos - I dont beleive the Telco's have any idea what is compatible,
65	A proper standard should be used not this bastard of VoLTE where each manufacturer needs to have a supplied config for each carrier. 3G should have stayed in place until it was truly suitable to shutoff.

66	Highly incompetent handling of this by the telcos and regulators and genuinely shocking that the costly effects of this has been pushed onto consumers with little regard for the inconvenience caused to them and their financial (and physical) well-being. It's hardly a solution to force customers to fork out substantial money for new devices for the benefit of the telcos involved. It's quite pathetic that there's been no protection at all for consumers.
67	They cannot block devices that 'they think' will not work, they also cannot shutdown a public service 'eg.3G' that 'they think' will benefit only themselves
68	I understand the argument about 4G/5G networks getting overtaxed and wanting more spectrum for growth, but at what cost should this happen?
69	I purchased my current phone when I found out about the 3g shutdown in May. Info at the time simply said phones needed to have VoLTE as standard, so I purchased based on that. It wasn't until Friday 25th October that I was told supposed "incompatible" phones would be blocked. Given I already purchased a phone to mitigate this shutdown, I feel extremely aggrieved to have had my VoLTE capable phone blocked anyway!
70	I ignored the messages because the only information communicated to me was that it was a 3g issue, and my device uses 5g. Eventually I contacted my Telco to say the same thing and they never responded but simply changed the messaging to say "Even though your phone uses the 4G network, it also relies on the 3G network in some way. Upgrade immediately to prevent changes to your service that might negatively impact you. More info at https://amaysim.com.au/help/contact" Which still didn't seem to actually relate to my phone, which uses 5g. Upon finding out yesterday that devices would be artificially blocked I then found info about VoLTE emergency calling issues, but VoLTE is also auto enabled and seems to be functioning on my phone. I contacted the Telco and they could only say the standard answer that my phone's VoLTE configuration may not be suitable to Australia but not what configuration IS suitable or how to check it. They are still insisting my phone is impacted and I need to get a new one.
71	Phones that have 4g/5g capability/ verified features on their phone shouldn't be blocked, it should be a given that their phones will work no matter where they go in the world and it's the consumers preference of phone they choose to buy when they don't want to pick from the Australian market
72	3498 check passes, AMTA does not

23
7

73	I replaced my 3G phone, unaware that this 4G VoLTE phone "wouldn't work" I bought a global model from overseas as it was cheaper. The Australian version of this phone is available at JBHIFI and Harvey Norman. I wasn't informed of artificial blocking and there was no reason to think this phone wouldn't work until a few weeks after getting it receiving SMS warnings that it wasn't going to work, that I thought were incorrect because it met all the requirements I was informed of. I have a newborn child and care for a severely disabled parent, there are often long blackouts in my area, which, since the NBN, render the landline useless, this endangers lives, even if we could not call 000 with service we could call someone who can, we could call our doctor for advice, we could call nurse on call, we could call lifeline if it all gets a bit too much. I did contact my provider and they don't seem to understand what's happening even as much as I now do, so how could they have informed me anyway?
74	On friday they were still just saying that the 3g network my device uses to make calls would be switched off (which is untrue, I've had 3g disabled for months without issue). It was only the day before I lost service that they changed the message to say I would be blocked entirely, including SMS and data. There was also no mention of the emergency calling requirement until then, previously I was just told it needed to support VoLTE calling and band 28.

75	The blocking of numbers is completely unnecessary as a step if they intended to try and make it safer and easier for people to access emergency calling. If they were unable to call you can just inform those handsets they may be unable to access emergency calls and let people make their own decision to upgrade or fix their phones with firmware/software. The way ACMA have handled this is egregious and completely against public interest.
76	turning off the only current network with an international standard for connection to emergency services is in general stupid. But blocking phones that can make calls in general makes absolutely no sense and will have the reverse effect of the stated one to increase security. it will be interesting to see how this will impact tourists who are unlikely to buy new phones just to stay connected in Australia and presumably might need to call emergency services in some cases. Blocking them looks very bad for Australia and not blocking them enables them to do things that local Australians can't do which is strange indeed.
77	Kinda stupid that my phone works perfectly fine even though Belong says they've blocked the phone. It works perfectly fine for data, sms and emergency calls using 4G
78	Contacted my service provider multiple times and have been assured the device will continue to function after the shut down by support. The support staff have no idea what is going on so how can the general public know anything when the primary point of contact is clueless.
79	250,000 perfectly functional phones are about to become landfill, and Australians will be spending \$125M pissing money down the drain to buy new phones. Fucking stupid.
80	I'm all in for 3g shutdown, but not for 4g which has challenged me
81	I think shutting down the 3G network is necessary long term, but there has been no planning time given to consumers. The further additional restrictions on 4G are my biggest complaint regarding this shutdown.
82	I got blocked after confirming with my telco's support that I won't be. Also, 4G coverage was not 100%, so of course the phone fell back to 3G and immediately got blocked.
83	I'm freaking angry of this law and that my device became a brick yesterday!!!!!!!!!!!!
84	I think the shutdown is okay(kind), I think blacklisting perfectly and explicitly compatible devices is borderline evil and simply generates ewaste. The communication around this was extremely unclear and my telco was wholly unhelpful in the leadup. I assumed that as my device was completely capable of making emergency phone calls on Telstra's 4g volte network that I would be okay and my Telco was unhelpful in verifying.
85	Generating millions of devices worth of e-waste
86	The shutting down of 3g network is reasonable, but is executed with terrible planning and transparency, and the active blockage of any devices that are just off the list is completely unnecessary, harmful to consumer's rights and competition. It is a move that will harm the openness of Australian society and economy and only foster monopoly.
87	Should have been an option to prove a device could make E000 calls instead of batch blocking based on TAC.
88	the one thing in a cost of living crisis we dont need is to have the massive cost of a new phone because telcos and government dont want to wait a few more years for old phones to die slowly and get replaced

89	I was well aware of the 3G shutdown and made changes to my device to ensure it was compatible with 4G VoLTE and VoWiFi calling. I was previously with TPG telecom, which shutdown its 3G network in December 2022, and my phone worked perfectly. After changing to a Telstra wholesale telecom a month ago, my phone similarly worked perfectly. The recent change to legislation that mandated blocking devices caught me off guard as I had not heard anything about it, and only found out on Monday when my phone was blocked from the network.
90	The only compensation my provider offered was a \$50 coupon off carrier-locked extremely poor quality budget phones. Overall my family has suffered about \$3000 in losses because of the 3G shutdown.
91	Had to quickly change provider where the phone now works. I signed up less than a month ago for Boost who assured me that my phone would work fine. Initially they said no refund on the year long plan and that I had to get a new phone. After arguing back they have given me a possible avenue for recompense.
92	3G should go. But my 4G VoLTE + 5G phone should be allowed to continue to connect. I don't care whether this one phone can't dial 000 or not. Perhaps they should have give a 12 or 24 month period to allow users to purchase new phones.
93	Im pissed about it because I bought a phone, in Australia from an Australian retailer less than a year ago and now it has been black banned from Telstra. The laws surrounding "blocking" just sounds like some government official taking a bribe from lobby groups that want to force people to buy handsets in a captive market. Consumers should have the choice to buy what they want from where they want so long as it has the features that are required. My phone has VoLTE and 4G and was still bumped from the network. It stinks of anti-consumer legislation.
94	Bad for ewaste, unnecessary, corporate greed
95	No thought has been give to locals with acceptable internation phones or to foreigners who would rather use Australian SIM cards rather than pay roaming fees
96	If there is a hidden national security reason for these measures they should just be made public. In regional Australia 3G is critical where coverage of 4G doesn't exist including near urban centres. I have a fully 5G compatible device which I paid substantial money for in order to ensure it would be 5G specific and future proof, the device was tested with my network carrier and they assured with sms that the device was compatible and would not be affected, yet here I am with no connection despite paid subscriptions to both telstra and optus.
97	My phone is setup for 4g/VoLTE but was still blocked. I wasn't proactive because I thought I wouldn't be affected by the shutdown.
98	No information on how the blocklist works, if it will be updated and if new grey imported phones will even work here
99	An issue with no good outcomes which has not been addressed is the forcing of handsets that can be made to work but are just dismissed as not compatible, which is a disgrace and a waste and should be not possible AND the fact that there is no resolve for this. There is no reason NOT to let handsets be made compatible and them remain in use. I tweaked mine to work with with 4G even though it wasn't working out of the box and there is ZERO reason to block my device.
100	I think Aus telco's methods of starting 3G shutdown is more appropriate than my home country (China). In China, operators are shutting down 2G and 3G without or with little notice to the customers, without a specified date, and using misleading name "network upgrade". However, banning devices that do not fully support VoLTE SOS is not acceptable, which will harm foreigners coming to Australia. They will be forced to buy expensive models here and have fewer options.

101	3G probably needs to shut down in the long term but Telco and the Government need to do all they can to support as many 4G devices as possible and rebate anyone who has to purchase a new device. If 3G shutdown is there to save money, those savings cant come at cost from consumer.
102	Its a scam

25
9

103	It keeps calling it '3g' closure and I would not complain if only 3g service was shutdown. However what they did is almost whitelisting phones officially imported to Australia. Two phones I have are from South Korea and China and both support 4G. They lost the signal yesterday. I know many tourists choose to use a prepaid sim while they last in Australia. Hopefully they will not get disappointed after noticing their phones (from overseas) are blocked from Aus networks.
104	It's one thing to shut down the 3G towers, but to block phones that aren't being sold by the Telco's? That's a monopoly move. Not being able to use unlocked international phones is the worst part of all this imo
105	It's a money grab
106	It felt like the whole ordeal was a waste of phones that were working completely fine and now have to go into the land fill.
107	The whole shutdown is a mess, the uncertainty of if I had to replace my perfectly working handset was stressful, I'm still concerned it could flip from supported to not. I'm lucky my phone is supported which I was not expecting. I was expecting to change providers to one that doesn't use a whitelist come shutdown (I did not know about the intentional blocking), now I see someone with the same device listed as blocked on a different provider on the spreadsheet so I feel limited in changing in the future. When I bought my handset I made sure it supported 4g and the right bands. I feel this will impact consumer choice in the future limiting people to just buy from telcos and not being able to get a better deal by buying imports from kogan etc. (potentially missing out features that seem exclusive to Chinese brands now like IR blasters (yes I do actually use that)). I have family that visits from overseas and buys australian sims for the duration, now they might run into issues. The prospect of not being able to make emergency calls in some situations is concerning and there isn't a clear cut fix that keeps peoples devices working while ensuring emergency calling still functions for the edge cases other than leaving 3g networks on. Perhaps we should of left (legislated if need be) 3g networks functioning for emergency calls only until a better solution, a rushed bill giving everyone little time to act isn't the answer. Surface level knowledge I've gleamed about the implementation of volte and volte emergency calling appears to be the volte and volte emergency calling is a mess of standards and bandaaid patches on top of a protocol that was primarily designed for data and not voice services.
108	Giving someone who was previously a mobile technician four days notice of ACMA proposal to shut down perfectly capable device is a panic move, and negligent or lazy, or worse.
109	This is just about Telco and shareholder profits as usual.
110	Rushed, knee-jerk legislation
111	I just came here in August as international student, then found out my Poplar didn't call (was on stock rom), hence unlocked bootloader and installed LOS, good for a while, tomorrow seems I'll be left off

112	All the messaging focused on 3G devices, then when my 4G device with Working VoLTE was 'effected' all messaging was 'some devices' or 'may not work' given that when Vodafone switched off 3G my device didn't work and I had to take steps to enable VoLTE I believed I could ignore the messaging because it didn't affect me, I already 'fixed' my phone. After finally being told my phone will be blocked (on the Friday, before the Monday shutdown), the contact us page just redirected to a web store trying to sell new expensive phones. I spent the weekend trying to work out if I should by a 4th phone because my replacement wasn't going to arrive until Tuesday, and I didn't want to loose my phone number. It was also a night mare to work out what cheep second hand phones would work or wouldn't, given my first replacement phone purchased in mid September is also 'unsupported'.
113	Phones should not be blocked according to IMEI number.
114	This whole thing smacks of overreach by Telstra.

10
26

115	I received 17 messages from optus 3-4 a month from June till october and they All had different dates that the network would shut down but it never happend on the last one it states Monday the 28th it will shut down but that didn't happen. It happens on Wed 30th at around 12:30pm.. a few days before I contacted Aussie broadband and they told me I should be fine. Optus blocked my number and told me to go in store to see the issue but because I am not a member of them they said there's nothing they can do about it. I had to get another phone and was lucky my brother had a gift voucher at the store we went to. But I was not compensated and had to pay out of pocket for one aswell
116	Why should the government be allowed to determine what device I can use for a service I'm paying for. So many individuals with IoT devices such as car GPS trackers etc will be impacted by this for no good reason at all.
117	The shutdown has been handled very badly and if the Government had to publish a corrective measure on the 24th of October (and the shutdown was planned for the 1st of September) makes us understand that has been a fully disorganised operation. And Optus and Telstra also had the experience of Vodafone which has shutdown the 3G network while ago. Telco and Government could have been clearer saying they would block any mobile phone not bought here in AU which is not of the main brand even if the manufacturer guarantees the functionality in other countries which have already shutdown the 3G (see https://www.sony.com.sg/electronics/support/articles/00347673) Telco didn't bother to check which phones really are not able to operate and implemented a broad blanked exclusion based on models they do not even know they existz all based on IMEI. Clear disregard on tourists traveling into Australia right now and in the near future.
118	31/10: Shutting down the 3G network and then artificially blocking phones that the telcos haven't bothered to determine accurately if they can make emergency calls has ensured that a lot of people are at risk, even though the shutdown/ blocking is touted by the telcos as done to keep the telcos safe. It is clear that the telcos are artifiically blocking phones that are compatible with 4G VoLTE/5G, and are trying to force customers to buy phones from the telco they are signed up with to "guarantee" service. My phone is very high quality but low cost. FOr a similar price I will be forced to purchase an inferior phone not fit for purpose, a phone that I can't afford given the cost of living crisis Australia is currently facing. I bought my phone thinking I was upgrading to overcome the 3G shutdown, only to be artificially blocked from using my 4G VoLTE/ 5G compatible phone by a telco that can't even be bothered to validate that my phone can do what is says it can't. I can't even return my phone and recoup my spending to buy a new phone, and now I am left without a quality working handset due to the poor handling of this 3G shutdown by the telcos and the government.

119	I'm on a disability pension. I saved up for so long to buy my phone. I waited for ages for it to come in special (\$999) as I could not afford it's original pricing of approx \$1,800. I cannot afford to purchase an equivalent replacement phone. My phone is still in perfect condition....no scratches, chips, cracks, etc. I expected this phone to last me for at least 6 years after I purchased it. After the 3G shutdown was originally notified in 2019 no official Australian Retailer should have been allowed to sell any mobile devices that would become redundant after the 3G shutdown. Telcos & the government should not be allowed to force people into only being able to buy a specific selection of "approved devices" that has deemed to be appropriate by them. We live in a democratic country not a tyrannical, dictatorial, monarchical, totalitarian or republican country.
120	If I had known that my device won't work and will be blocked within a year of purchase at the time of purchase I won't have purchased it. This is making a premium phone not fit for it's originally purpose. It's not like I got a second hand phone or an out dated phone.
121	We must be compensated - not only for rendering working equipment banned, but also for time researching and reconfiguring and resulting stress from the short notice. If this was meant to affect the few to benefit the many then the few affected must be handsomely compensated.
122	Telstra/Optus and Vodafone all need to be sanctioned for failing to better plan for this situation/shutdown. Furthermore, Telstra should be made to allow all devices that use the open source/universal IMS registration protocol to access the Telstra network, as Optus and Vodafone do. As mentioned, I will be shifting over to an Optus MVNO in future as a protest response to Telstras' policy stance on this matter.

11
27

123	I thank you for your great work in showing the ineptitude of our legislators and the damage likely following the 3G closure. To be reasonably sure I won't be affected I was forced to purchase a second hand 2023 Samsung phone however when I tried to get confirmation via Belong that it was OK for use after 3G closure, the message came back to try again in a couple of days. The test was still only recognising my original Galaxy S8 even though sim was in the updated phone. That's handy huh! So I don't know where I stand and will be extremely angry should both phones be blocked. Thank you for your work in this matter.
124	In my opinion the whole 3G shutdown is a total fiasco and it would be better served to wait until 2025/26 when everything can be ironed out properly.
125	The official communication from my provider (via recorded message, I don't actually recall any SMS/emails) up until the 25th was that my handset would continue to function, albeit with the unknown around if emergency calling would work. I had actually decided that I would be replacing the handset as a result, but I'm astounded that the official communication changed to "your handset will not function whatsoever" with effectively half a business day's notice.
126	thank you for doing this, wish I'd known/understood about the blocking prior to last week and I would have made a lot more noise. I am livid...'phoneless' of Launceston
127	I'm entirely opposed to the shutting down of the 3G network. The need to block my phone is entirely unnecessary. I'm entirely opposed to the 5G network. The 5G network is a weapon against the people and therefore treasonous.
128	I would like it to be possible for exemptions to be made for people using handsets as IOT devices and mobile broadband devices.
129	3 days (over a weekend) of notice from "we're going to block you" to being blocked is disgraceful, now I'm forced into purchasing a less capable phone just so I can continue to make phone calls for work while hoping that this can be undone.

130	I would love to help argue the injustice here I've given my phone to JB Hi-Fi who have agreed to try and RMA the phone but honestly, it was a great phone, the battery would last 2-3 day's or up to a week if I wasn't using it (6Ah Li-Po ftw)! It was fast, 512GB storage and 12GB Ram, some 'slight' burn in on the notification and menu bar, faster than VDSL 4G. A like for like replacement is going to cost more than I paid for it, especially since I can no longer trust Asus to support whatever Testra decides to do in the future (What will 5G bring). But I whole heartily believe Testra and the ACMA should be held responsible, not JB/Asus.
131	I am an international student, my phone that I brought from overseas is a big part of my daily life here. From using my phone as my public transport pass (PTV), main means of purchase (google wallet). Thankfully I brought with me my old phone, however, if it weren't for my old phone, I would essentially be barred from doing basic everyday activities. I also would like to highlight that this decision affects devices with perfectly capable 4G VoLTE capabilities or better are barred from accessing the network simply because they were purchased overseas. This places traveler and international students in potentially vulnerable situations where we are barred access to emergency services. At the very least allow us to manually register our device or prove that our devices have the capabilities required to access the network
132	James, thankyou for your efforts to get some sensibility and pragmatism to prevail through this matter.

133	This form submission is for my second device which was meant to be my officially supported backup device during the GSM shutdown (BEFORE they announced IMEI blocking). The plan was to continue to use my primary device, an XQ-BC72 (Sony flagship phone) after the shutdown with SMS, data, VoIP calling and limited 3G emergency calling in addition to this Samsung Galaxy A11 with for 4G/VoLTE standard calling and emergency calling. I would then at a suitable time flash the modem firmware to my XQ-BC72, enable VoLTE, test it worked for normal calling and emergency calling and then stop using the backup phone. However what actually happened is on Friday I got an SMS about the changes saying my phone would now be blocked instead. I only believed this would actually happen because of the Hugh Jeffery's video. I falsely believed I would still have ~28 days after the shutdown with my XQ-BC72 because I misread the legislation. But luckily I took your word of warning to test my device worked with VoLTE now BEFORE the shutdown rather than waiting. So I frantically spent the weekend preparing my phone (backing it up, preparing flashing tools) and then flashed it on Sunday and testing standard calling and 000 emergency calling that night. It was then blocked the next morning, then I realized I read the legislation wrong. After that I decided to swap the SIMs to check if I had any missed calls or SMSs but decided to check the IMEI beforehand and saw it was blocked. I then remembered it might not have B28 and yeah, it didn't. I will also note the exact model number "SM-A115W" isn't printed on the phone or original box I have for the product. You need to buy the phone, set up Android and then go to the device information to determine this or know you can look at the TAC of the IMEI on the box (but many sellers won't want to give you the IMEI, particularly ones wanting to deceive you). I do not see how the average consumer is going to not get completely screwed by this. A quick check of eBay and I can see people in Australia selling lots of A11's no clue how anyone is meant to know if they're buying a SM-A115W or SM-A115F or SM-A115A. Most of the listings are wrong (photo of 'About phone' page doesn't match the description) but are advertised as "unlocked" and/or "4G/VoLTE". I will also add my occupation is as an electronics design engineer who as part of my job is integrating a 4G/NB-IoT modem into an embedded system (it can't do VoLTE calling but doesn't need to). As a result I have had a significant amount of exposure to industry terms and understanding of 4G outside of the 3G shutdown information communicated by official sources. Yet despite this knowledge I got screwed hard by the shutdown due to last minute changes and unfair TAC based blocking. I'm sure if I didn't understand those technical details I probably would have just been angry at Sony for selling me a 'fake' 5G phone and quietly bought a new phone from Telstra. I don't think people would be proudly telling their friends how dumb they are for spending \$1,900 on a 'fake' 5G phone, particularly not when phones are such a status symbol.
134	I want them to pay me for a new phone, disgusting thieves!
135	Wasn't sure whether it was of note that although my device was only a 3G device and I expected it would no longer work after the 28th (and presumed it would be a midnight shut-off), it was blocked from the network by Optus at 6PM NSW time that day which happened to end up as a huge inconvenience.

136	I have other device locked, totally 4 in my household out of 8
137	Purchased a new mobile phone which was released in June 2024 due to the announcement of 3G shutdown. This new phone (Sony Xperia 10 VI) is still widely sold in Australia and of course is capable of 4G/5G connection, E000 but it is disconnected from carrier (amaysim/optus) after the 3G network shutdown. Complete waste of money and time. There is no information available which phone works after 3G shutdown so we can't tell until we purchase a new phone and try. this is about change on vital infrastructure and extremely poorly handled by the government.
138	I count 5 older (4G enabled) phones and a 4G hotspot in our home that based off their IMEI's will all be blocked, I have no choice but to downgrade my phone as I cant afford a phone with similar specs to what I currently have, I am seeing people on forums asking how to illegally modify their IMEI's due to cost of living, The government has turned these people towards criminal activities.
139	Whilst I agree many people may not be aware how to get a phone up to VoLTE functioning if they had a compatible handset, zero effort was made to give people options or do proper research, let alone provide options.
140	It doesn't make sense at all, really frustrating being enforced to change phone just because they think it will not work, even checked in the mbn file, usage of CS for emergency calls is explicitly disabled, VoLTE perfectly working for normal calls
141	I need my phone for both work and personal use, hence why i purchased a dual sim phone.
142	For your records re: Xperia 5 III: XQ-BQ72 (HK/TAC 35493043) blocked Telstra & Optus, XQ-BQ62 (US/TAC 35553558) not blocked. Both devices replaced with XQ-EC72 (HK/TAC 35572338) which is currently not blocked on any carrier. Note: Telstra/Optus TAC blocking is also catching my Spark NZ SIM.
143	1/11: As 3G shutdown known but why they blocked the mobiles that compatible with 4G. I don't understand. Do they have connections with telco and mobile manufacturer?
144	I can't even use my SIM for data! At this stage I have yet to confirm, but if I got a data-only sim for a device that's never expected to be able to call 000, would that be allowed? Absolutely nuts that we're being punished for daring to buy an import phone because the local market is crap.
145	I completely distrust the 3G network shutdown because I have been able to use VoLTE overseas without issues on my Sony phone. So I know it is absolutely 4G/5G compatible. I called up the company to check in advance too and they said my device would be fine after the shutdown even though I have been receiving messages saying that my device would be impacted. And now the Aldi(Telstra) network decides to shut down my service on my Sony mobile. I don't understand how this is meant to help with anything. Lots of people use Xiaomi, Sony mobile devices overseas. Does that mean they can all go screw themselves when they come to Australia cuz no Sim cards would be compatible for their devices? This is unbelievable.
146	It's just so stupid. I have a working device, unblock it.

147	I currently have not purchased a new phone. my current phone cost around \$300 and to replace it because i can't get another Xiaomi the closest to replace what i have would cost \$1000. I am saving for a house and don't want to spend the money on something that is not a necessity. After my phone was blocked i removed the sim and continued using my phone using wifi. I would say i'm worse off then before as now if i can't access free wifi i cant even sms if something goes wrong. If they left my phone unblocked in an emergency i could call 000, i could sms or send a text.
148	3g is not very secure to hacking, but this disconnection was miss handled.
149	It's a joke that we have compatible phones yet they can be blocked for no reason.
150	I don't understand why a device that was using 4G and has no dialing capability was blocked by a 3G shutdown.
151	I do not like the tone of the Optus warning texts becoming more and more threatening.
152	The lobby group rammed this through and all involved get to line their pockets.

14
30

153	This is creating ewaste and completely unacceptable. My Snapdragon 8+ Gen 2 phone with more power than an s23 Ultra is being blocked because of my telcos false belief that it won't work. My device has Band 28 and full VoLTE and VoWiFi.
154	Hopefully post-shutdown they improve 4g at my house, I'm not even regional and I get maximum 1 bar.
155	Thought I was prepared by enabling volte and having 4g compatibility, but then got screwed over via the IMEI block. I was this close to buying a new 5g phone that would have also not worked due to this block (the Xiaomi phones have almost all completely been blocked). Now I'm looking at new phones, and completely anxious about buying anything outside of Apple, Samsung or Google brands. So yes, the market has shrunk considerably. Also, I found it completely misleading that in all the news about the 3G cut-off, not a single word was spoken about *mobile data internet*. In fact, they specifically mentioned calls, messages and emergency calls so frequently I thought they were separate somehow. It was only when I lost access to my mobile internet on the day of the cutoff that I realised. I feel like in this day and age, access to the internet is the most important feature of your phone, so the fact that it was specifically not mentioned feels like they omitted mentioning it in the hopes of catching more people out after the cutoff. I've also noticed that apparently MFA messages still work, which was both a relief and an insult.
156	Neither the government or the telcos have provided an actual method for users to test emergency calling over VoLTE in real time without actually dialling 000 or 112, preventing them from independently confirming that their devices are fully 4G/VoLTE/emergency calling-compliant with all primary mobile networks. The different checking tools for customers from Telstra, Optus, Vodafone and the AMTA do not actually test devices' full 4G/VoLTE/emergency calling capability but are instead based on a whitelist of certain devices where those not on the list are arbitrarily blocked from individual networks.
157	If my phone can access emergency services through 4G VoLTE, then it clearly should be allowed. Didn't realise the government can ban whatever phone they choose just because.

158	Have not been given enough time to plan for blocking
159	gov favouring apple and samsung devices only
160	I now don't know which phones will work, and am concerned that international visitors can't call emergency services
161	It feels like they're taking a Monte Carlo approach and just randomly deciding who can and can't use their network so they make more money. When I called they couldn't explain why only one of the three identical phones from the same international retailer would be incompatible while the other two are fine, their solution was 'well if you buy a new phone through us you know we'll support it, we can't explain if/why phones from other retailers will be compatible'
162	Disappointing and poor communication from government and telcos regarding the blocking of 4g and 5g Volte compatible phones from their networks! Now I have to buy a new phone for no good reason which I only worked out when my phone was blocked on 29/10/24! My phone is a global model, circa late 2023 and is supposed to be compatible (according to specs) and now is blocked from use on the Optus network. I always buy my phones from overseas due to better value and better specifications but now it seems I am prevented from doing this due to the Telcos blocking their use. Very annoying!
163	I also raised the issue of e-waste in my letter to the Minister, and the impact on tourists/visitors to Australia
164	Poor handling all over, my phone does VoLTE and I was told that's what's needed only to find out they just block you anyway over some 000 bullshit, which I can still call anyway.
165	Who's paying for all this ewaste?
166	it just occurred to me how much this shutdown might harm tourists who have incompatible phones and aren't as familiar with the country/environment/language artificially restricting their ability to communicate (along with the rest of australia) is a terrible idea

15
31

167	I previously sent coles mobile screenshots showing my calls to 000 going back to 2023 shown as all on 4G/Volte, they denied those were "possible". currently waiting for a reply to my complaint before going to the TIO
168	It is absurd and unacceptable that one of the most advanced phones in the world, from a highly compliant manufacturer, and certified by many major authorities be blocked from use by regulators. Only in the banana republic, nanny state, almost can't make anything, oztrylya. Have never made a 000 call in my life. Probably all the ensuing expenses would kill me.
169	This is not a government problem. It's the telcos not implementing the determination correctly and checking if a user's handset works with emergency services.
170	Optus is playing funny buggers by blocking phone models sold by Telstra
171	I changed from Aldi (Telstra) to moose (Optus) because I was forced to listen to a warning before every call on Aldi. My phone showed 4g+ until Nov 1st 2024 when my service ceased completely. I fortunately had an old Samsung 9+ with dodgy battery which works for now!!!
172	it is the fact that nobody actually knows which models are whitelisted - even a phone purchased from JBHiFi in November 2024 was blocked.
173	Signal provided by 4g/5g is weaker than 3g as a truck driver who needs signal in rural areas it is scary seeing no signal.

174	As a rural Australian 9 times out of 10 coverage even with Telstra is only enough to get an SMS through, so emergency calling capabilities as the determination for blocking is not only irresponsible, it's down right dangerous! Optus is only okay in town itself, so is a huge downgrade to safety while travelling
175	By blocking phones they think MIGHT not be able to call emergency services, they have made certain that the devices are DEFINITELY unable to call ANYONE in an emergency type situation. We know that in a crisis people often revert to habitual or learned behaviour and thus may call a friend or family member rather than 000. The way the shutdown has been handled has caused unnecessary risk and potential harm to the public - conceivably even death.
176	I'm a naive consumer, and had to work hard to get useful information about how the 3G shut down would affect me. Unfortunately I didn't do that until after I'd bought a 5G phone to replace my perfectly workable if old 3G handset. I had no idea that my purchase would leave me with a useless peice of e-waste until a few days before the phone was blocked. Telstra is my 2nd sim provider because I travel to remote places where they are the only service, which makes it irrelevant that other providers "might" allow me to use the new phone.
177	The Umidigi F2 I have reverted to is unknown on the Optus checker. It works for VoLTE and appears supported although I fear that may change. The Poco X3Pro is supported by the Telstra network. This is non-sensical.
178	I should be able to continue to use my phone as an hotspot for 4G Internet data
179	I am not against the 3G shutdown. I oppose active blocking of my compatible phone because its IMEI is not white listed.
180	Communication around the shutdown for phones that are capable of 4G calling has been poor. Blanket blocking handsets on the basis that they had been bought overseas is immensely problematic. I would have expected that they should have released technical specifications about this from the government bodies rather than relying on telcos to arbitrarily enforce this.
181	The department and minister have full accountability for totally mismanaging this shutdown. Thank you very much for providing such detailed background info posted to Medium.com! A government rebate for owners of affected devices should be the most logical conclusion to this shitshow. But unless their a class action I'm not sure they will really care.

182	Conclusion first. I believe the direction on "4G-emergency-call capability" makes more sense if it is imposed on the handset manufacturers and their handsets shipped to and sold in Australia to make sure that anyone who purchased handsets in Australia has access to emergency services, rather than imposed on carriers to deny any service (except roaming) to overseas handsets. The current Telecommunications (Emergency Call Service) Determination is just impractical and careless. 1. Safety: Telcos' purpose was to, is to and should always be to provide more communication options rather than 000 service only. Denial of service to all handsets outside the IMEI whitelist shows that the negligent carriers have no efforts in identifying compatible devices and imposes instant danger to all existing blacklisted-handset holders. The safety issue caused by Optus outage last year can be prevented by allowing temporary access to other carriers or by other ways, rather than a compulsory 000 check and handset ban. It is hard to believe that the Michelle Rowland MP has sufficient, if any, knowledge of the technical solutions according to her reply to the senator, thus raising questions to her professional capability. 2. Fair Trading: Both consumers and manufacturers could suffer from this Determination. On the consumer side, people need to spend extra dollars for registered devices. People could generate more spending if Telcos decide to limit product life cycle by deleting existing registered devices from the IMEI whitelist, which is controlled by ACMA/AMTA and Telcos. On the manufacturer side, they need to pay more to ACMA/AMTA to ensure that ACMA/AMTA would test and add their handsets in the IMEI whitelist. Apparently the only beneficiaries are ACMA/AMTA and Telcos. The MP's direction does not promote safety and imposes more threats to the market in the future. I reckon the direction and the amendment should be recalled.
183	1) Shutdown is not a problem in itself but just poorly implemented, even if other countries were to shut down 3G today they wouldn't ban devices that had the potential to continue working. 2) I only use this phone on wifi, and with foreign SIM cards to receive 2FA SMS from overseas services - these partner with Optus which has now banned the TAC so I don't have the option to switch to another provider, I now have to swap the SIMs in my main phone if I want to receive SMSes to their numbers.
184	I require SMS for two factor authentication access to many services, including access to the Australian government sites. I am currently unable to login to the Services Australia government portal to access my various services, including critical support.
185	Useless telco technical support Tied to fog new Samsung 3 times without explaining once that a listed supported phone probably wouldn't work as they didn't sell it originally even though it had blue tick status in 2018. Just creating d Ewaste. Have a look how many dvla sponsored elderly safety alarms with backup sims haven't been updated, a damn nightmare getting that sorted. Had to check that after my own unexpected nonconnect issues
186	I called ALDI mobile and they told me to get a new SIM and they would set it up while I was on the phone to them. I did what they said and followed their instructions. They confirmed on the phone that my device would work perfectly fine and then I still got blocked 3/11. I bought a \$2 Telstra SIM and immediately had volte when I put it in my handset
187	From end user like me it is completely illogical. If I need to make emergency call I am now completely cut off. I can't call friends and a neighbor. I am a volunteer with emergency services- cut off.

188	I was very thorough in checking my devices technology and 4g compatibility prior to the shutdown. I had checked multiple times leading up to the shutdown as I kept receiving messages informing me that my device would not work. It was easy for me to disregard this message because I knew with absolute certainty that my device was compatible with 4g. I was not informed that Telco's would be deliberately blocking devices they deemed incompatible. I was not alerted to the possibility that I would need challenge my Telco about my device's compatibility as I assumed that the 4g network I've always had access to on my device would just continue to work. In other words, I assumed that the extent that the 3g shutdown would have on my device would be limited exclusively to it's 3g capabilities and wouldn't affect my device's existing ability to connect to the 4g network. If I had been explicitly told that my device will be blocked, instead of being told it won't work (which is information I can and did investigate myself) I would've paid more attention. Overall, the language used to communicate with me about this shutdown failed to express it's relevancy to me. It was as if the people designing these messages assumed people wouldn't investigate their own device's network capabilities to ensure that it would have the capacity to connect to a 4g or 5g network after the 3g shutdown. There was no consideration that people would have good justification for ignoring warnings about the shutdown or believing that their device would still work. There seemed to be no effort made to check how people were responding to their warnings, such as if they were responding at all. A simple phone call with a representative from the people responsible to go over the network shutdown and my device would've cleared everything up for me.
189	Can't afford to buy a phone at the moment. Will be without service for at least a month. I'm not sure how is 'safer' than being able to use my phone.
190	I contacted Telstra, they told me it was Huawei's responsibility to update the Firmware to allow 4G VOLTE calls on their network, I contacted Huawei, they said it was Telstra who would not provide details they need for the Firmware update.
191	My phone was working with 4G & VoLTE icon no issue before the "shutdown". They are blocking my SIM 4G service and leaving only 3G. I can see the option to go 3G or 4G in my settings, but I cannot choose 4G, it would only prompt "not available". I can only go 3G or auto.
192	Why is my compatible phone (specs) blocked if it is not for marketing purposes?
193	I support the 3G shutdown but do not understand why does foreign made phones with 4G and 5G capabilities got mixed into this.
194	The biggest problem is blocking phones just because telcos are unfamiliar with handsets and are too lazy to research actual capabilities. Tourists will be hurt.
195	Thank you for talking about this, atm you're one of the few sources I trust rn. Also, my uncle is on the CFA communication committee or something and works in IT and he didn't hear anything about this either. Might send him this form to fill out too
196	I've always lived in 3g/no service areas - the shutdown only benefits populated areas; telcos are for-profit, not for-customer.
197	My phone works perfectly with everything. Banning it and forcing me to replace it through their resellers is criminal.
198	an emergency test number should have been implemented to test handsets and provide a code to give to telcos to verify (that matches IMEI and phone number).
199	Even though phone is blocked, it works fine on wifi calling.
200	Consumers are not giving any opportunity to test their device after the 3G shut down. It looks like decision is one sided and just rely on a list of product name and model numbers. What if the list is wrong or based on misunderstanding or insufficient technical information? If a time window is given to consumers to test their phone after 3G shutdown then it will be more reasonable
201	Shutting down the 3G network is one thing. But blacklisting IMEIs was a surprise to me that shouldnt have happened.

202	Government makes changes, makes things worse. Story as old as time. Completely out of touch.
203	The least the telcos could have done was make their database/search tool public for people. I have reached out to multiple telcos and some say my phone should work and others say no. Nothing reliable
204	I have a dual sim phone with both a Telstra sim & Optus sim. Optus works fine (at this point) and Telstra sim has been blocked, allowing only VoWifi. I would have thought my phone either was or wasn't compliant. There is already enough E-waste without making more perfectly OK handsets redundant. The methods used to determine which handsets are compliant is highly suspect and those responsible should be exposed.
205	I have a phone that was sold to me by a large Australian retailer as a completely unlocked 5g phone, however it won't work on the cheaper telco resellers and when testing in store, works fine when a Telstra sim is inserted, but won't work on aldimobile or amaysim. Comparing plan costs, if I change to Telstra (for the 2 phones currently on the \$55 Aldi family plan), it will cost me an additional \$900 per year choosing Telstra's cheapest "Basic" plan at \$65 per month x 2. The 3498 SMS to check also comes back with the message that my "device will work as normal, so you don't have to do anything" BUT IT WON'T MAKE OR RECEIVE ACTUAL PHONE CALLS with my current provider!!!! I am now buying a \$500 phone directly from Amaysim so that I know it will work and switching to Amaysim. That's \$500 I wasn't planning on spending right now.
206	My phone worked great before the shutdown, and I did not have plans to upgrade it, so the decision to shut 3G and 2G down definitely came out of the blue and I was not planning to spend that much to buy a new one.
207	Complete clusterf*ck. Had to panic setup iPhone 6. All for nothing, as my phone works. But a lot of time has been wasted.
208	in my opinion atleast 2g should stay such as europe for older devices for senior citizens etc for calls
209	As a developer, this hinders innovation. I grew up in the US with vendor lock-in during the '00s, and this is precisely the same. Many steps back.
210	I understand it is an older phone, but this should not exclude it from being used. My phone has the required bands to enable it to work. Seems very odd to me to exclude phones that work. As mentioned in your video there could be a tourist needing to make an emergency call and can't do so as they are blocked from networks due to IMEI bans all the best on your campaign I have signed the change.org petition
211	Flaws in the 3G network regarding SS7 definitely needed be addressed but the heavy handed legislation has enabled the networks to block phones as they please. There's a perverse incentive on their end to block as many phones as they can to generate new phone purchases. At the same time they have no obligations to prove the blocked phones don't work. This also created massive fragmentation in device compatibility network to network. Consumers now have no guarantee any phone they purchase will work on any network.
212	WE HAVE BEEN LIED TO BY TELCOS AND THE GOVERNMENT, A TOTAL DISGRACE

213	Lets think about the tourists and people like me who have overseas sim cards on roaming. Me personally, my indian sim card lost connection due to the Australian telco shutting 3G down (Telestra Roaming). Now i cannot receive any verification codes.
214	I believe shutting down the network does not benefit anyone except the Telecom companies and the Government, in the way that secret firmware can be installed on only "approved" phones and the customers will have no say in the matter. Tourists and commercial staff (I am a business manager) who require secure phones with special encryption software, now cannot use them in Australia, making business from Australia very difficult and without redundancy in case email goes down.
215	Blocking international users (such as tourists and international students) or locals who use internationally bought mobile phones is one of the STUPIDEST decisions they've made throughout this debacle. Phones that have been proven to be 4G VoLTE capable shouldn't arbitrarily be blocked simply because Telco retailers don't sell them themselves. This is obviously such a profit motivated move instead of an actual beneficial change for everyone
216	This whole fiasco is a f**king disaster, like all other policies that's been rushed without proper consultation from educated parties.

19
35

217	What has not been highlighted enough, in my opinion is the fact that the ECS Determination does not allow for the carriers to block a service based upon IMEI (or TAC) number alone. The legislative instrument quite clearly states that "... The carriage service provider must identify whether the mobile phone of the end-user is configured to be able to access the emergency call service..." It is my belief that the wording there is practically impossible for the carriers to comply with (they would need to test everyone's handset individually) and there is no system in place to do such a thing presently. It is clear that the carriers are systematically breaching what the ECS determination requires of them. Presently there is no recourse for anyone who believes that their phone complies with ECS Determination (and also complies with the VoLTE requirements). I have sent 13 detailed emails to my provider (Amaysim) since I first tried to activate my SIM card on 4/11/24, and am yet to receive any response other than the generic 'pre- 28 Oct' ones - SMS this number etc and 'your query has been escalated' etc. (By way of analogy, I liken this situation to if you take your car for its annual Safety Inspection ("Pink Slip" in NSW) and the mechanic says to you "I had a car fail of the same make/model as your car, so yours fails too, and I am not going to bother to test it, and there is nothing you can do about it") I believe I fit into the criteria as outlined in Section 69 of the ECS Determination, and Amaysim have not done what that section requires, namely (and I summarise here): i) Notify the customer that their phone is not operating in accordance with the ECS Determination, ii) Provide that customer with information on how/where they can obtain a phone which does comply with the ECS Determination, and iii) supply that customer with a phone service for between 28 and 35 days ...and they have breached the 5 day deadline which requires the CSP to send a notification to an end-user within 5 business days of identifying a phone under section 68.
-----	--

218	I had just submitted this form yesterday saying that I was not blocked, confirmed by SMS as being supported, but tonight I got home and saw that around 8pm ACDT my phone was now blocked. The only notification I received was in my phone saying "Sim 1 not allowed" in the notification tray. Although I did note throughout the day that internet access on my device's data was oddly slow to respond at times, despite being full speed after half a minute of waiting for something to happen. I confirmed the speed with a speed test website as it struck me as bizarre and I was actively expecting to be blocked any day now. I had known for a while now that my phone doesn't support VoLTE because I have been on Vodafone's network since they shut their 3G down earlier. I had accepted not being able to make calls as I personally hate them, but losing data and SMS arbitrarily is pretty harsh.
219	I contacted Xiaomi and the correspondence indicated that an update is in the works. I got a system update come down on 28th October, the day that Telstra blocked the device (Xiaomi HyperOS version 1.0.10.0.THGMIXM). Xiaomi could only confirm that this update was not to provide emergency calling over 4G, but that an update for that was in the works. When my 12yo sons Xiaomi Redmi Note 8 Pro finally got nuked by Optus (around 5th or 6th of November), I put the Optus sim in my Note 12 Pro and it's been working for over a week. As mentioned, the *#06# code no longer works, so I wonder if it's failing to declare itself to the network now. I don't really know if that's possible. I also contacted ACMA and asked them what's the process to get a device that doesn't currently support 4G emergency calls off the blacklist once an update is applied that enables it and they provided a clueless canned response with a bunch of links and then handballed it to the Telcos, of which I'm not a direct customer since I use the cheapest plans I can find.
220	Although I am grateful the current government at least left this change open to the public, and would like to point out that the 3G network would have gone ahead without a peep under the previous government, the way it has been handled, and the complete peddling of Telco-centric information by fellow government liasons and the government itself displays a sheer lack of competence on the issue of technology in this country, and a complete disregard for the importance of separating Hardware, Software, and telecommunications markets.

20
36

221	Kills Open Source Projects like PostmarketOS
222	Telcos & ministries tried to muddy the water as much as possible. Some information provided by them was false & misleading.
223	This has been a disgrace, I am an engineer and if I have been screwed over, how many people who don't know the first thing about phones woke up one day to discover that nothing works It's monumentally stupid and incredibly dangerous to have flat out blocked people who almost certainly have no idea what is going on
224	It harms competition because some phones will work only with one carrier. Also it's confusing and the average person won't have any clue what's going on. VoLTE is a weird requirement - it's a software feature(?) and can't(?) be accurately autodetected by the carrier. They should allow devices to use the 4G network for SMS and data without requiring VoLTE. It stinks that you can't appeal an IMEI block (or have it automatically unblock) after changing settings or updating software to enable VoLTE! The whole thing seems arbitrary, capricious and unethical
225	I've spent hours on the phone to Optus trying to figure out what is going on. They never managed to explain it, 99% of my understanding has come from my own research. My perfectly functional 4y/o flagship has been turned into e-waste to force me to upgrade. I'm now carrying around the complete brick of a device Optus gave me for free just so I can access mobile data until I'm able to buy a new phone
226	I support aging alarms & am horrified to think of all the devices now disconnected!
227	4/5g has less range, Australia is vast and 2g was perfect for it

228	My ROG Phone 3 is not a grey market import (ie. the Tencent Global version) but the 5G Snapdragon version with VoLTE sold by Asus for the Oz market. I even remember seeing the 4G VoLTE connection showing on my phone through Boost/Telstra's network prior to early to mid 2023. But sometimes after it stopped. When Boost informed me of the 3G shutdown, only a couple of weeks beforehand(!), I naturally assumed my phone was fine. Only a few days before shutdown I received an email specifically naming my phone would be blocked. It was at this time that I looked for information on the shutdown, finding the videos on YouTube. Now knowing VoLTE was a requirement for connection to 000, I tried forcing it using the service number for Asus phones. I thought this would work, as I had seen the LTE connection marker on Telstra's network earlier as previously mentioned. But after multiple tries nothing changed. I then waited nervously for the two days to see if my phone dropped connection. And on the morning of the 28th nothing happened and I thought I'd be fine, then at 10am it did happen for real. I have now purchased a Lebara pre-paid SIM who use the Vodafone network hoping to get connected through them. The SIM activated just fine, no mention of incompatibility but my mobile number porting seems to be taking an excruciatingly long time. And that is where I sit today...
229	I have no problem with the 3G shutdown taking place but have a huge issue with the government's decision to apply a blanket ban to devices deemed incompatible and the way that such devices have been identified. My device is one of many Sony phones bought overseas that would work within Australia if only it was given the opportunity. I've used my phone in countries with no 3G service, including the US and Japan, and made an emergency call in the US while there on a 4G-only network. The call worked! My provider has been unhelpful and the TIO closed my complaint after failing to identify my concerns, and it was the TIO who informed me of the legislation that would result in my phone being restricted. I was asked by my network to contact my manufacturer for proof that my phone meets current requirements but they have now disregarded that information saying that Optus is handling the blacklisting of devices and not them as the MVNO. I think it's very unfair that many people are now having to buy new phones when they have devices that work just fine. Sony has provided me with confirmation via e-mail that my phone can do what it needs to do to be able to work in Australia, but I've been sent the laundry list of requirements for manufacturers to provide to carriers, which there is zero incentive for them to do if they have no market presence in Australia. Sony is one of these manufacturers.

21
37

230	I have a very weird situation where I can call and receive messages through VoWiFi when connected to Wifi, but I cannot connect to the mobile network (which defeats the whole point of a mobile phone...)
231	A complete shit show
232	The way that Australia is doing the 3G shutdown is very bad. Places like Singapore and Taiwan have done 3G shutdowns with less disruption
233	It's just a money grab by the telcos to recoup their investment on the 5g. Network
234	Its ridiculous and indicative of an out of touch government with the best interests of telcos in mind
235	My device is Xiaomi 13 Ultra International version. It ahs 4te and I am able to make emergency calls without SIM card. Moreover, I have a Amaysim card which on texting to 3498 says my device is compatible. But, Boost/Telstra says its not.
236	Shutting off 3G is one thing, but blocking compatible phones is ridiculous.

237	The fact that I have Aus tick 5G phone that was only released ~12mths ago and it currently does not have any voice service (despite the fact that I spoke to nokia and they confirmed it would be fine post 3G shutdown - it works on Voda & Optus but not the telstra network).....and that the original messaging was that my "old" Nokia 5.3 would not work so I bought a new phone (surprise my 5.3 still works as Nokia chat confirmed it would). And that I have to initiate a follow up with my telco some ~3 weeks post some 3G and still don't have voice (despite 2 support tickets prior to shutdown) is total BS
238	Massive amount of ewaste
239	25/11: This whole thing is completely unnecessary for now. Maybe in the future, but not now.
240	If I had known that my device won't work and will be blocked within a year of purchase at the time of purchase I won't have purchased it. This is making a premium phone not fit for it's originally purpose. It's not like I got a second hand phone or an out dated phone.
241	All 3G phones should have been banned from the day the law was brought in, 3G phones are still available to buy,Why?, so the telcos can make more money selling another phone, if you banned them from today there would still be thousands of 3G phones on sale, there should also be 4G Coverage guaranteed not unknown.
242	We must be compensated - not only for rendering working equipment banned, but also for time researching and reconfiguring and resulting stress from the short notice. If this was meant to affect the few to benefit the many then the few affected must be handsomely compensated.
243	Telstra/Optus and Vodafone all need to be sanctioned for failing to better plan for this situation/shutdown. Furthermore, Telstra should be made to allow all devices that use the open source/universal IMS registration protocol to access the Telstra network, as Optus and Vodafone do. As mentioned, I will be shifting over to an Optus MVNO in future as a protest response to Telstras' policy stance on this matter.
244	I thank you for your great work in showing the ineptitude of our legislators and the damage likely following the 3G closure. To be reasonably sure I won't be affected I was forced to purchase a second hand 2023 Samsung phone however when I tried to get confirmation via Belong that it was OK for use after 3G closure, the message came back to try again in a couple of days. The test was still only recognising my original Galaxy S8 even though sim was in the updated phone. That's handy huh! So I don't know where I stand and will be extremely angry should both phones be blocked. Thank you for your work in this matter.
245	The official communication from my provider (via recorded message, I don't actually recall any SMS/emails) up until the 25th was that my handset would continue to function, albeit with the unknown around if emergency calling would work. I had actually decided that I would be replacing the handset as a result, but I'm astounded that the official communication changed to "your handset will not function whatsoever" with effectively half a business day's notice.

22
38

246	I would love to help argue the injustice here I've given my phone to JB Hi-Fi who have agreed to try and RMA the phone but honestly, it was a great phone, the battery would last 2-3 day's or up to a week if I wasn't using it (6Ah Li-Po ftw)! It was fast, 512GB storage and 12GB Ram, some 'slight' burn in on the notification and menu bar, faster than VDSL 4G. A like for like replacement is going to cost more than I paid for it, especially since I can no longer trust Asus to support whatever Testra decides to do in the future (What will 5G bring). But I whole heartily believe Testra and the ACMA should be held responsible, not JB/Asus.
-----	---

247	I am an international student, my phone that I brought from overseas is a big part of my daily life here. From using my phone as my public transport pass (PTV), main means of purchase (google wallet). Thankfully I brought with me my old phone, however, if it weren't for my old phone, I would essentially be barred from doing basic everyday activities. I also would like to highlight that this decision affects devices with perfectly capable 4G VoLTE capabilities or better are barred from accessing the network simply because they were purchased overseas. This places traveler and international students in potentially vulnerable situations where we are barred access to emergency services. At the very least allow us to manually register our device or prove that our devices have the capabilities required to access the network
248	Thanks for providing this opportunity to respond as it a crucial issue for Australians.
249	I have many devices down, like my dog's gps tracker is locked now because my dog won't be able to do proper 000 probably, who knows why...
250	Please let me know my options in getting compenstated. Or let me know if I'm in the wrong and the Poco f3 is not supported. Educate me I wish to know?
251	I hope i can use my mobile a couple of years more
252	While I support the blocking of non-compliant E000 VoLTE devices from service in principle, there should be a process with each telco to validate the compatibility of your "incompatible device" so that they can exclude it from the artificial blocking. That would satisfy the legislation requirements about confirming "their belief" that a device is compatible while also verifying the word and technical understanding of the customer. Even if a statutory declaration were required, this would at least provide a path to operability. I confirmed with Telstra technical support (30/10/2024) that there is no such process or escalation channel by which one can exclude their device from the 3G shutdown blocking.
253	It's been handled so badly. I consider myself fairly tech-savvy, but the amount of arcane wireless cruft I've had to dig through to find out about this stuff just to see if my phone would continue working is insane.
254	That the general public is expected to wade through all this deep wireless technical lore to determine *accurately* if their devices are supported is insane. The model database method employed by the telcos is obviously biased towards them not supporting it if they are even slightly in doubt, meaning a vast swathe of handsets are now e-waste.
255	This entire thing has been handled extremely badly and is completely unnecessary. People should be allowed to make their own decisions. If they had not blocked my phone i would still be able to call 000, send sms and texts, instead i'm relying on free wifi. I have friends and family who were affected and had to spend money they did not have, going into credit card debt or long overpriced plans in order to replace their phones. The government has blocked entire brands including xiaomi regardless of their capabilities. JB hi fi was even selling xiaomi phones two weeks prior to the phones being blocked but then had to pull them due the brand block. I think consumer choice has been limited again and now there are less affordable options then ever.
256	It was by chance that when my Sony 1ii was blocked on 29 Oct, this one was not yet blocked when I swapped the Australian SIM card, however this one also became blocked on 1 Nov.
257	It should not be allowed for the telcos to block handsets because it is in their interest that customers but new phones. There is an obvious conflict of interest and it is making my 2023 flagship grade phone obsolete so that I'm forced to buy a new expensive phone from the telcos or retailers. This is anti-consumer behaviour and creates e-waste, completely unacceptable.
258	What the government and telcos have done is completely unacceptable and despicable. Thank you for putting this together.

259	My device works with Vodafone so I switched. Doesn't work on Telstra
260	if there is any legal action please contact me I would like to be a part of it.
261	I have 5 phones in my family which are now all bricked by the shutdown. All are less than 1 year old
262	Had 2 seperate telstra employees tell me my device would be fine and to ignore the "your device will be blocked" messages, only for it to be blocked anyway.
263	I appreciate you being our voice because this is unfair and dangerous. By their logic my phone was shut down because I *might* not be able to use it in an emergency, but all blocking it does is ensure that I definitely can't! Even if my device was incompatible (it isn't) I would've been able to contact someone who could call emergency services on my behalf. Now I can't leave the house unless someone else is home because I live in the country and I'm not willing to risk my life (our neighbours are too far away to hear me scream and there is a genuine risk since we have a lot of snakes around and I'm severely allergic to wasps and bees). And all because I chose the wrong box when our 3 identical phones arrived in the post and they decided my specific phone (not the model) was a problem
264	There will be a major impact to people visiting Australia using mobile phones from their home country.
265	My phone is a moto g54 5G which Aldi/Telstra appears to support at the moment. Optus sells the same model. However the phone was bought in the UK and the specification is different to the Optus offering in that it has a 256GB ROM, so I would not be surprised if an Australian network were to block it at some point to "encourage" people to purchase a new phone...once they've added the IMEI level of identification to their filters.
266	After a lot of research i thought my phone was LTE capable, but it was either turned off or not capable in australia (aka designed for asian networks or something). I eventually found the dialer code to turn it on and did so, it says LTE is now enabled in settings, but the LTE symbol never showed during calls. So i just waited till they turned 3g off to see if it would work. But now they have gone ahead and completely disabled my sim being used in my phone with the dumb new law, which is a big fat mess and a joke to do out of nowhere right before they disable it, i can't even get texts.
267	This is just another infrastructure mismanagement saga the cost of which is being born by the tax payer.
268	Currently having to pay for 2 services to continue using my capable device, and using another device for the area coverage I need is an unsustainable financial burden, and a huge inconvenience. Phones these days are for ALOT more then just phone calls! With no access to the NBN the internet provided through my mobile is my only internet, and my only access to the outside world! Can I do without phone calls... Yes! Internet and SMS. Not even a little!

269	I had been assured by my telco that, because I had made certain my device was working on VoLTE, I could ignore the warning messages (including the most recent ones about potentially being blocked) - and that I would not be blocked. (I have the chat transcripts) I flew to Melbourne on Wed 30th and when I arrived and turned off flight mode, discovered I had been blocked. I have a dual SIM phone - SIM1 is Dodo (Optus) and SIM2 is Aldi (Telstra). Neither were working, however I discovered later that on this phone if SIM1 is not allowed, neither one will work. If not for free airport WiFi I would have been stranded trying to negotiate pickup with my friend - which was extremely difficult and I almost had to get another friend to help or borrow a phone. Meanwhile I also started a support chat with Dodo who were unhelpful and said there must be a problem with my phone. On Thursday I found more information online about this (Aldi have a good webpage but Dodo appear to be clueless about the issue). I discovered the Telstra wholesale page with IMEI checker that tells me my phone is not blocked and then tried swapping SIM cards to find that my phone works with the Aldi one. However I couldn't trust that Telstra would not block my phone too, and really needed my primary service (the Aldi is a cheap prepaid with no data, only for receiving calls). Hence I was forced to buy a new phone that I really cannot afford right now. This has caused me great stress and inconvenience, and I will be seeking compensation. I would be supportive of legal action against the telcos and ACMA.
270	Thanks for collecting this information. I hope the ACCC are able to hold the telcos to account.
271	Phones that don't support emergency calling should just get an SMS on 1st of each month and advise them to use the Emergency Plus app or similar.
272	Just another example of nanny state, feels nasty to be told that "continuing to use this phone is unsafe" when they know nothing about me i.e. that I have another phone I could use anyway
273	Many country areas are still sketchy so to ditch 3g fall back for calls is just poor.
274	I've seen some very strange behaviour with my phone's dual SIM's. Currently with only the Optus SIM in the second slot everything is working again, whereas only data was working immediately after the shutdown. If I put my Telstra Wholesale SIM back in neither SIM will connect to a network. This shows that the blocking methods being used are completely unreliable. My phone's specifications clearly state VoLTE is supported on both SIM slots. I contacted Xiaomi via X and they advised that it does use 3G for Emergency calls. They said to create a support ticket through the phone's Feedback option, which I have done.

275	I don't understand why they did this during a cost of living crisis. I saved for years for this ASUS ROG3, bought outright at a reputable shop (JB HiFi in Australia) in late 2021 (barely 3 years ago), it works perfectly on 4G and 5G, and now all of a sudden it is completely unusable for reasons I don't fully understand as it can access 4G. I can't afford a new phone and my provider, Aussie Broadband, says there is nothing they can do to help. I will just be without any phone at all until I can afford a new one, probably at least a few months to half a year of saving on trainee wages. I don't understand how not having a phone at all is safer. I just hope I don't get stuck in an emergency situation, as not only will I not be able to call 000, but I will not be able to call anyone.
276	Thank you for your action on this ridiculous issue.
277	I have the feeling that consumer rights had been deprived in this decision process
278	This fiasco is just another example of politicians being the stooges of business rather than advocates of the people.
279	There was no specific communication at any point by the telcos and regulators that perfectly capable phones would be blocked because they haven't confirmed their capabilities and white listed them. At the very least their should have been a process developed that could be followed to get your phone white listed
280	I bought my new Sony Xperia from Catch in September just for the 3g shutdown. it supports 4G VoLte out of the box. My provider didn't tell me that it needs to also support E000 calls. Got blocked recently, I'm now completely speechless.
281	My device theoretically should work. But Belong currently has it disabled. Despite this being a big financial issue for me, the fact that medical and security devices, among others, also are affected, makes this government decision absolutely careless. Utterly ridiculous. What harm is there to leaving the network operating for another few years at least. why create more e-waste simply for the sake of it. It reeks like greed and incompetence to me.
282	Thank you for writing the article. It helped me process and move past this frustrating time.
283	I filled this out on behalf of my son who purchased this phone with his birthday money 3 years ago and has no income. The phone should have lasted him at least another 2 years IMO.
284	Never gotten any straight answers from anyone. Ministry is pointing tethering to telcos and vice versa. I have another Xiaomi phone with Telstra that was also blocked. Will send separate survey.
285	I am very unhappy with the situation I now find myself in, I used to purchase most of my device internationally just so i could avoid network blocking fuck arounds and carrier based application telemetry.
286	Disability pensioner who can't afford a new phone.

287	I remember during the 2019/2020 bushfires other people with costly phone contracts received an SMS Emergency Alert (+61 444 444 444), however I never received this Emergency Alert message on this device despite being in the area targeting by the Emergency Alert message. At the time I did not understand I needed a SIM and active phone number to receive a mobile SMS Emergency Alert (emergency alerts work different in other countries) and believed it was likely because it was a Windows Phone device, possibly because I imported it, but didn't know for sure. Only now do I understand why I didn't get the Emergency Alert and that if I cancel my SIM and go back to using WiFi app calling like before I will be excluded from Emergency Alerts and other things like MyGov SMS-only 2FA. I also only now understand that the Triple Zero PSAP will only know my call location accurately when my phone supports AML and has an active phone number and I'm not camped on a different carrier's cell tower as the AML SMS will only work on my carrier's network with an active SIM (possibly with credit?). In addition I falsely believed this 2013 4G phone and my 2021 5G Sony Xperia 1 III (if I didn't update it) would still be able to send and receive SMS after the 3G shutdown. However it is only now after spending about about 100 hours researching it and finally inspecting the raw LTE frames in Wireshark that I now believe my devices would not have been able to send or receive SMS after the 3G shutdown because they would have required SMS over IMS so instead relied on 3G fallback to Short Message Service Center (SMSC) which has been turned off. (I will note I do not use GCS and don't have it enabled) This SMSC / SMS over IMS compatibility issue is something I have never seen discussed prior to or after the 3G shutdown. The messaging I received about my other phone being unable to make standard or emergency voice calls but still be able to use SMS and data are seemingly incorrect. I can only assume this oversight stems from the fundamental misunderstanding that no other countries have fully shutdown legacy systems which includes the USA. The USA still has a lot of active legacy coverage, I can only assume this legacy network is used (or maybe GCS?) to deliver the "...Due to network technology compatibility, traditional voice calls will not work..." SMS to roaming customers and is why Australian carriers are unable to deliver the same message to travelers and instead are just blocking devices without any messaging. No clue how the Telcos know how many people have 4G or 5G devices that are affected, but are using them with WiFi only and how they intended to notify them? I can't find any evidence this was ever considered. (although this demographic is likely mostly poor people, a group that doesn't have the capacity to complain much, particularly not in court) It is my opinion that Australian telecommunication infrastructure is not fit for purpose without legacy fallback like 3G (or 2G if they planned better) as large numbers of Australian residents and foreign tourists and business people have been excluded unless they own a very modern device (after 2022 for VoLTE roaming support) or have purchased it directly from an Australian Telco with their service after 2019. It is impossible for Telcos to accurately verify if a device supports VoLTE in it's current configuration and if it is updated or not and their current blanket TAC blocks are an inadequate last minute desperate attempt to at least block most, but far from all affected devices at the cost of many non-affected devices. It is also my opinion that if the plan presented to the government back in 2019 accurately represented the true extent of this shutdown and the consequences they would have forbidden it and mandated 3G remain active until 2030 like other countries. I think it's also about time we start discussing making mobile service an essential service, today having a landline phone (which is considered an essential service) is an optional luxury, having a mobile phone is pretty much mandatory if you want to participate in modern society unless you're willing to put up with major inconveniences.
288	just hope the harmful impact to other people like me affected so negatively by the forced changes is minimized more.

289	This submission is for a "Telstra Smart Modem Gen 3" with "4G Voice Backup" or for "4G Fixed Wireless", a device I would have thought would be 100% fully supported beyond any doubt however everything I could find implies it is not supported and is intentionally excluded from the requirements of the legislation for 4G VoLTE emergency calling support. - The device contains the embedded modem module "Quectel EG12", the exact variant is unclear without destructively opening the device, possibly a "EG12-EA" or some secret non-public variant? - The EG12 does not appear on Telstra's official list of "Telstra IoT/M2M Certified Embedded Modules and Integrated Devices" dated 22nd August 2024 neither for data or voice. This is despite other Quectel devices for data and voice calling being listed as supported. - The ATMA IMEI checker returns "CHECK. Please contact your service provider or handset vendor, as your device may not be fully supported when 3G closes." - The Telstra TAC checker returns "While this device is not blocked, based on the number you entered 86215305 it is something other than a mobile phone, so we can't confirm the compatibility of the device using this checker tool...." If Telstra didn't include their own 4G calling devices in their own list of compatible devices this implies to me the compatibility of this device was likely overlooked during the planning of the 3G shutdown - Quectel's latest official datasheet V1.1 for the EG12 says carrier approvals are "TBD" - Quectel's latest official product brochure v8.2 lists the EG12 and does NOT include certification for Telstra. Telstra is only mentioned for the EG18 on the same page - This product brochure lists variant "-EA" for "EMEA/ Australia/ Brazil" however the variant in my device does not appear to be this variant - Quectel's documentation states the EG12 supports the European eCall functionality, however this is not the same as E000 support on Telstra's network but I can see even a well informed engineer easily confusing those two technologies and thinking they are compatible - It is unclear if the device supports AML on the Telstra network or if the ESAP is solely reliant on the registered address for the CLI. Those devices are regularly resold on eBay so I can imagine a situation where the registered address of the previous owner is left in the system - There is nothing to indicate the device can do a 4G E000 camp-on call through another carrier if Telstra is experiencing a network outage, nothing indicates support for Vodafone/Optus/TPG. If anything it appears to lack some of the bands used by other carriers - This device is branded as having "4G Voice Backup" but also as a "4G Fixed Wireless" device which means the customer relies on 4G E000 to work correctly 100% of the time rather than just when the fixed ADSL, HFC, fiber line fails - It is unclear what the fail over time is, I did have a Gen 2 of this modem previously and I remember the data component took several minutes to fail over to 4G, unclear if there was a serious event that simultaneously disconnected the fixed WAN or DSL connections and posed an imminent danger to life how many minutes it would take before Triple Zero calls would fail over to 4G (I can imagine someone trying once or twice then giving up) or if they would be connected at all - My understanding is this class of device, "fixed broadband gateway means a device that connects an in-premises broadband modem using a SIM as a backup to fixed broadband supply or a fixed wireless access point" is exempt from the emergency services determination as defined in part 4 section 62 Interpretation, this device is explicitly excluded from the definition of a "mobile phone" which is the only device class that applies in later sections related to devices being configured correctly to access the emergency call service on their carrier network and the networks of other carriers. - This also affects the "Telstra Smart Modem Gen 2" with 4G Voice Backup or for 4G Fixed Wireless, however this device appears to have a "Quectel EG06-AUTL", which does appear on Telstra's list of supported embedded modules but I could not confirm support for camp-on calling on other carriers. This Gen 2 modem is also manufactured by 2 different companies, Technicolor and Arcadyan, presumably with two different firmware branches. This older device also predates the 2019 decision to turn off 3G along with predating some of the discoveries of incompatibility between carrier networks with mobile phones, it is unclear if this device is affected or if its compatibility was ever investigated or if it requires critical undisclosed firmware updates to support 4G VoLTE emergency calling correctly.
-----	---

290	I want this insane blocking of completely capable phones by Telcos (Carriers) to be removed with mobile device testing and where necessary device setup and implementation undertaken as standard part of Provisioning. This might encourage players like Telstra with their unusual implementation of VoLTE to utilise a more standardised approach.
291	This is not a dictatorship, the government should not be blocking 4g and 5g devices. So much money and energy has been wasted over this. If I can call on 4g I can call for help. It makes no difference. There was no need to block my phone.
292	I'm astonished how poorly the 3G shutdown and blocking of devices has been handled, and that you're pretty much the only one fighting it. Even though I'm lucky so far that I apparently still get 3G service I expect that luck to run out at some point.
293	I feel that the government has been hoodwinked into complying with Telcos wishes, which only serve their commercial interests and not the public good. The decision to block devices incompatible with VoLTE emergency calling was well-intentioned but ultimately benefited Telcos and disadvantaged consumers. The subsequent behaviour of my Telco suggests they viewed it as a huge opportunity to make a profit. If they can get away with blocking devices they didn't sell, that spells the end of Bring Your Own Device, and then competition is greatly diminished because changing carriers would generally mean purchasing a new handset too. I think the decision to shut down 3G is purely commercial, but the regulation to block "incompatible" devices was a gift to Telcos. There are lots of people who, for socioeconomic reasons, do not have any other electronic communication device, and are in precarious and unsafe circumstances without one.
294	Situation is completely fucked. Replaced loads of 3G dialers with those Australian approved 4G dialers but only now we're finding out they're failing when people try to use them because of this firmware problem with Telstra. The more expensive dialers now have new Telstra updates but those ones don't.
295	The government has taken away choice and opportunity from the consumer and forcing additional expense to the consumer. When I approached my local MP (Simon Birmingham) I was told I'm wasting my time, they didn't even pretend to take any notes. They said he is retiring and even if they took notes down it would go nowhere. The law has been passed with no direction to the telcos resulting in each Telco making up their own methods for determination of device compatibility. At a minimum the telcos should be forced to all use and support the same device list. A devices ability to call 000 is agnostic of the Telco as is proven by calling 000 without a SIM even being inserted. At least provide consumers a way to have devices added to the compatible list instead of telcos and the government just dismissing the consumer.
296	ACMA is culpable putting the Wolves in charge of the hen house. Even the Telstra outlets have confirmed compliance but are unable to act to correct injustice. TIO have washed their hands claiming 2.7 of the T&Cs. Xiaomi hoping the issue will go away. Minister has faith in Telcos to do the right thing.
297	27/11: This seems like a ploy to push people to procure devices through Australian brick and mortar stores and telcos. This is anti competitive and harms pensioners and people that are unable to afford this kind of outlay. I purchase my phone just over 12months ago and it's bricked. Not to mention coming home from overseas and not being able to communicate with anyone or move funds around with online banking
298	pretty much unnecessary forced change, resources and thoughts could've been used so much better on actual problems.

299	Phone is tested and working fine on Telstra and Vodafone but Optus are blocking it. Phone reports Limited Service when using an Optus SIM. Phone supports 4G, VoLTE, B28 and 000 calls over 4G. There is no reason for Optus to block this, especially when the other Telcos are not blocking this model. It is a Telstra product and they have deemed it suitable as they are not blocking it. I use this one primarily for long distance road trips as it has an external antenna port I can connect to my vehicle. This gives me considerably better coverage. There are very few devices available with external antenna support, Only Telstra Blue Tick devices have this. I would like Optus to unblock this model
300	My phone was configured and confirmed to be working with VoLTE for both normal calls and emergency calls and I let Optus know this on 05/11/2024 using the same phone they were telling me was supposed to have stopped working back on 28th October. They advised me that my phone will still be blocked arbitrarily because my phone was technically an international purchased phones and verbally advised that all international phones would be blocked by all Telcos. They refused to put this in writing for me and when I tried to lodge a complaint they referred me to another Optus number to call where I spoke with a representative who took my call then put me on hold for over an hour until their office closed.
301	Approach taken by Telcos -Telstra and Optus in Particular - is because Comms Minister is weak and takes advice from Telcos and ACMA rules are sloppily worded and Possibly they are naive as well. Telcos using this as an anticompetitive reason to force people to buy phones from them at inflated prices + limiting choice of phones.
302	It shouldn't be required to have a phone that can call emergency services. Even if the phone can't surely we could just have another 000 number like a 1800. We can also install free apps that force 4g calls. There was no need to block our phones. We need to sue the government
303	Poor selection of handsets provided by the telco is also not acceptable
304	I purchased a refurbished Galaxy S10 as I do not like the omission of headphone jacks and SD card slots from modern devices. I did purchase in 2023 with the belief that I could continue to enjoy a modern Android experience through custom ROMs like LineageOS which are well supported and did not anticipate the existential threat of no more 3G coming in just one year. Amazingly, my device has not yet lost connectivity which I can only attribute to being in a regional area and the network equipment not being shut down. I really must get on to working out if I can apply the Samsung IMS hack to get VoLTE service going soon!
305	High tourist impact, I have a less than 12 month handset and have not been able to use it to travel even though I have used it in numerous other countries. Provides significant risk when travelling around Australia, especially in remote areas.No communications in advance and has caused significant concern/confusion as to whether something has gone wrong with the device. I have been in touch with 2x international Telco and the phone provider with none being aware of this issue. A tourist would not expect to have to purchase a handset for Australia and would be significantly out of pocket/left with a poor impression of the country.
306	Badly thought through plan and policy

28
44

307	This has been a complete dog's breakfast. The IMEI checker & the text to 3498 both confirm my device is compatible, it's on Vodafone's supported devices list, but I still got messages saying I needed to update (Samsung support for this model has expired) or upgrade my handset. Vodafone shut their 3G network last year & my phone has worked fine, so I had ignored all their msgs until Nov this year when they advised my device could be disconnected! Further investigation indicated my device should have ALREADY been blocked by then if it was incompatible. Two separate calls to their customer service confirmed my device was fine, but the disconnection threat kept coming until I lodged a formal complaint with them. The first response to my complaint was the same ambiguous messaging as their generic tests. The second eventually confirmed my device is compatible and the text messages have now stopped.
308	The idea of turning off 3G isn't bad given it's aging infrastructure and an attempt to bring in new technology. Australia isn't known for being cutting edge with anything, so why is this different. The NBN was another telecommunications disaster. Consumers should just be informed that their device is at risk and then they can decide how they manage their own devices. As a consumer I purchased a device and was able to prove it's ability to call 000 yet no was told by my telco that it does not work. The Telstra wholesale tool indicated the device works (https://www.telstrawholesale.com.au/3G-Network-Closure-Blocked-Devices-Checker.html). However the AMTA tool (https://amta.org.au/3g-closure-old/check-my-device/) indicates it does not. Below is the resource from the AMTA regarding the tool "The whitelisting of devices is a matter for each of the mobile network operators and AMTA does not influence their processes. The AMTA "Check My Device" tool is informed by whitelists we receive from the three mobile operators periodically. The "Check My Device" tool provides an 'OK' response if the device is on all three operator whitelists, or a 'Check with your provider' response if on two or less." This means that even the tools provided to consumers do not give accurate information. And because the only way to check a device is using the IMEI it is impossible for a consumer to check a device prior to purchase.
309	I am no expert in this area but maybe the government could focus on upgrading emergency services to address 4G VoLTE local and international grey market phone compatibility issues. Perhaps a possible solution would be something like forwarding or redirecting incoming 000 calls to a backup local service number so it doesn't matter what 4G VoLTE device is used to contact emergency services as long as the phone has reception. While this is happening the government could temporarily bring back the 2G/3G network so that majority of phones will work again and not end up as e-waste.

29
45

310	The phasing out of the 3G network will someday be necessary. However, the rushed approach and the knee-jerk response of the Government when realising their mistake regarding emergency calls has been atrocious. The 3G switch-off should have been delayed for a few years to give consumers the opportunity to prepare to change devices if necessary, and to allow telcos to conduct thorough testing into which devices are and aren't compatible, rather than forcing them to make quick decisions or risk fines.
311	My phone works with optus, but is banned from telstra and vodafone because they didn't sell the phone directly. There should be a way for users to opt out of the block if they accept a liability waiver, or even better, offer a service that you can call which will detect if emergency calls are working over lte. If the call goes through, the device should be unblocked. But of course there's no profit in allowing phones from other telcos to work on their network, so they're fucking us around like usual.
312	The 3498 response from Telstra does not give me confidence that my obscure device will not be blocked at some point in the future. "Thanks for using our Telstra 3G checker. Good news - your device will work as normal after the 3G closure from 28 October 2024, so you don't have to do anything."
313	The shutdown was completely unnecessary. My father who lives in regional NSW has no service now. He is 86 years old and is now completely isolated. He has to drive 10Kms to get flakey 4G service. Also, through no fault of my own my business has suffered as my phone got blocked and I'm out of pocket for hundreds of dollars now having to buy a another phone. This is absolutely ridiculous.

