

# 3G NETWORK SHUTDOWN FACTSHEET



## AUSTRALIAN TELCOS ARE TURNING OFF 3G

Australian telecommunication companies are closing their 3G network services to increase the capacity and speed of 4G and 5G networks. This means some devices that can only connect to 3G will no longer be able to make or receive calls, texts, or access the internet.

Closing dates:

- **Vodafone** - 15 December 2023
- **Telstra** - 30 June 2024
- **Optus** - September 2024

## HOW TO CHECK IF YOUR MOBILE DEVICE WILL BE AFFECTED

The shutdown of 3G networks will occur nationwide. After the shutdown, 3G-only devices will no longer work.

To access mobile networks after the shutdown, your device must support 4G or 5G, and VoLTE (Voice over LTE/HD calling/4G voice).

There are a few ways to check whether your device supports 3G, 4G, or 5G networks.

- Contact the device manufacturer
- Search your phone model online using the device name and search terms “3G”, “4G LTE”, “VoLTE”, or “5G”.
- Check your device settings.
  - For Android devices, go to Settings > About phone > Status > Sim card status
  - For iOS devices, go to Settings > General > About
- Check your phone’s network indicators on the status bar at the top of the screen. It should display “3G”, “4G”, “5G”, “VoLTE” or “LTE”.

## HOW TO PREPARE YOUR DEVICE FOR THE 3G SHUTDOWN

Some 4G compatible devices may have trouble connecting to the network after the shut down if VoLTE is not enabled. There are a few steps you can take to ensure you stay connected.

- Check that your devices are updated.
  - For Android devices, go to Settings > Software update.
  - For iOS devices, go to Settings > General > Software update
- Check that you have enabled VoLTE on your mobile device.
  - For Android devices, go to Settings > Connections > Mobile networks > Network Mode
  - For iOS devices, if you have an iPhone 6 or later, VoLTE should be automatically enabled. To manually enable, go to the Settings > Mobile > Mobile Data options > Voice and Data

## HOW TO CHOOSE A NEW DEVICE

There are many devices that are compatible with 4G and 5G networks and the device you select should meet your needs. Most importantly, to connect to the network, the device **must support 4G or 5G and VoLTE.**

You can browse suitable phones and devices on the Accessible Telecoms website to find one that supports your needs.



### CONTACT US FOR HELP

The team at Accessible Telecoms are ready to answer your questions and help you stay connected.



1800 442 300



[www.accessibletelecoms.org.au](http://www.accessibletelecoms.org.au)



You can also contact your mobile service provider or device manufacturer for help.

- **Telstra** - Telstra customers can SMS '3' to 3498 to receive confirmation their device will have full functionality after the 3G shutdown. For general support, call 13 22 00 or visit your nearest Telstra store
- **Optus** - call 133 937 for general support
- **Vodafone** - 1300 650 410 for general support