



2025 Communications February Report

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3G Network Shutdown

3G network shutdown: report your Telstra issues!

Call the Telstra 3G hotline NOW!! 1800 990 853 between 8am - 7pm Monday to Friday AEDT.

The 3G network shutdown and associated issues have been at the forefront of members' frustrations. Areas that previously had coverage now have none, areas that have coverage are experiencing call drop out and poor connectivity. It certainly is not the 'equivalent or better coverage' as promised by the telcos for some rural and remote consumers.

The Minister for Communications is very aware of the issues that consumers are facing and in December convened a roundtable with the telecommunications industry, regulators and consumers advocates to reflect on Australia's 3G switch off.

Telstra have launched a 3G Helpline to further support customers who need more help with the transition and will work with customers **1:1** to troubleshoot their issues. Each situation can be very different. Telstra encourage anyone who has noticed a change in their experience to contact their 3G helpline.

For some customers the resolution is quite straight forward with device settings updates, updating to a blue tick device or installing a go repeater (albeit at the customer's expense). For others it is not as

straight forward and requires escalation to colleagues to better understand what the network experience is in that specific location.

It is really important that customers **call the hotline**. It is a hotline specifically to help with 3G related issues and staffed by a team of agents with deep knowledge on the transition to help troubleshoot why your mobile experience may have change troubleshoot.

“Telstra don’t know what they don’t know”

Too afraid to call? Lost too much time in the past waiting on hold, explaining your issues multiple times as you get passed between sectors?

Calls to this helpline forms the data set used to measure the number of 3G issues/complaints Telstra report. If you don’t call it is perceived that there are minimal issues.

Have you called the hotline? How was your experience? Contact ICPA (Aust) with your feedback on the helpline. It is valuable information that we can report back on your behalf.

Webform support

If you prefer customers can complete a dedicated 3G webform to lodge their issues online:

[3G customer support - Telstra](https://www.telstra.com.au/forms/3g-customer-support) - **<https://www.telstra.com.au/forms/3g-customer-support>**

The form provides the opportunity to log the nature of your issue, record the device you are using and pin your exact location on a map.



School Student Broadband Initiative

An Australian Government initiative
powered by nbn®

Student School Broadband Internet (SSBI) extended

The duration of the School Student Broadband Initiative (SSBI) has been extended until 30 June 2028. With over 23,000 free nbn SSBI services already provided by participating internet providers through the program, this extension means families and carers can continue to benefit from this cost-saving initiative for an additional two and a half years.

Qualifying families and carers who have not yet participated now have more time to take advantage of the program, either by redeeming an existing voucher or applying for one - with the nomination period being extended until 31 December 2025, unless the cap of 30,000 services is reached earlier.

- Families and carers already connected to a nbn SSBI service through the program will be automatically extended, while those with unredeemed vouchers are encouraged to contact a participating internet provider to connect to the program.
- Qualifying families and carers now have until the program reaches the cap of 30,000 SSBI services provided (or 31 December 2025, whichever comes sooner) to redeem their voucher with a participating provider.
- To qualify to apply for the SSBI program, a family must:
 - have a child living at home that is enrolled in an Australian school (up to Year 12 including Prep in QLD/VIC/TAS, Kindy in NSW, Reception in SA, Transition in NT/ACT and Pre-Primary in WA)

- not have an active nbn network internet service at home - having a mobile internet service does not affect eligibility
 - live in a premises that can access the nbn network via a standard connection
 - not have had an active nbn connection during the previous 14 days
- For more information, contact the National Referral Centre (operated by Anglicare Victoria) on 1800 954 610 (Monday to Friday, 10am to 6pm AEDT) or visit [Student Internet Program - Anglicare Victoria](https://www.anglicarevic.org.au/student-internet/) - <https://www.anglicarevic.org.au/student-internet/>.
- A list of participating internet providers is available at [School Student Broadband Initiative](https://www.nbnco.com.au/campaigns/school-student-broadband-initiative) - <https://www.nbnco.com.au/campaigns/school-student-broadband-initiative>.