

## Telstra and Optus announce extension to 3G network closures

**14 August 2024:** Telstra and Optus will extend the closure of their 3G networks and conduct a public safety awareness campaign so all Australians know what action they need to take. All 3G users with 3G reliant devices need to be ready to move to 4G and 5G networks by 28 October 2024 as the 3G networks will commence closure from that date.

The extra time will be used by Telstra and Optus to execute one last push for mass public awareness of the impending closures.

Over the coming weeks, Telstra and Optus will invest in a public safety campaign to ensure anyone who still depends on the 3G network for connectivity – for mobile and data – is aware of the actions they need to take to stay connected ahead of the closure of each network.

It is critical customers check their devices are compatible with the 4G or 5G network particularly to ensure they are still able to call emergency services and act upon any communications they receive from their service provider. It is also important for users of connected devices like medical monitors, IoT sensors and EFTPOS to check whether they rely on the 3G network by contacting the manufacturer or supplier.

Telstra and Optus have been listening to feedback from stakeholders and have already made significant investment and upgrades to prepare for this transition from 3G to the latest mobile technologies.

Closing 3G is necessary to free up spectrum for the 4G and 5G networks so faster, more secure and more reliable mobile services that Aussies need and expect can be provided.

“We have been communicating to customers about the need to prepare and make the move for almost five years. This has included multiple letters, bill messages, SMS, public awareness campaigns, advertising – even door knocking and sending free phones to people in vulnerable circumstances, and our support for customers won’t end the day the network closes,” said Telstra CEO Vicki Brady.

Optus Interim CEO, Michael Venter said: “Optus has pulled out all the stops to guide a small number of our customers impacted by the 3G switch off through the process of updating their device – and I am pleased to say the majority of them are now on compatible devices.”

“Adding to our extensive direct communications and marketing efforts to date, we are joining with Telstra to launch a final public awareness campaign to really drive home the safety message and get the final groups of customers to act.”

Both carriers are confident they’ve exhausted every avenue of customer communication available to them, and this additional public awareness campaign will ensure that the upcoming 3G closures are front of mind for all Australians.

From experience, both Telstra and Optus know there will always be customers who are aware of the closures, but who won't take the action they need to before the closures for a range of reasons. Sometimes the actual closure is the only motivation that works.

If you are not sure if you're impacted, send '3' to '3498' (3GXT) and the response will let you know if you need to take action. The closure will impact 3G only and some 4G capable devices, including those that aren't VoLTE or 700Mhz (band 28) enabled, or handsets hardwired to use 3G to call triple zero. If you're still unsure or need further information, please contact your carrier or visit us in store.

**ENDS**

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