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Media Release

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Final chance to prepare ahead of 3G shutdown

There is less than one week to go until Telstra and Optus close their 3G networks, and ACCAN is calling on consumers to make final preparations.

Despite significant efforts from major telcos, government, media and consumer representatives, some Australians will still be impacted by the shutdown.

In a recent update, Minister for Communications Michelle Rowland warned that there are still around 60,000 devices in the community that will not be able to contact Triple Zero after 28 October. This number is an improvement on initial estimates but remains too high.

And it is not just phones that will be affected by the closure of 3G networks.

Older interconnected devices may cease to work as expected. EFTPOS terminals, medical monitors and alerts, security systems, water, remote and soil monitors, and GPS systems in cars and tractors may all be affected.

ACCAN CEO Carol Bennett said that it is critical that all Australians check that their devices are compatible with 4G or 5G networks and replace any handsets or equipment that still rely on 3G as soon as possible.

“It is simple to ensure your mobile phone will work after the shutdown. You can text ‘3’ to ‘3498’ to receive an instant response about your phone’s compatibility or visit 3gclosure.com.au for further resources, including a serial number checker.”

“It may be more difficult to determine if other devices you rely on will be safe after the 3G shutdown. Any Internet Of Things devices that you rely on such as sensors or GPS systems must be checked by referring the documentation provided with the device or contacting the manufacturer.”

“All Australians must take this final opportunity to check their devices to ensure they remain connected and safe,” Ms Bennett said.

ACCAN CEO Carol Bennett and Deputy CEO Dr Gareth Downing are available to comment on the 3G shutdown, how it will impact Australians, and provide advice for consumers looking to check their tech.

The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communication consumer organisation. The operation of ACCAN is made possible by funding provided by the Commonwealth of Australia under section 593 of the Telecommunications Act 1997. This funding is recovered from charges on telecommunications carriers.

ACCAN is committed to reconciliation that acknowledges Australia's past and values the unique culture and heritage of Aboriginal and Torres Strait Islander peoples. [Read our RAP](#)
