
17th June 2024

Quick steps to prepare for the 3G shutdown

Australian telcos are turning off the 3G network

Australian telecommunications companies are closing their 3G networks to increase the capacity and speed of 4G and 5G services. **Devices that only connect to 3G won't be able to make or receive calls and texts or access the internet.** Some early 4G devices are also impacted.

What does this mean for me?

To access mobile networks after the 3G shutdown, your device must support:

4G network and be enabled for VoLTE (Voice over Long Term Evolution). VoLTE allows older 4G devices to make emergency calls to Triple Zero (000) after the 3G network shutdown.

and / or

5G network

When is this happening?

The shutdown is rolling out progressively:

- TPG/Vodafone closed their 3G network in December 2023.
- Telstra and Optus will close their 3G networks on 28 October 2024.

Will my device be impacted?

There are a few ways to find out if your device will be impacted by the 3G network shutdown.

As a general guide:

- 5G devices = no action required
- 4G devices = update your software and confirm VoLTE is enabled
- 3G = plan ahead and replace your device.

Action	Detail	Next step
Contact your mobile service provider or device manufacturer.	Your telco or device manufacturer can confirm whether your device will be impacted by the shutdown.	3G devices: Plan ahead to replace your device. 4G devices:
Telstra and Optus customers can SMS '3' to the number 3498 to find out if their mobile phone is impacted.	You will receive a reply advising whether your device will be impacted by the shutdown.	1) Update your device operating software: - Android devices, go to Settings > Software update. - iOS devices, go to Settings > General > Software update.
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".	If your device displays 3G it will not work after the shutdown.	2) Enable VoLTE: - Android devices, go to Settings > Connections > Mobile networks > Network Mode. - iOS devices (iPhone 6 or later): VoLTE should be automatically enabled. To manually enable, go to Settings > Mobile > Mobile Data options > Voice and Data.
	If your device displays 4G, you must update your software and enable VoLTE for emergency (000) calls.	
Search online for more information about your model	Search using the device name/model and search terms "3G", "4G LTE", "VoLTE", or "5G".	5G devices: no action is required
Contact our Accessible Telecoms team on 1800 442 300 or accessible.telecoms@accan.org.au	If you are looking for a new device with accessible features, the Accessible Telecoms team can help. They can walk you through the steps above, and if a device upgrade is necessary, the team can help you find a new device which meets your needs.	

How to choose a new device

If you need to replace your device, online buying guides and in-store sales staff can help you choose a model that meets your needs. Several basic mobile phone models (or "dumbphones") are compatible with 4G and VoLTE.

- [CHOICE's guide to buying a smartphone](#) is a useful starting point.
- If you are looking for a new device with accessible features, our Accessible Telecoms team can help you decide which devices suit your needs. To get in touch with Accessible Telecoms, call 1800 442 300, email accessible.telecoms@accan.org.au, or check out the [Accessible Telecoms website](#).

To learn more

[WhistleOut's list of popular 4G phones that will be affected by the 3G shutdown.](#)

[Telstra's 3G shutdown information website](#)

[Optus 3G shutdown information website](#)

[Australian Mobile Telecommunications Association's \(AMTA\) 3G shutdown guide](#)

[BIRRR's 3G shutdown resource](#)

[Regional Tech Hub's 3G shutdown resources](#)

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](#)
