

# We're switching off our 3G network from **28 October 2024.**

If your phone or device uses the 3G network, you will need a new device to stay connected.

## What's changing?

From 28 October 2024, we'll be switching off our 3G technology and repurposing it to boost the capacity, speed and reliability of our 4G network and roll out 5G to even more Australians.

## What do I need to do?

If you have received an email, SMS or letter from Optus about this change, it means you have an impacted device which will either stop working or will have reduced coverage from 28 October 2024. This includes the ability to:

- Make calls
- Send or receive messages
- Make emergency calls to '000' on the Optus Network
- Use data or connect to the internet

**It's not just 3G devices that will be impacted.**

**Some recent 4G devices may also be impacted, including models that may have been purchased overseas or devices that rely on a 3G network for emergency calling to '000'.**

To ensure you remain connected, we strongly recommend you get a new device as soon as possible.

**Call our experts on 1300 219 070 to discuss your options.**

If English is not your first language, our experts can still assist you using our free interpreter service.

## Do you require specialist care?

If you're experiencing significant challenges and require special assistance, we have a dedicated team that can offer support for **domestic family abuse, disability, bereavement, financial hardship and more.**

Call our specialty care team on **1800 470 291** or you can learn more at [optus.com.au/about/specialist-care/vulnerability-guide](https://optus.com.au/about/specialist-care/vulnerability-guide)

## Frequently asked questions

### What is 3G?

3G is the third generation of wireless mobile technology that allows mobile phones, computers and other portable electronic devices to access the internet wirelessly. "G" stands for Generation and the higher the number, the newer and more efficient the technology.

### What types of devices are impacted?

Many different types of devices can be impacted including:

- Mobile phones
- Personal medical transmitters or medical alarms
- Smartwatches
- Tablets
- Modems
- Embedded network modules (a type of system board) that might also be used in medical devices, smart meters, security and surveillance systems

If you have a medical device or an embedded network module that needs replacing, we strongly recommend you get in touch with the device manufacturer to locate your nearest stockist, as Optus does not supply these devices.

### How will I know if I'm impacted?

We'll be contacting customers by email, letter or SMS. If you received a message from Optus about this change, it means we've determined that you have one or more devices under your Optus Account that will either no longer work from 28 October 2024, or will have reduced coverage from this date.

This includes the inability to make calls (including emergency calls to Triple Zero '000'), send messages and/or use data. You will need a new device to stay connected from this date.

### Will I still be able to make Triple Zero (000) calls?

From 28 October 2024, if your device doesn't work with our 4G network or relies on a 3G network for emergency calls, then you won't be able to make an emergency call to Triple Zero (000).

To ensure you still have access, we strongly recommend you upgrade your device as soon as possible.

Unless your call is for a legitimate emergency, please DO NOT call Triple Zero (000) to test your device.

### My device displays a 4G/5G signal on screen OR I have a 4G/5G enabled device, so why did I receive a notification from Optus?

If you have more than one service with Optus, you may be viewing the message we sent you on

a device that is not impacted. Please ensure you check the impacted service number and the device that is linked to that number.

Even if you can see a 4G/5G signal on the screen of the impacted device, there could be other reasons why we have determined your device is impacted. These include:

- Your device relies on 3G to make emergency calls to Triple Zero (000)
- Your device relies on 3G in some areas
- Your device does not support 4G VoLTE/4G voice calling. You might be able to use data on the 4G network, but it still relies on the 3G network to make voice calls (including emergency calls)

### What happens if I don't want to upgrade my device or stay with Optus?

All major Australian telecommunication companies are switching off their 3G technologies to make way for more advanced 4G and 5G network services.

If you're considering moving to another mobile network, we recommend that you first check that they still support 3G.

If you don't want to upgrade your device and it's dependent on 3G, from 28 October 2024 you may no longer be able to make calls, send or receive texts, make triple zero (000) calls, or connect to the internet.

Our team is here to help. We recommend you contact us as soon as possible to discuss your options.

### What if I can't afford a new device/phone right now?

We offer a range of devices to suit many needs and budgets. Call our dedicated 3G team on **1300 219 070** to discuss your options.

### Does this affect Amaysim, Catch Connect, Coles and other mobile service operators that use the Optus 3G Network?

Yes, this change will affect your service if your device relies on the Optus 3G Network.

We recommend you contact your Mobile Service Provider directly to discuss your options.

You can search for their contact information by using the Mobile Service Provider Lookup, which is available on the Australian Mobile Telecommunications Association (AMTA) website at **3Gclosure.com.au**

