



# How to identify 3G devices not compatible with Telstra's 4G network

Telstra will be closing its 3G network from 28 October. The 3G closure will let us grow and improve our delivery of next generation 5G technology - helping us provide a better service to our customers.

We're committed to providing equivalent 4G coverage in 3G only areas prior to the network closure.

Ahead of the 3G network closure, we strongly advise you assess your connectivity needs to ensure that you have the appropriate devices. If you currently have 3G only devices, they will no longer work from 28 October 2024.

It is important to note 3G devices may not be limited to phones and can also include:

- 3G only Telstra Mobile Smart Antennas
- 4G devices that don't support VoLTE (voice on 4G)
- Internet-of-Things (IoT) or Machine-to-Machine (M2M) devices such as EFTPOS, telemetry and some medical devices that are 3G only.

If you have a 3G only device, you will be unable to connect to Telstra's network after we close the 3G network from 28 October 2024. Likewise, if you have a mobile device that does not have Voice over LTE (VoLTE) technology, even if the mobile device is 4G, it will not be able to make voice calls from 28 October 2024.

To check if your mobile phone will be impacted by the 3G network closure from 28 October **SMS 3 to 3498**.

## Common devices not compatible with Telstra 4G

### Network extension devices

Telstra 3G Smart Antenna or Cel-Fi RS2. These devices are 3G only and will not work once the 3G network is switched off.

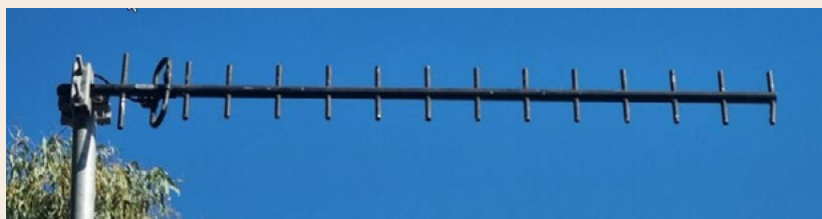


# Common devices not compatible with Telstra 4G

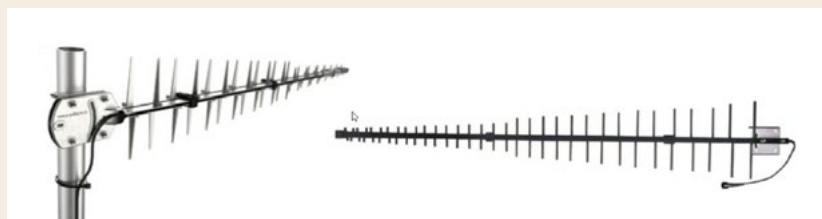
## Antennas

Antennas are designed for a certain band or frequency. Using an antenna that is not compatible with the frequency servicing your location will ultimately impact your service and performance. There are a couple of ways to check your antenna;

- 1 The elements on a 3G only antenna are typically all the same length, as opposed to a 4G capable antenna which have elements of varying length (see examples below).



3G Only - Nearly all the elements on the antenna are the same length.

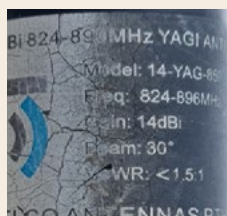


4G capable - Note how all the elements are a different length ranging from small at the front to large at the back.

- 2 Check the labels on your antenna. If you see a code starting with an 8, or one that shows frequencies starting with an 8, they are 3G only (see examples below)

**Freq:824Mhz to 890 Mhz 3G Only**

**Freq:698Mhz to 890 Mhz 3G/4G Yagi**



# How to identify if an item is compatible

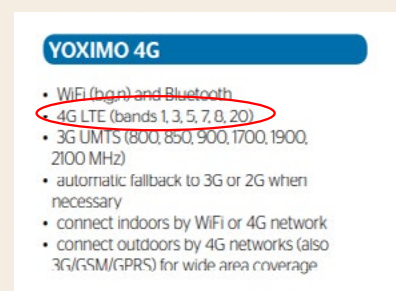
There are many devices including EFTPOS Machines, Modems, Farm monitoring devices and other network connected devices that have the words 4G on them or say they are 4G compatible. This however does not ensure the devices are fully 4G compatible, as they may not have Band 28 / 700MHz capabilities, the standard technology utilised in regional and remote Australia. The easiest way to determine if an item is compatible is to search for details on the internet using the model number of the device.

## Example: EFTPOS machine



Product Label on Back of Device

This EFTPOS machine has the words 4G on the back, but it also has EU, which means it is designed for Europe not Australia.



A quick search online reveals that this unit does not support 4G Band 28. This is the standard Australian band that uses 700MHz frequency for regional and remote areas. Therefore, it will not work in most rural and remote areas once 3G is switched off.

## More information

If you have more questions about your device compatibility or 3G closure, go to [telstra.com/3Gclosure](http://telstra.com/3Gclosure)