

From: Telstra Enterprise]
Sent: Thursday, 10 October 2019 12:16 PM
To: Troy Green
Subject: Telstra 3G Service Closure Announcement

[View online](#)



End of the line for 3G

Future of Telstra's advanced mobile network

Dear Troy,

It's time to prepare your business for the future on our advanced Telstra mobile network.

On 9th October 2019, we announced that we will close our 3G services in 2024. Your 3G only devices will not work and your non-4G voice calling enabled 4G devices will not be able to make voice calls after this date. Don't worry! The 3G closure is not until 2024, allowing you plenty of time to plan your migration.

Launched in 2005, Telstra's 3G service has connected millions of customers and delivered superior coverage. But there has been a global decline in 3G usage with the growing adoption of newer 4G, and now 5G mobile networks.

To support newer services and meet growing customer demand, we are increasing our network capacity and reallocating 3G spectrum for our newer network technology.

By expanding our 4G and 5G networks, we will enable delivery of new capabilities, including more reliable and higher data speeds.

The current generation of smart watches has a cellular feature which allows the watch to make and receive calls without you having to carry a smart phone. While these watches are 4G compatible, they do not support our main 4G mobile coverage frequency band. When we switch off 3G in 2024, this device will continue to work but may have limited coverage.

To continue these services, you will need to upgrade to more advanced wireless devices that are 4G and/or 5G compatible.

If you are not the end customer or user of Telstra 3G only products and services, please ensure you notify your customers about Telstra's 3G service closure.

Rest assured, there is time to plan migration off 3G to our faster and more advanced mobile networks.

Next Steps: Minimal Disruption, Smooth Transition with Telstra

You don't have to worry about your migration, Telstra experts and partners will be with you to guide your transition off 3G and recommend suitable alternatives for your business.

Contact your Client Executive Eric Annarino on 0475 947 318 today to assess your business needs, optimal migration pathways and design a migration strategy tailored to your business.

Telstra will work with you to assist in migration planning and to discuss suitable alternatives for your business.

Visit our website for more about Telstra 3G closure and advanced network options for your business.

[Know more >](#)

THINGS YOU NEED TO KNOW: The spectrum device and ™ are trademarks, and ® is a registered trade mark, of Telstra Corporation Limited ABN 33 051 775 556.

