

# 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.

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.

Scan the code to help identify 3G devices you may have that are not compatible with Telstra's 4G network.



## 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:

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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.

- 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 08:00 AEST to 04:00 AEST

## 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 compatible, as they may not have the 2500 / 700MHz capabilities, the latest technology utilised in 4G and remote Australia. The best way to determine if an item is compatible is to search for details on internet using the model number of the device.

### Example: EFTPOS machine



Product Label on Back of Device  
EFTPOS machine has the words 4G on the back, but it also has EU, which means it is designed for Europe not Australia.



Quick search online reveals that this does not support 4G Band 28. This is the standard Australian band (uses 700MHz frequency) for 4G 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 with 3G closure, go to [telstra.com/3Gclosure](https://telstra.com/3Gclosure)

## 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.

