

# Customer Information

## Shutdown of 2G / 3G in Australia

### Dear customer,

In the course of further development of mobile networks up to the launch of 5G, network operators are moving away systematically from the older technologies.

**The sunset of 2G is already finalized in Australia, and for certain bands even 3G is already shut down.**

Since this might be a matter of concern - especially for our customers having 2G or 3G devices on Australia's market - we would like to give you some information about the shutdown progress:

### 2G / GSM:

- In 2016 already, **Telstra** was the first mobile provider in Australia to switch off its GSM network.
- In 2017, **Optus** had started with a regional shutdown in Western Australia and Northern Territory, before they completely shut down 2G in August 2017.
- **Vodafone** closed its GSM network in Australia in June 2018.

### 3G / UMTS:

- **Telstra** has already shut down 3G (2100 MHz Band) in March 2019 and prospectively plans to stop 3G completely by the beginning of 2020.
- **Vodafone** also started phasing out parts of its 3G networks (2100 MHz Band).  
There is no information yet on when exactly Vodafone will completely close 3G, but it seems highly probable, that this will happen in the near future.

### How can you or your device be affected?

The shutdown of 2G and 3G in Australia has enormous consequences on any devices communicating via 2G or 3G. While mobile phones usually follow the technology trends very quickly, there are products having a much longer life cycle, such as telematics units. Imported devices using older technologies, will not work anymore in Australia. Nomadic devices (such as container tracking systems) sending data during their journey, will not be able to send their data anymore via 2G (or 3G) when they are reaching Australia.

Thus, you should check in advance that devices that shall be used in Australia are upgradable to 4G or 5G.

### What should you do?

If you are concerned whether your device will still be working in future, the easiest way is to visit the manufacturer's website and check the device specifications. To upgrade, you should approach to your service provider.

**The future will be 4G and 5G. Stay tuned to stay connected...**