

# Our 3G network closes on 30 June 2024.



You need new equipment to continue to use your home or business phone service.

Call us on 1800 258 503 to upgrade today.

## What's happening?

Your home or business phone currently works on the 3G network, which means that it will stop working when our 3G network closes on 30 June 2024.

This means that you'll need to make some changes to ensure your home or business phone keeps on working after the 3G network ends. To keep using your phone line, you'll need to move to our 4G Fixed Wireless or Satellite network before the 3G closure. We will advise you which technology is best suited to your premises.

## What's next?

### You need new equipment

We will provide you with a replacement modem and simple instruction guide. If a rooftop antenna is required, we will supply and a Telstra technician will install at no cost.

### Call us now to place your order

We'll be able to advise you whether we can send your equipment for you to install yourself, or if we'll need to arrange an appointment with a technician to install.

### Have your ID handy

When placing your order we will need to verify your identity with your current account, so please have a valid Australian driver's licence or your Australian passport handy when you are ready to call.

### Find out more information

For more details on the closure of the 3G network and what you need to do, visit our website at [telstra.com/exit3g](https://telstra.com/exit3g)

## Frequently Asked Questions

### Will the new technology be compatible with my current phone equipment?

Your current home or business phone line equipment (3G modem) will not be compatible with the 4G network, so we'll need to upgrade your equipment to a Telstra Smart Modem. However, your current phone handsets will be compatible with the new modem.

### Will I experience any disruption to my phone service during the transition to the new technology?

There may be some brief interruptions to your phone service during the upgrade, but we'll work with you to minimise any disruption.

### Can I keep my current phone number?

You can keep your current phone number on the new plan. In some cases, we may assign you a temporary number to ensure continuous phone service during the transition process.

### I don't need my home or business phone service. Can I cancel it now?

Yes, you can cancel your home or business phone service anytime by contacting us on 1800 258 503.

**If you're unsure or have more questions, the team at our dedicated contact centre will be happy to help.**

## It is important to call as soon as possible.

If you have not upgraded your equipment when the old network is switched off, you will no longer have access to a working home phone / business phone service, including making calls to emergency services and Triple Zero (000).