



## Recommended actions for administrators and users of 3G-only and 4G non-VoLTE devices of Healthcare and Personal Emergency Response Services

As Telstra is shutting down its 3G network services on 31 August 2024, all users of essential Healthcare and Personal Emergency Response Services (PERS) are requested to ensure that their devices are 4G compatible. So, before time runs out, as professionals involved in the referral or funding of these devices, we ask for your assistance in ensuring those whom you care for have compatible devices.

Many PERS devices do not have a unique identifier that unambiguously identifies a device as a healthcare or PERS device and without this information, Telstra cannot identify these devices and associate them with its users.

We understand that you may have procured cellular connectivity services directly from a provider other than Telstra or you may have allowed your customers to choose their own cellular provider. So, we are seeking your assistance to ensure the users of healthcare and PERS solutions understand how to check their devices for compatibility and continuity of services post Telstra's 3G network closure.

If you have not already done so, we suggest you communicate the impact of the 3G network closure to your customers. Specifically, we request you to review the following critical points where applicable:

- determine whether the device can access a mobile network for voice communications,
- if so, determine whether the device can connect to a 4G network and use Voice over Long-Term Evolution (VoLTE) to make voice calls,
- determine whether the device make calls directly to Triple Zero (some devices only call a concierge), and if so, determine whether the device supports 4G VoLTE emergency calls; and
- determine whether the device supports 4G 700 MHz Band 28.

Any device capable of making voice calls directly to Triple Zero must support 4G VoLTE emergency calls, and any device capable of making any voice call, even just to a concierge or family member must support 4G 700 MHz Band 28. Any device that does not support these technical capabilities must be upgraded to devices that use a 4G network including using VoLTE and VoLTE Emergency Calling and 4G 700 MHz Band 28, as appropriate.

Although our first recommendation is always to reach out to the supplier who provided you the device and service, we acknowledge that in some cases, verifying these critical points may be challenging as the information may not be readily available. The supplier from whom you procured the devices may no longer exist or they may not know where to start.

In such instances, please contact Personal Emergency Response Services Limited (PERSL), an association of emergency response manufacturers and suppliers in Australia, or another trusted service provider. They can provide the best advice to ensure your users and your loved ones have continued access to emergency response services when needed. The list of PERSL members can be found here - <https://persl.com.au/about-us/>.

Telstra is not affiliated with any of the listed providers and is not able to provide recommendations on which provider to contact.

Below are some FAQs that may be helpful for you in communicating with your customers.

**How do I know if a device requires 3G for voice and/or emergency calls?**

If you sell PERS solutions, but do not manufacture the devices yourself, check the technical manuals for the devices you sell. Those manuals may say which network the device is using (3G or 4G), but otherwise you will need to contact the supplier of the device(s). They will be able to advise if the device's connectivity will continue to support your needs once the 3G network has closed. Telstra does not sell these devices and unable to advise on its capabilities.

**Why are Telstra and other mobile network operators closing their 3G networks?**

Mobile network operators are closing 3G networks to reuse the radio spectrum to upgrade to newer mobile generations and deliver a better experience for our customers. Traffic on all 3G mobile networks has declined significantly and continues to do so as customers upgrade to 4G and 5G capable devices.

**What will happen to my 3G-only devices after the network is closed?**

Devices will not work. Any device that is only able to connect to a 3G network will no longer be able to send a signal, initiate a data session, voice call, or send an SMS. This could mean that if a user trips over and presses their alert button to notify emergency services, the alert signal will not be transmitted which might lead to severe injuries not being detected and a delay in emergency responders being able to react. This is one example of many negative resulting scenarios.

**If a device supports 4G, will it continue to function?**

Yes, in most cases it will but should your device or service support voice - you may have an in-home unit that allows you to make voice calls to and from it – you will also need to confirm that it also supports VoLTE, including VoLTE Emergency Calling, and if it is possible to initiate direct calls to 000 from the device or in-home unit. Some older devices that support both 3G and 4G do not support voice over the 4G network (VoLTE) and/or may not support Band 28 (700 MHz).

**If I have a 3G-only device or one that does not support VoLTE, can I just change the SIM?**

No. Changing the SIM does not alter the device's ability to access the 4G network.

For more information about the 3G closure, please visit <https://amta.org.au/3g-closure/>

**Kind regards,  
Your Telstra Team**