

2G & 3G NETWORK SWITCH OFF



THINGS TO KNOW

In 2021, the government made an agreement with mobile network operators Vodafone, EE, O2 and Three that 3G and 2G mobile services will be phased out by 2033. However, the providers are free to choose when they end 3G and 2G services, within this timeframe.

- **Vodafone** started closing 3G services in February 2023 and intends to have their entire 3G network switched off by December 2023, but has no current plans to close 2G before the 2033 deadline.
- **EE** will also phase out 3G services throughout 2023, with the network then closing in early 2024, and 2G services will be switched off 'later in the decade'.
- **Three** expects to have closed its 3G offering by the end of 2024. Three never had a 2G network as it launched as the UK's first 100% 3G network.
- **O2** has not specifically announced when it will close down 3G and 2G services, or whether it'll be before the agreed date of 2033.

What does this mean for businesses?

Nothing will need to change provided your business devices supports 4G services. However, some older devices will no longer be able to connect to a network to use data, so you will need to consider upgrading your team's devices.

If you have any questions or would like discuss your options talk to the team on 01242 246 700.



HELPFUL HINTS AND TIPS

We've put together some handy hints and tips to consider before travelling.

BEFORE ROAMING

Ensure that voicemail is enabled before you leave, if this isn't enabled you won't be able to recover your messages

STEPS TO TAKE WHEN YOU'RE ROAMING

- Go to settings > select 'Network selection' > turn off Automatic
- Put your device in flight mode
- Reboot the device
- Switch flight mode off
- Go back into settings > select 'Network Selection' > select an approved network from within the list provided

ROAMING IN THE EU

People tend to have 4G and Wi-Fi calls enabled. This can cause issues with calls as the device will be constantly searching for Wi-Fi to connect to and can interrupt calls. Therefore, we would advise that Wi-Fi calling is disabled whilst roaming.

If you have any questions or would like support with getting set up for roaming, call the team on **01242 246 700** or talk to your Account Lead.

