**REF: 3G Mobile switch-off – interim update – December 2023**

Mobile providers are switching off the 3G networks to make room for the more advanced and faster <u>4G</u> and <u>5G</u> networks. There will be no 2G and 3G networks that will work beyond 2033 at the **latest.** This may affect your installed alarm signalling client portfolio.

- As well as mobile phones, there are many other devices that use mobile networks to connect which include security alarms. Your mobile service / signalling solution provider will tell you if you're affected.
- Vodafone, Three, and EE are expected to switch off their 3G networks by the end of 2024 with O2 expected to follow in 2025.
- If you have an older device, it may need to be replaced, but not right away. In the short term, many 3G products in the security sector have the ability to fall back to 2G, so the impact is likely to be low.
- However, 2G will <u>also eventually be phased out</u>.
- To help providers of services (especially telecare) identify any customers that could lose 3G connection, Ofcom have published a <u>list of affected postcodes</u>. The data does not apply to 3G devices that can also connect through 2G, 4G or 5G networks. This is for 3G capable devices only.
- If you have a newer device or signalling solution, you might not need to do anything if you have a 4G or 5G capable device
- If you are buying a device or signalling solution, make sure it supports 4G or 5G

Each mobile provider is setting its own timetable for its 3G network switch-off. These timings might change and you should contact your mobile service / signalling solution provider for the latest update:

- <u>Vodafone</u> is planning to complete its switch-off in early 2024.
- <u>EE</u> plans to switch-off in early 2024, starting January.
- <u>Three</u> expects to switch-off by the end of 2024.
- <u>O2</u> is planning to switch-off in 2025.

**If unsure, seek advice from the supplier of your signalling equipment to understand if your customers are likely to be affected by the 3G switch-off**