

# New Zealand is saying goodbye to 3G.

Are you ready for the change?



FREE-TXT '3G' to 550 to check you can stay connected.



## Emergency calls

3G-reliant devices won't be able to make any calls, including 111, after the shutdown.

It's critical to check and update or upgrade your device so you can contact emergency services.

From the end of 2025, early 2026, New Zealand's mobile operators will shut down their 3G networks. 3G is an old technology which is being upgraded globally to 4G and 5G to deliver a more reliable experience and future-proof experience.



## Who is affected?

Anyone still using a 3G-reliant phone, tablets or wearables, medical alarms, security or tracking alarms and other IoT business devices will need to update or upgrade their device to stay connected. Some imported devices may not work on New Zealand mobile networks; it is important to act now by checking your device today to stay connected for the future.



## What can I do to prepare?

- 1. Check your mobile device:**  
Free-text '3G' to 550 to make sure you stay connected.
- 2. Audit your business:**  
Check systems and speak with your provider.
- 3. Be Informed:**  
Visit [www.3Gshutdown.co.nz](http://www.3Gshutdown.co.nz)
- 4. Spread the word:**  
Make sure friends and whānau know about the upcoming change.

Find out more and download free resources at [www.3Gshutdown.co.nz](http://www.3Gshutdown.co.nz)

Visit your mobile provider's website or head instore for further support:



## Frequently Asked Questions



### How do I check if my phone is ready?

The 3G shutdown affects all mobile providers in New Zealand. Free-text '3G' to 550 to check the status of your phone, you will receive a text message to let you know if your phone is good to go or needs attention.



### What do I do if my phone isn't ready?

You may need to update your settings or software or upgrade your device. If you do need to upgrade your device, affordable options are available. Ask mobile phone retailers specifically about 3G-reliance.



### If I need to upgrade, can I recycle my old phone?

Yes. You can recycle your old mobile device for free with **RE:MOBILE**.

Over 95% of components can be reused. Learn more or find your nearest drop-off point at [www.remobile.org.nz](http://www.remobile.org.nz)



### What other devices are affected?

Any connected devices that rely on 3G will stop working after the shutdown. These may include:

- Tablets
- Smart watches
- Medical alarms
- Security alarms
- Vehicle trackers



### What happens if I live in an area that currently only has 3G?

Before the 3G shutdown, mobile operators are upgrading their networks to 4G and 5G, across New Zealand to keep you connected and in most cases, you'll enjoy an even better mobile experience.



### Do I need to get a new SIM card?

If your SIM card isn't 4G capable, you may need a new one.

Contact your provider who can help you transfer your number to a new SIM if needed.

Find out more and download support resources at

[www.3Gshutdown.co.nz](http://www.3Gshutdown.co.nz)

A factsheet brought to you by the NZ Telecommunications Forum

