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New Zealand is saying goodbye to 3G

Keep your community connected.

Kia ora,

New Zealand is saying goodbye to 3G networks from the end of this year and this may affect you or people you know. We want to make sure New Zealanders know about this upcoming change and have the right support needed to stay connected into the future.

With less than 3 months to go until the first shutdown we've updated our 3G shutdown toolkit to help support a wider range of New Zealander's to navigate the transition. You can now download language translations, visual guides and how to instructions to help your community prepare.

What's happening?



From the end of 2025 and into the beginning of 2026 the three New Zealand mobile network operators (2degrees, One NZ and Spark) will shut down their 3G networks. This is part of a global upgrade to 4G and 5G technology, to deliver a more reliable experience for consumers and future-proof connectivity

After the shutdown, any 3G-reliant phones, alarms, tablets, or other IoT business devices that use 3G networks to connect will no longer connect to a mobile network. This includes making a 111 emergency 111 voice call from a mobile device that uses 3G technology for voice calling. Devices purchased overseas or 4G phones that use 3G for voice calling, may also have different settings that need to be adjusted to connect to 4G networks in New Zealand.

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Who is affected?



What does this mean for you and your community?

The good news is most New Zealanders are already using 4G or 5G devices and will not be affected. However those customers still using 3G-reliant devices, especially phones, will need to update or upgrade their device to stay connected after the shutdown.

In June the industry launched a free SMS checker tool to help consumers find out if their phone is good to go or needs further attention. Thank you to the hundreds of thousands of Kiwi who have checked their device so far. It's important to act now and not wait until it is too late.

What can I do to prepare?

- **Check your mobile device:** Encourage others to free-text '3G' to 550 to check whether their mobile phone is affected.
- **Stay informed:** Visit www.3Gshutdown.co.nz for up to date information and resources, or visit your specific mobile providers website.
- **Spread the word:** Make sure to tell friends and whānau who may be affected, especially those who may need help preparing for this change.
- **Download support resources:** Use our free toolkit materials in your newsletters, on social channels and in community spaces. Let us know if you need tailored support options.
- **Recycle old devices:** Dispose of old mobile devices responsibly with RE:MOBILE. It's free and easy with 500+ locations nationwide. Learn more at remobile.org.nz.

Download the 3G Shutdown Toolkit

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including pendant alarms or other health-related equipment, may be affected by the 3G shutdown. Make sure they are aware of the change and where they can get technical support to stay safe and connected. A visual step by step guide for 'how to check' a mobile device and instructions for updating device settings are available. Health providers have been working directly with mobile operators to upgrade 'other' device systems for vulnerable consumers relying on these.

SUPPORT ORGANISATIONS

Help your community to prepare for this change. Resource translations are now available via our New Zealand Sign Language video as well as Māori, Samoan, Tongan, Chinese, Japanese, Korean, Hindi, Arabic and Spanish language factsheets. If someone in your community needs to replace their device it does not need to be a top of the range new model, a variety of affordable options are available. Support is available for vulnerable customers by contacting their mobile provider to find out more.

RETAILERS

We're calling on all retailers to support customers through this transition with clear information and making sure devices being sold will keep them connected beyond 2025. Educate your customers and teams about the 3G shutdown and make sure you recycle old stock for free with the industry's mobile phone recycling programme [RE:MOBILE](#).

RURAL COMMUNITIES

Check both mobile devices and any IoT systems, including livestock trackers, irrigation sensors or vehicle trackers ahead of the 3G shutdown. Mobile operators have been working hard to upgrade existing 3G towers to 4G and 5G networks across rural New Zealand as well as building more towers and boosting capacity to keep communities connected. 4G coverage will match or improve on existing 3G coverage. At the edges of the network, coverage may differ slightly due to how the technologies work. Mobile operators will monitor any fringe areas closely and are committed to supporting any affected customers.

BUSINESSES

Businesses that rely on 3G connected systems and IoT devices, including alarms, payment terminals or fleet management trackers, should audit their equipment and speak with their suppliers now to avoid disruption to operations. Don't wait until it is too late, create an action plan to upgrade or replace affected equipment before the shutdown. Ensure all future equipment is also 4G or 5G compatible.



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The team at the NZ Telecommunications Forum (TCF), in partnership with New Zealand's mobile operators are committed to helping everyone stay informed through this change. Drawing on global experience along with localised stakeholder engagement, the industry is working to make this transition as smooth as possible and guide consumers into the future.

If you would like to hear more about the 3G shutdown or have specific queries or resource requests please contact info@tcf.co.nz

Ngā mihi nui,

A message brought to you by the New Zealand Telecommunications Sector



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