

TECH NEWS & ANALYSIS · 2026

Australia's 3G Shutdown: The Fallout for Business Phones

Australia switched off its 3G networks in 2024, and the fallout is still shaping business technology in 2026, from EFTPOS and alarms to emergency calling.

Across **2024**, Australia's carriers switched off their **3G networks**, TPG in January, Telstra and Optus later in the year, freeing up spectrum to strengthen 4G and 5G. But the shutdown **stranded a huge amount of equipment** that quietly depended on 3G: older **EFTPOS terminals, medical and security alarms, lift phones, GPS and IoT devices**, and 4G handsets without **VoLTE** (which are needed to place calls, including to Triple Zero, once 3G is gone). The recurring **Triple Zero calling problems** since then trace back to this transition.

■ The short version

Aspect	Hardware-bound phone system	Cloud phone system (software)
Network dependence	✗ Tied to lines / a network generation	✓ Runs over any internet connection
When the network changes	✗ May be stranded / need replacing	✓ Benefits from the better connection
New features	✗ Need new hardware	✓ Added in software, automatically
Your number	~ Tied to a line	✓ Lives in the cloud, ports with you

■ Key points

- Is Your Phone System Tied to Hardware That Will Age Out?

The subtle point

The 3G shutdown proved that a device can meet the headline spec ("4G!") and still fail at its actual job (making a call). Real reliability lives in the details, and in not being tied to hardware whose limits you cannot change.

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 881 662** or visit **unidenvoice.com/get-started**.