

# SpinTel 3G Shutdown: What You Need to Know and How to Check if Your Device is Impacted

As of **28 October 2024**, the 3G network in Australia has been shut down to make room for newer technologies like 4G and 5G. This change affects SpinTel customers with mobile devices that relied on 3G, as they are no longer supported.

In this article, we'll explain how to check if your device has been impacted, what to do if it is, and the options SpinTel provides to help you stay connected.

## Step 1: How to check if the device is still supported after 3G shutdown

With 3G no longer available, only devices that are compatible with 4G or 5G networks will work. To confirm if your device is still supported, follow these steps:

1. **Text Check:** Send the number “3” to 3498 from the device you believe may be impacted. This will confirm whether your device is compatible with the current network.
2. **IMEI Check:** Enter your device's 15-digit IMEI number into the Australian Mobile Telecommunications Association (AMTA) [compatibility checker](#). This tool will assess if your mobile phone is compatible with the updated network requirements.

## Step 2: What to do if 3G shutdown impacts your phone

If your device is found to be incompatible after the 3G shutdown, you'll need a 4G- or 5G-capable device to stay connected to the SpinTel network. If buying a new device isn't an option at the moment, SpinTel has an affordable

solution:

- **Free 4G Device Offer from SpinTel:** SpinTel offers a free 4G-capable Optus Xlite phone for customers whose current devices won't work after the 3G shutdown. You simply pay the postage, and the device is yours to keep.

Please note that it's not just older 3G devices that are affected; certain 4G or 5G phones may also encounter issues. This is especially true for **devices purchased overseas or from retailers selling imported models** that might not meet Australian network requirements.

Potential impacts to your service may include the inability to:

- Make or receive calls
- Send or receive text messages
- Make emergency calls to Triple Zero on the Optus network
- Use mobile data or connect to the internet

If you have any questions or need assistance, please don't hesitate to reach out. For additional information, refer to this article for [FAQs](#).

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