

## The 2100 MHz layer on our 3G mobile service is being discontinued

Dear < Customer >

We're writing to let you know that the 2100 MHz layer on 3G Mobile services is being exited on 25 March 2019, with an early shutdown of a small number of cells on and from 16 October 2018 and some mobile devices will be affected.

### What is the 2100 MHz layer?

Telstra's 3G network operates on two different radio frequencies. Coverage using the 850 MHz frequency provides voice and data service to TW customers in an area covering more than 98.8% of the population. A much smaller area also has 3G 2100 MHz coverage, which was used to provide additional capacity when the 3G network was under load. Not all devices are compatible with all frequencies, although the majority of devices in use are able to access the 850 MHz frequency.

### Why is the 2100 MHz layer of our 3G mobile service closing?

Due to declining usage we're commencing a rolling shutdown of Telstra's 3G 2100 MHz network, due to be fully completed by 25 March 2019.

The 3G 2100 MHz layer mainly provides supporting capacity to the 850 MHz layer – so end users with mobile devices who change their device may notice better coverage. Closing this network will allow us to reallocate resources to improve our 4G services.

### Impacted Devices and Services

We've identified some of your 3G devices that operate on the 2100 MHz network but cannot use the 850 MHz frequency, which means when this exit takes place on 25 March 2019 these device will no longer be supported. This means that these devices will not be able to make or receive calls, send and receive SMS or MMS messages, or use 3G data from this date.

A list of applicable impacted devices that we have detected using the Telstra Wholesale network will be

sent to you shortly via a separate email. This list will be split into devices that are impacted by the early closure of selected sites and devices that are impacted by the national closure.

*While we have used our best efforts in compiling the list of impacted services, we do not represent that the list is accurate, complete or up to date. There are many different devices from a multitude of manufacturers and it has been difficult for Telstra to establish which devices can use 850 MHz or*

*2100 MHz. We recommend that your customers make their own enquiries to confirm their devices can use the 850 MHz spectrum.*

## What do you need to do?

During September and October 2018 the 2100 MHz layer will be removed from a small number of cells and on 25 March 2019 it will be removed from the remainder of the country.

A list of the sites for early closure is provided in attachment 1. You will need to contact your affected end users and run your own searches to see if the list supplied is correct (or if others are affected).

If your impacted customers wish to continue to use their services they will need to upgrade their mobile device to a device that is compatible with 4G or our 850 MHz layer on our 3G mobile service.

## Device Settings

There may be some devices that are 4G or 3G 850 MHz compatible that are impacted because their device settings are set to use the 3G 2100 MHz band only. You will need to check with your customers and ensure that they update their settings to use 4G or 3G 850 MHz if this is the case.

## Will impacted devices be able to make emergency calls to 000?

After the exit, devices that are not compatible with our 4G or 3G 850 MHz layer will not be able to make an emergency call to 000 on the Telstra Mobile Network. However, a device might be able to make an emergency call to 000 if:

- Another mobile service provider has coverage in that location; and
- The device is compatible with that network.

## Medical alarms and Life Critical services

If a device is being used to monitor health such as medical alarms, or for security or other remote safety situations, and it's currently using the 3G 2100 MHz layer then it will stop working on the dates listed in the table below:

We recommend that you check for compatibility on accompanying paperwork from the manufacturer, and/or contact the provider of these devices to upgrade your customers' devices now.

## Working with you through to closure

We will provide a list of impacted services separately to assist you with the migration, and you will need to ensure that you contact your customers promptly.

## What more can we do to assist you?

We're here to ensure you are well supported by Telstra Wholesale and we will assist you in any transition required. You have the offer of workshops, meetings and any additional support we can reasonably supply.

Please feel free to contact me, if you have any queries or if you need further information or support.

## Important dates to remember

Milestone	Date
Exit of the 2100 MHz layer of Telstra's 3G mobile service in certain cells (refer attachment 1)	On and from 16 October 2018
Exit of the 2100 MHz layer of Telstra's 3G mobile service for the remaining cells	On and from 25 March 2019

## Attachments

Attachment 1	A list of locations impacted by the early closure of certain sites
--------------	--------------------------------------------------------------------

## Regards

Telstra Wholesale

W [www.telstrawholesale.com](http://www.telstrawholesale.com)

Telstra Intranet | Telstra.com | Telstra Exchange | Telstra Facebook | Telstra Twitter | CrowdSupport | Telstra Google+

## Attachment 1: List of the locations impacted by the early closure of some 3G 2100 MHZ sites on and from 16<sup>th</sup> October 2018

Site Name	State	Long	Lat
CAIRNS CITY EAST CMTS	QLD	145.779	-16.9241
CAIRNS NORTH	QLD	145.766	-16.9096
HARTLEY ST RT	QLD	145.764	-16.9382
CAIRNS EXCHANGE	QLD	145.773	-16.924
EDGE HILL	QLD	145.743	-16.8992
JUNGARA	QLD	145.688	-16.8939
MANUNDA	QLD	145.739	-16.9259
WESTCOURT	QLD	145.759	-16.924
WHITE ROCK	QLD	145.756	-16.9766
THE BLACK MOUNTAIN	QLD	149.095	-21.0642
MACKAY SHOW GROUND RT	QLD	149.177	-21.1429
MT OSCAR	QLD	149.17	-21.1165
GLADSTONE #	QLD	151.254	-23.8408
SVENSSON HEIGHTS	QLD	152.325	-24.8871
TORQUAY	QLD	152.862	-25.2849
TRANSIT HILL RESERVOIR; PORT MACQUARIE	NSW	152.919	-31.4653
LAIDLEY	QLD	152.42	-27.6701
KELLYS PLAINS	NSW	151.649	-30.5461
SHEPPARTON NORTH	VIC	145.372	-36.3481
ST JOHN GSM1800	TAS	147.137	-41.4352
DALYELLUP	WA	115.611	-33.3913
LESCHENAULT	WA	115.723	-33.2352
THURINGOWA CENTRAL	QLD	146.732597	-19.30416
MT LOUISA	QLD	146.754541	-19.271323
HAMILTON HILL	WA	115.76469	-32.09141
WARRNAMBOOL NORTH	VIC	142.501697	-38.361296
GOSNELLS NORTH	WA	115.99634	-32.07093
BAYSWATER RIVER RD	WA	115.92873	-31.92139
MANLY WEST	QLD	153.157166	-27.474781
CRANBOURNE SOUTH	VIC	145.2663	-38.123
BLAIRGOWRIE CENTRAL	VIC	144.75265	-38.35525
ORANGE GROVE	WA	116.00512	-32.0264
BREAKWATER	VIC	144.38115	-38.18149

MOOLAP	VIC	144.40047	-38.1726
JAN JUC WEST	VIC	144.29047	-38.33866
BOX HILL EAST	VIC	145.12469	-37.81884
Phillip Island	VIC	145.236749	-38.496688
Hawthorn South	VIC	145.054277	-37.830484
Brighton	VIC	144.9957742	-
Emerald	VIC	145.44378	37.91300866



North Richmond Reservoir	Sydney Metro	150.71065	-33.58723
Noraville	NSW Country	151.55295	-33.27689
St Albans	Melbourne	144.748202	-37.723435
Richmond TE	Sydney Metro	150.74862	-33.59643
Pennant Hills	Sydney Metro	151.07077	-33.73964
Speers point	NSW Country	151.6335	-32.96604
Preston	Melbourne	145.02844	-37.74996
CROYDON SOUTH	VIC	145.2817346	-37.79494926
BROOKVALE SHOPS	NSW	151.26334	-33.76644

**Please note the remainder of 3G 2100 MHz sites will be closed on and from 25<sup>th</sup> March 2019.**