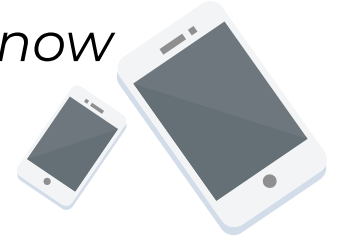




PENNSYLVANIA OFFICE OF
CONSUMER ADVOCATE

3G Networks Phase Out

What you Need to Know



Beginning January 2022, mobile carriers will be shutting down their 3G networks to make room for more advanced network services, like 5G. Impacted devices include 3G and certain 4G cell phones that do not support Voice Over LTE (VoLTE or HD Voice) as well as medical alert devices, home security systems and tablets that run off the 3G network.

IMPORTANT

Once the phase out is complete for each provider, older cell phones will not work. This includes making emergency calls.

Although most users of the 3G devices will be notified directly by their carrier, there are situations where older phones are distributed for the purpose of making 9-1-1 calls with no additional service plan. Low-Income customers may be eligible for an upgraded device or more affordable service through [Lifeline](#) and the [Affordable Connectivity Program](#).



Each provider has different plans and timelines for phasing out 3G capabilities. If you are worried about when this may impact you, it is best to contact your company directly and/or visit their website. If your carrier is not listed below it does not mean you will not be impacted.

AT&T
February 2022

T-Mobile
Sprint 3G CDMA -
March 31, 2022
Sprint 4G LTE
June 30, 2022
T-Mobile 3G UMT-
July 1, 2022

Verizon
December 31,
2022

Please note: Carriers may begin shutting down portions for their 3G service earlier than these dates. It is important to take action now.



Still have questions? Check out the FCC's [Consumer Guide](#) or PEMA's [Release](#) for additional information.