

# 3G-4G

# Preparing for the change



With the coverage and capacity of 3G networks being increasingly impacted leading up to the 3G network shutdown, providers of care should now be planning an upgrade of their assistive technology systems. Here's what you need to know.

- Telstra will officially shut down the 3G Network in June 2024**
- Impacts of congestion on the 3G network are already being experienced across Australia**
- During periods of congestion, a PERS alarm call may not be immediately successful**
- Providers should plan now to upgrade or replace systems to 4G**
- Peak body PERSL has been reporting member issues with 3G coverage and impacts to medical alarms**

### Signs of network congestion

- Two-way voice no longer working
- Delays in response from call centre
- Missing test periods
- Late night calls regarding false alarms

"The coverage and capacity of 3G networks will be increasingly impacted leading up to network shutdown. PERS alarms should be upgraded, prior to the shutdown, to newer technologies including 4G."



Source: <https://persl.com.au/posts/>

"There are a myriad of devices from sensors, to EFTPOS and M2M devices that work only on 3G. Many device manufacturers have already started to progressively upgrade their products to be 4G-compatible. If you haven't already, start speaking with us or your product manufacturer to see what is available."

- Nikos Katinakis, Group Executive, Networks & IT



Source: <https://exchange.telstra.com.au/>

## What to look for when upgrading

Smart-based Emergency Response Systems are now available to optimise the level of care to your community. This is the time to future proof operations via a cloud platform, ensuring that at any time the health and functionality of the device is known. When looking for a new supplier or solution, below are key items that should be delivered.



## Recommended Timings

"We can go for periods with no issues and then when there's a congestion, I can spend 3-4 hours going around and manually trying different scenarios to reboot devices and get them back online and it can be quite a time consuming process. I'm happy to do it because I'd do anything for the residents. This is after all a life and death scenario potentially so absolutely must be up and running."

- Dawn, Assistant Community Manager

**JUNE 2021**

**STAGE 1: BUDGET PLANNING**

Leading up to the end of financial year is the perfect time to plan for system upgrades.

**Q1**

**STAGE 2: VENDOR SELECTION**

Identify supply requirements and potential suppliers. Prospect plan evaluation, negotiation and selection.

**Q2**

**STAGE 3: IMPLEMENTATION**

Your supplier should provide a project plan and roadmap for implementation.

**JUNE 2024**

**STAGE 4: TELSTRA SHUT DOWN**

Congratulations! You're ahead of the curve and have ensured your community won't be impacted by the shutdown.

"We have been searching for a state-of-the-art, flexible, reliable system that would be suitable for our important that the components could fit easily into residents' lifestyles and ensure the safety of our communities, and eevi stood out as the best choice."

- Group CEO, 2021



At eevi, we provide care technology that provides peace of mind. Feel free to reach out to us if we can help you with the change to 4G.



Source: <https://www.eevi.life>