

Dear Rural, Regional Affairs and Transport Secretariat

I write to provide responses to two questions I took on notice at the 24 July 2024 public hearing on the Senate inquiry into the shutdown of the 3G mobile network.

1. We have not observed a significant decline in 3G shutdown contacts for the month of June 2024. The TIO received 58 3G shutdown contacts in April 2024, 73 in May 2024, and 66 in June 2024.
2. We have received complaints from some consumers who have been told their device will not work after the 3G shutdown, but find out later that their device will work after the 3G shutdown.

Please do not hesitate to contact me if you require further information.

Kind regards



*The Telecommunications Industry Ombudsman acknowledges the traditional owners of country throughout Australia and their continuing connection to land, culture and community. We pay our respects to elders past, present and emerging.*

[Learn about inclusion](#)