



The GoMo 3G Switch Off!

Intro

We're busy improving the mobile network for GoMo customers. As part of this project we are switching off 3G on the 1st October 2026. Doing this means we can improve 4G and 5G data. This means better coverage, call quality, data reliability, and a better mobile experience for GoMo customers.

There will be no impact for most GoMo customers and you can use GoMo as normal. We'll be in touch with you directly if you need to do anything.

Why we're switching off 3G?

- 3G is an older technology from the early 2000s and is no longer supported.
- Only a small number of customers use 3G for data, calls, and texts.
- Switching off 3G allows us to focus on improving our 4G and 5G networks and gives a much-improved experience for our customers.

What does this mean?

If you are using an old 3G SIM or have a 3G phone or device, 3G data services will stop working. Your calls & texts will move onto the 2G network, but quality may vary. Only a small number of customers will be impacted and will need to take action.

If you're already using 4G and/or 5G data on your phone or device, simply make sure have the latest updated software. If you are not using 4G and/or 5G, you will need to switch these services on in your phone or device settings.

If your phone or device does not support 4G and/or 5G, you will need to upgrade them to continue using data.

What to do next!

We'll get in touch with you directly to let you know if you need to do anything and will let you know the steps you need to take.

Here are some details on what you may need to do:

- Check your phone or device network settings to ensure 4G and/or 5G is switched on/enabled.
- Ensure your phone or device software is updated to the latest version. You can check this in your device's software settings.
- If your phone or device does not support 4G and/or 5G, you will need to upgrade to a newer phone or device to access data services.
- Some alarms, trackers, medical devices or cars that use a GoMo SIM card and depend entirely on 3G will need to be updated (where possible) or replaced. Check with the provider to confirm if they need to be updated or replaced.

FAQs

When will 3G be switched off?

- We will be switching off our 3G network from the 1st of October 2026. We are letting everyone know now, so you have plenty of time to plan ahead.

Will my calls and texts continue to work?

- If your phone or device is 2G/3G-only, mobile data will stop working. Calls and texts will still work on 2G, but quality may vary.

Will my phone still work?

- Depending on the phone you have, you may need to upgrade your phone, but if you do, we will contact you to let you know.
- If you have a 4G or 5G phone with the latest software update, you will be all set.
- If you have a 3G-only phone, your data will stop working. Your calls and texts will default to the 2G network, and quality may vary.

What happens if I do nothing?

- If your phone supports 4G or 5G, there will be no change to your service.
- If your phone or device is 3G-only, mobile data will stop working and your call quality may drop.

Where can I get some additional help with this?

- We know that some customers will need extra support to get ready for our 3G switch off and our dedicated teams will be ensuring they are guided through the transition.

What about alarms or medical devices?

- If your device uses 3G, it may stop working. You will need to contact your device provider to confirm the next step for an updated device.

What are the benefits of upgrading to 4G and/or 5G?

- 4G and/or 5G will give customers an even better call quality experience, along with faster internet speeds.

What is Wi-Fi Calling?

- Wi-Fi Calling lets you make and receive calls over Wi-Fi when there's poor mobile phone signal.
- Find out how to set up Wi-Fi Calling [here](#).
- There's no extra charge for using Wi-Fi Calling.

Does a 4G/5G Service Cost More?

- No. Once you have ensured that you are using a phone that supports 4G/5G and that you have a 4G/5G compatible SIM, you can enjoy the benefits of using 4G or 5G at no additional usage cost.