



2G shutdown – some 3G devices also affected

The amount of data transmitted over the mobile network is rising rapidly. Apps, photos, videos and networked devices in particular all contribute to this. The increase in data volume requires ongoing adjustments and modernisation of the existing mobile network to ensure that customers can always be provided with the required capacity. Since November 2019, Swisscom has been using the frequency 2100 MHz for newer technologies.

Some 3G devices automatically switched to the 2G network because they do not technically support the UMTS frequency 900 MHz. When the 2G network is shut down at the end of 2020, these devices will no longer have a network and will have to be replaced.

Implications

Most 3G devices also support the 900 MHz frequency and will continue to run normally. However, some devices do not support this frequency and will no longer have a network after the 2G shutdown. Although some 3G cells that use UMTS 2100 MHz are still in operation, these no longer form a coherent network and are likely to provide insufficient coverage, especially within buildings, which is why these devices need to be replaced.

3G coverage

The 3G network will continue to be offered throughout Switzerland until at least until the end of 2024, but only on the frequency 900 MHz. This frequency has good building penetration and excellent coverage, meaning that 3G will continue to be offered nationwide.

Devices	M2M Application
Why was the frequency UMTS 2100 MHz reassigned?	The amount of data transmitted over the mobile network is rising rapidly, which is why adjustments and modernisations to the mobile network are important. The frequency 2100 MHz is now used for 4G/5G. These two technologies are much more efficient and mean customers can be provided with the capacity they need.
What types of devices are affected?	All device types may be affected; mobile phones as well as M2M (machine-to-machine) modules. Some 4G mobile phones only make calls via 2G or 3G and do not support the required frequency UMTS 900 on 3G. These customers will also be informed directly that phone calls will no longer be possible.
Which 3G devices will continue to work?	All 3G devices that support the 3G frequency UMTS 900 MHz will continue to work.
Why are there 3G devices that do not support all the necessary frequencies?	Most devices support the necessary frequencies. However, there are devices that are optimised for other markets (e.g. US) where the frequency UMTS 900 MHz is not common.
Recommendation for residential customers	If you have any questions, please contact the hotline or take your device to the nearest Swisscom Shop to discuss the best course of action.
Recommendation for business customers	Analyse your 3G devices and check the manufacturers' technical factsheets. Swisscom can generate inventory lists of affected devices with the 3G devices specifically highlighted.
Contact for hotline	Residential customers: 0800 800 800 SME: 0800 055 055 Enterprise customers: 0800 444 404

More information about the 2G phase-out:
www.swisscom.ch/2g