



The mobile network on its way into the future

Swisscom is continuously developing its products and networks for its customers. Technological developments guarantee customers the best communication experiences: best possible availability and excellent coverage with outstanding voice quality, fast call setup and high data throughput rates.

Customers should benefit from the best quality on the best network. This is why Swisscom is planning on replacing less efficient technologies, like the 25-year-old cellular technology 2G (GPRS, GSM, EDGE) by the end of 2020. However, 2G provision will still be guaranteed until then.

Initial situation

Swisscom's mobile network offers a technology mix with three – soon four – different mobile communication generations. The oldest technology generation still in operation, 2G, was introduced in the 1990s and developed for digital voice telephony together with GPRS and EDGE for packet-based data transmissions. It is now obsolete and uses disproportionately large amounts of capacity, even though it only handles 0.1% of all mobile data traffic. Swisscom therefore already announced in 2015 that it planned on replacing 2G (GSM, GPRS, EDGE) by the end of 2020 in order to make room for more efficient mobile communication generations. Swiss competitors have also announced that they will stop offering 2G now or after the end of 2020. The replacement of less efficient mobile communication technologies is not a special Swiss case. It is taking place worldwide. Various providers (in the US and Australia) have already completely replaced 2G or are preparing to do so.

What do you need to do ...

... as a mobile customer?

Customers who still have a pure 2G mobile phone should switch to a device that supports modern technologies. When purchasing a new device, Swisscom recommends taking a 4G-capable device. A pure 2G mobile phone cannot be upgraded with the new technologies. Swisscom already stopped selling pure 2G devices in 2014. You can check if your device is future-proof by sending an SMS with the text "2G" to the number 444.

... as a customer with special applications

Customers with a special application (e.g. lift telephone, heating, electricity metre, remote control, remote maintenance) who still need 2G technology for transmission purposes should contact the supplier of this application to clarify whether the application already supports 3G/4G or whether a conversion is necessary.

... as an IoT customer (previous M2M)?

Which operates and manages its SIM cards via the Connectivity Management Platform and possibly also has extended requirements for the operation, functionality and security of its application, Swisscom offers tailor-made solutions. Since 2015, Swisscom has been drawing the attention of IoT customers to the impending technology change and advising customers on the changeover.

Contact for mobile phone customers

Further information on this can be found at www.swisscom.ch/2G. If you have any questions or if anything is unclear, please contact our hotline on 0800 800 800 for residential customers and 0800 055 055 for SME customers or go to your nearest Swisscom Shop.

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Contact for IoT customers

Further information can be found at www.swisscom.ch/IoT. And if you have any questions or concerns, please contact your account manager or IoT Specialised Sales directly (iot.spoc@swisscom.com).