



## **eir business mobile 3G Retirement.**

As we continue to improve our mobile network, we will begin retiring 3G from October 2026. This will allow us to further enhance our 4G and 5G data service for our customers, and means better coverage, call quality, data reliability, and better mobile experience for your business.

For most of our customers there will be no impact, and you can continue using your service as normal.

If you need to take any action, we will contact you directly with the few steps you need to take.

### **Why are we retiring 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.
- Retiring 3G allows us to focus on improving our 4G and 5G networks and gives a much-improved experience for our customers.
- With 5G, customers can enjoy unrivalled speed and reliability, offering peak speeds up to and over 1Gb per second.

### **What does this mean for your business?**

If you are using an old 3G SIM or have a 2G/3G phone or device, 3G data services will downgrade to the slower 2G speeds. Your calls & texts will move onto the 2G network, but quality may vary.

If you have not been 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 fast data, otherwise you will have only slow 2G data.

Some devices may continue to operate after the 3G retirement by falling back to 2G, provided they support 2G connectivity and their service only requires very low data speeds.

### **What to do next.**

If you are impacted, we will contact you and outline the steps needed depending on your phone, SIM, or device.

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 one to access data services.
- If you need a new eir business SIM card and have a compatible phone or device, you can order a replacement for free via eir Business Mobile Care at 1921.
- For simple M2M/IoT/SMS based services where 2G is adequate, such as basic telemetry, alarm signalling, utility meter reading, services should be validated against the specific device and application.

### **FAQs**

#### **When will 3G be retired?**

We will commence retirement of our 3G network from October 2026. We are letting everyone know now, so you have plenty of time to plan.



**Will my calls and texts continue to work?**

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

**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 drop to slower 2G. Your calls and texts will default to the 2G network, and quality may vary.

**What happens if I do nothing?**

If you have a 3G SIM or device or you do not have 4G/5G settings enabled on your device, your service will be drop down to 2G where calls and texts will still work but mobile data will drop to slower speeds.

**What about devices?**

If you have a 3G device, your service will drop down to 2G where calls and texts will still work but mobile data will drop to slower speeds.

**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?**

eir business Wi-Fi Calling lets you make and receive calls over Wi-Fi when there's poor mobile phone signal. There is 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.

**I do not have an inventory of all the business devices in my organisation. Can you help?**

eir business has identified the mobile numbers that may be affected and can share these with you.

**I have 3G devices in my estate, what can I do?**

You should confirm with the equipment supplier whether the device relies on 3G data or if limited 2G data service is adequate.

**I need extra support, what is available to me?**

Please contact your eir business Account Manager or the eir business Mobile Care team on **1921**.

**Will shutting down 3G affect calls to the emergency services?**

No. Emergency services are a critical aspect of telecommunications infrastructure, and all network operators take necessary measures to ensure their continuity.

**Will 2G be switched off as well?**

We aren't switching off our 2G network. To provide you with a better mobile experience, we are expanding our 4G and 5G coverage across Ireland.