



Comfort
Keepers®

Elevating the
Human Spirit™

How to prepare for the 3G shutdown

When 3G goes away, older phones may lose the ability to make and receive calls and texts, including emergency calls to 911. Follow the steps below to get ready for the switch.

1 Find out if the phone is 5G compatible

Even if the phone is only a few years old, don't assume it is 5G compatible. Try these four ways to check the phone's compatibility:

Look for a 5G logo

Check the back of the phone or in the right-hand corner of the home screen.

Check the settings

For Android Phones:

- Go to Settings → Network & Internet or Preferred Network Type. If you see the 5G option on the list, the phone has 5G capability.

For iPhones:

- The 12 series and higher are compatible with 5G; all older models are not.

Find the phone's model number

For Samsung or Android Phones:

- Settings → About Phone → scroll to find the Model Number.

For iPhones:

- General → About → scroll to find the Model Number.

Search online

Enter the name of the phone or model number in the search bar and find the manufacturer's website.

2 Not compatible?

If you think your phone is not 5G compatible, contact your carrier as soon as possible to ask about your upgrade options; the 3G networks are beginning to be shut off in early 2022.

verizon✓

www.verizon.com/supportknowledge-base-218813/
Verizon G3 shutdown: **December 31, 2022**



www.att.com/idpassets/images/support/pdf/Devices-Working-on-ATT-Network.pdf

AT&T shutdown: **February 2022**

T-Mobile

www.t-mobile.com/supportcoverage/t-mobile-network-evolution

T-Mobile/Sprint shutdown begins: **March 31, 2022**

Other popular devices affected by the 3G shut down

- Older Kindles
- Medical alert devices
- Home security systems



At Comfort Keepers®, we know that family connections bring seniors happiness. The ability to make a quick call or have a long conversation provides seniors and older adults with more meaningful moments each and every day.