

AFFECTED DEVICES

2G Only – won't work at all

3G 2100 – will have minimal coverage in metro areas only

3G 900 – Will not work at all, these are specific to non- Telstra Carriers that run 3G on this spectrum.

All the above need to have replacement devices that include 3G 850 MHz..

Other possible affected devices

- LTE only and
- LTE/3G 2100

As LTE only are mostly data only devices and so will mostly not be impacted. The LTE/3G2100 could in some cases be voice and SMS capable handsets that will have poor voice coverage

3G/4G devices that customers can't connect.

End Users will need to ensure that they are using a 3G/4G SIM

End Users may need to change the device's carrier network settings to Automatic.

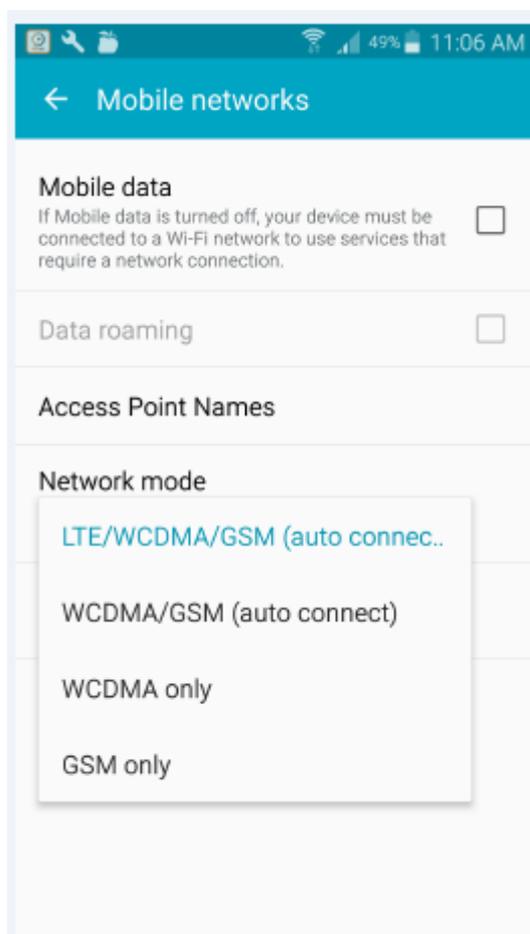
If the SIM is Ok and the Automatic Network Settings still don't connect to the TeleChoice Network, then:

Firstly you should save any data that you want to keep externally/ or to the cloud. And then use the "Factory Reset" or "Device Reset" functions to connect.

Android Devices

If you need to set up your **Android device manually**, insert the SIM into your device (usually under the battery or back cover) and follow the below steps.

1. Tap Apps
Tap Settings
Tap More Settings or More Networks
2. Tap Mobile Networks
3. Tap Network Mode
4. Ensure that LTE/WCDMA/GSM is used as (auto connect)



Apple Devices

If you need to set up your **iPhone manually**, simply follow the below steps.

1. Tap **Settings**
Tap **Mobile**
Tap **Mobile Data Network or Options**
2. **Enable 3G/4G should be tapped. If it is not, then Tap Enable to 3G/4G to allow the change of setting.**



3. Alternatively please follow the below steps:

-Set Network Mode to Automatic

Specific steps will vary from handset to handset, however most can follow the below:

Settings>Mobile Networks>Network mode>Automatic

-Perform a Network Settings Reset

Note this will erase any saved Wi-Fi Networks on the handset

Settings>General>Reset>Reset Network Settings

-Perform a Factory Reset

Note this will erase all content saved on the handset, including contacts, photos, etc. We strongly recommend backing up all content before proceeding with a Factory Reset

Settings>General>Reset>Erase all content and settings

DUAL SIM HANDSETS

Dual SIM handsets will default the second SIM CARD to 2G

If one of the SIM Cards in your phone is with a different carrier (Optus/Vodafone), you will need to swap your SIM Cards and Make the TeleChoice SIM your Primary SIM CARD allowing the 3G/4G Network.

Your alternate SIM will need to be the Secondary SIM to default to 2G. If this is still available.

If your secondarySIM is also on the Telstra network, you will not able to use your Dual SIM functionality and will need to remove the secondary SIM for the TeleChoice Service to work.