

Subject: Reminder: 3G Network Shutdown – Action Required for 3G Terminals **Bulletin No:** 36

Hardware: Ingenico Tetra 3 Terminals

Bulletin Date: 20 Feb 2026

Effective Date: Immediately

Software Version: All

Bulletin Message:

If any Ingenico Terminal has a **3G SIM installed**, whether it is used as the **primary connection or as a backup**, merchants may experience the following issues once the 3G network in their region has been shut down:

- Intermittent freezing
- Unresponsive terminal (keys/buttons not working)

If this occurs, the following steps must be taken:

1. Turn off GPRS.
2. Change the terminal connection type to TCP/IP or WIFI
3. **Remove** the 3G SIM card.

Please note:

Replacing a 3G SIM with a 4G SIM **will not work** unless the terminal hardware is 4G compatible.

Network Provider Updates

One.NZ

For updates on their One.NZ staged 3G shutdown, please refer to:

<https://one.nz/3g-shutdown/?srsltid=AfmBOor3cjue5Md2jqQV-iFdN5a8Yj8iP0evl0go0xX4o0hFFRgKik9G>

The next scheduled regions to commence shutdown from **24 February** are:
Waikato, Bay of Plenty, Gisborne, Hawke's Bay, Taranaki & Whanganui (rest of North Island, excluding Auckland and Wellington).

Spark

Spark's 3G network will no longer be available from **12:01am, 31 March 2026**.

2degrees

2degrees completed their 3G shutdown on **2 February**.

