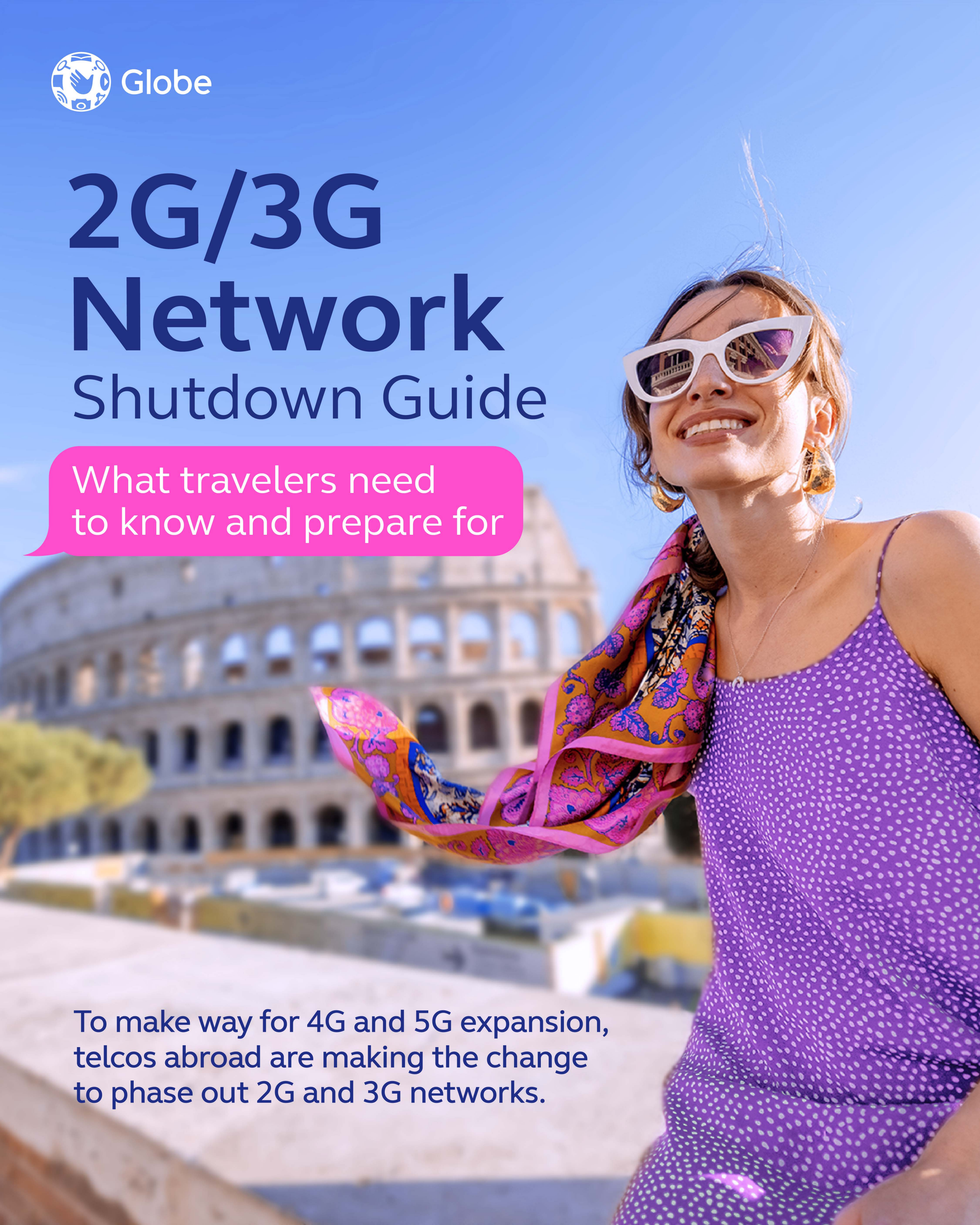




# 2G/3G Network Shutdown Guide

What travelers need  
to know and prepare for

To make way for 4G and 5G expansion, telcos abroad are making the change to phase out 2G and 3G networks.







How will this affect my *connectivity* abroad?



2G/3G SIMs and devices will no longer get a roaming signal from affected partner networks. Ensure you're on a 4G/5G SIM and device to avoid losing signal.

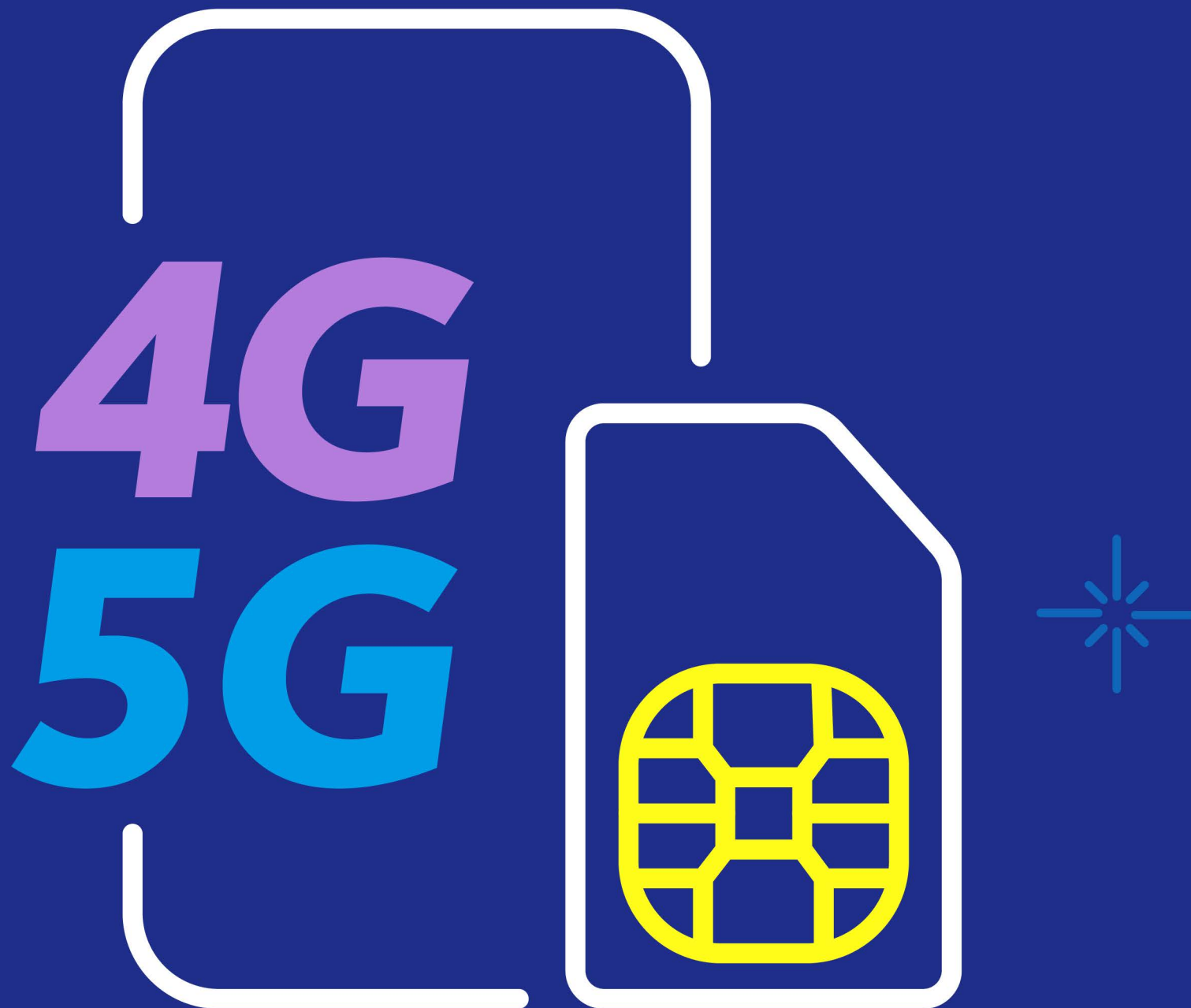


Travelers connected to partner networks that have removed 2G/3G won't be able to make and receive calls and texts. Mobile data will be available as long you have an active data roaming promo.



## What do I do to stay *connected*?

1. Upgrade your SIM and device to 4G/5G. SIM upgrade is free at all Globe stores with the option to retain your existing numbers. You can also check out the latest 5G devices available with Postpaid plans.







2. Once connected to a 4G or 5G network, a customer can enjoy browsing if registered to a data roaming promo.

If you prefer to use regular calls and texts, you must be connected to a roaming partner that still has 2G/3G.

Visit [glbe.co/non2g3gpartners](http://glbe.co/non2g3gpartners) to see which network type is available in your country of destination.

Country	Roaming Partner	2G	3G	4G/5G
Australia	Yes Optus	✗	✗	✓
	Telstra	✗	✓	✓
	Vodafone	✗	✓	✓
USA	AT & T	✗	✗	✓
	T-Mobile	✓	✗	✓





*For an upgraded mobile experience that lets you enjoy supercharged streaming and content sharing, 4G/5G is the network to use.*

3. If you're planning to make calls and texts while connected to a 4G/5G network, then you need to access to a 2G/3G network. In your phone settings, manually select a network partner.

**5G/LTE/3G/2G** (auto connect)

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**LTE/3G/2G** (auto connect)

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**3G/2G** (auto connect)



*To manually select another roaming partner, follow these steps:*

**If using an iPhone:**

- Go to **Settings**
- Look for either **Cellular** or **Mobile Data**
- Choose **Network Selection** (may be under SIMs)
- Turn OFF Automatic for the device to scan other networks available in the area

**If using an Android:**

- Go to **Settings**
- Look for **Mobile Networks**
- Turn OFF **Select Automatically** for the device to scan other networks available in the area

*After you make a call, you can switch back to either 4G or 5G to enjoy data browsing.*





4. As an alternative, you can subscribe to Globe's data roaming offers via the GlobeOne app so you can make calls and send chats through apps like FB Messenger, Viber and WhatsApp.

## For Postpaid

Choose how you want to stay connected

### Pre-register to **Roam Surf Longer Stay**



Subscribe a day before your trip and enjoy data roaming for as low as P200/day.

Once abroad, turn on Mobile Data and Data Roaming.

### Get data roaming in an instant with **Roam Surf 399**

Mobile Data



Data Roaming



Enjoy all-day data roaming that automatically renews. Just turn on Mobile Data and Data Roaming! No registration needed.

OR



Set your phone's APN to

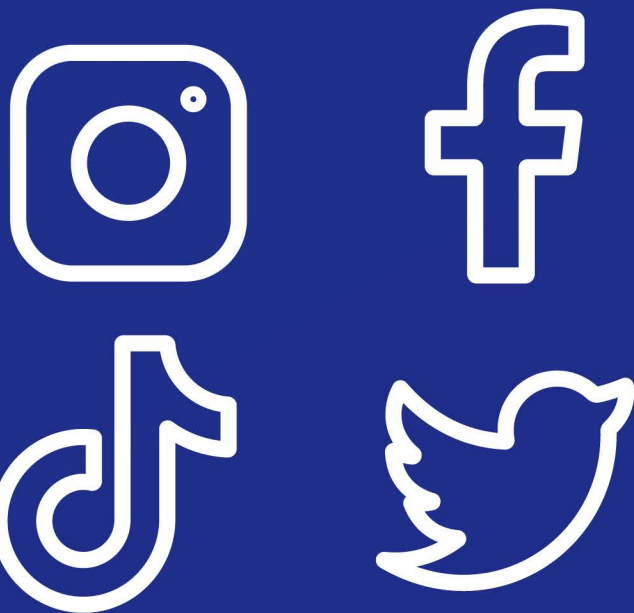
[internet.globe.com.ph](http://internet.globe.com.ph)



## For Prepaid

Stay online while abroad with data roaming for as low as P100/day

### Roam Surf



Register to Roam Surf promos via GlobeOne or GCash to enjoy surfing abroad. No need to worry about pay-per-use data charges.

Mobile Data



Data Roaming



3G/LTE/5G



Once registered, turn on Mobile Data and Data Roaming. Next, restart your phone and make sure you're on 3G/LTE/5G to start browsing. Set your phone's APN to [internet.globe.com.ph](http://internet.globe.com.ph)



For any roaming concerns please call the Globe Roaming Hotline at (02)7-7301212 or chat with Globe on Facebook Messenger.