

# Upgrade now before it's too late

## 3G Mobile Network Shutdown

**Mobile network providers in New Zealand have announced that they will be switching off the 3G mobile network services by 31 December 2025\*.**

Emergency telephones using a mobile gateway in the lift operating on the 3G network will no longer be connected after the cut-off date not allowing trapped passengers to contact our dedicated 24/7 Customer Care Centre.


3G mobile gateway and SIM cards will need to be upgraded to 4G compatible gateway and SIM.




### KONE 4G Wireless Gateway


KONE 4G Wireless emergency telephone gateway combined with the KONE SIM has the ability to connect to back up network provider so that passengers can contact KONE's dedicated 24/7 call-centre in the event of a power failure or when the main network goes down. What's more is KONE can manage and maintain the wireless line rental for you, giving you one less thing to worry about.

#### Features and benefits

 **Connectivity**  
KONE SIM provides the ability to connect to back up network

 **Battery Back Up**  
Covers entrapment situations during building power loss

 **SIM Management**  
KONE can manage SIM rental and call charges

 **Multi-network SIM**  
Option to install a backup SIM if required



**Don't wait for the cut-off date. Plan ahead and contact your KONE representative today to upgrade your lift emergency telephone gateway.**

\* 2degrees and Spark NZ will discontinue 3G service in late 2025 and One NZ will close its 3G service by 31 December 2025.