

3G Network Switch Off

3G – the ‘third generation’ of mobile technology – is being phased out across 2024 and 2025. Different providers are switching off their 3G networks at different times: you can read more about the switch off on Ofcom’s website ([click here](#)).

If your contactless donation device connects to the internet using a SIM card, you may be affected by this change. This is because older devices using 3G are not capable of connecting to 4G or 5G networks.

If your church has Wi-Fi you do not need to take any action.

How can I tell if my GivingStation is using 3G?



If your GivingStation was purchased **before January 2022, you will most likely be using a 3G model**. Any GivingStation purchased after January 2022 is 4G-enabled and will not be affected. If your GivingStation tablet is mounted by the lid, and has a wooden casing like the left-hand image, then it is mostly likely a 3G model.

To double check, on the tablet go to ‘settings’, ‘network settings’, and select ‘preferred network settings’. This allows you to select the preferred network type: 4G/3G/2G. If 4G isn’t available as an option then your device is not enabled for 4G.

If your GivingStation tablet is locked to the body and looks like the right-hand image, you have a 4G model and **do not** need to take any action.



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If you have a 3G GivingStation

You can still use your 3G model if your church has Wi-Fi. However, if your church/building *does not* have Wi-Fi and there are no plans to install it, there are several options available to you:

1. Use mobile broadband with a dongle or MiFi

You can purchase a mobile dongle or MiFi router, which use a SIM card to create a Wi-Fi network for your contactless device to connect to. There are lots of different types available: some come with a SIM card and data plan, while others allow you to use your own SIM card. TP-Link have a variety of routers that can be used with your own SIM card; prices start from around £40. (Note: You cannot connect a WiFi device that requires a USB connection)

2. Upgrade your tablet

You can order an upgraded tablet for your Giving Station. The new tablet will need to be fitted to your device, so your Giving Station must be mailed in to Payaz. This option costs £120 and you can order the replacement here: <https://www.payaz.com/products/payaz-tablet-upgrade/>

This upgrade includes installation of new device and internal cabling. Follow the link to see instructions of what to do next. The recommended method is to send your device via Parcel Force 48 hour at your local Post Office and it should cost less than £10.

3. Payaz SIM - short term solution

Payaz provide their own SIM cards which are multi-network, meaning they connect to whichever network is available/ strongest. When a specific network no longer provides 3G support, the SIM should connect to another provider who still does (if the signal is strong enough).

You can order a 500MG or 1GB SIM card from Payaz

<https://www.payaz.com/shop/>

*Presumably, if your church does not have Wi-Fi, you will already have a SIM card. If you are using a SIM card that is not from Payaz, please ensure that it is a multi-network SIM that can connect to a 3G network. **Please note that the SIM card option is limited to as and when 3G is no longer an active network, so this option is a short-term solution.***



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