

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 Passbox is using 3G?



If you have a Passbox you will need to manually check if your device is a 3G or 4G model. The best way to identify the device’s network capability is to Google the model of the handset. The model information can be found in the device settings on all handsets.

If you have a 3G Passbox

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 the mobile device

The PassBox is no longer being manufactured, therefore there are no provided upgrade options, but you could purchase an alternative Android device.

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.***



The Diocese of
Southwark