



Holly Creek
Deputy Director of Markets and Consumer
Digital Infrastructure
Department for Digital, Culture, Media & Sport
22 Whitehall
London SW1A 2EG
www.gov.uk/dcms

24 August 2026

Dear TechUK Member,

2G Switch-Off – Action Required for Critical Services and Infrastructure

I am writing on behalf of the Department for Digital, Culture, Media and Sport (DCMS) regarding the mobile network operators (MNOs) planned switch-off of 2G mobile networks and the steps that organisations within your sector should be taking to prepare. This switch-off is part of a broader modernisation of digital infrastructure. It reflects a global move away from legacy technologies to more capable networks.

EE and Virgin Media O2 will switch off their 2G networks in 2029, and VodafoneThree in 2030 (see [HERE](#), [HERE](#) and [HERE](#) respectively). Switching off 2G will enable valuable spectrum to be repurposed to support faster, more resilient, and more secure 4G and 5G services. This will help deliver better connectivity for businesses, public services and consumers.

The 2G switch-off is an industry decision and industry-led programme. The Government supports a responsible and well-managed transition to newer technologies. However, we are equally clear that critical services, critical national infrastructure and vulnerable people must be protected throughout the process.

To support the 2G switch-off, the MNOs have agreed a voluntary [2G Switch-Off Charter](#). A number of Mobile Virtual Network Operators (MVNOs) have also agreed the Charter. The Charter includes industry commitments to contacting affected customers well in advance of the switch-off, maintaining access to emergency services, ensuring suitable 4G and/or 5G coverage is available before services are withdrawn, and working with the Government and sectors to protect critical services and infrastructure.

Through engagement with government departments, industry stakeholders and MNOs, we have identified a range of critical use cases which may continue to rely on 2G connectivity. These are services where the loss of connectivity could pose a risk to life, impact critical national infrastructure, or lead to significant economic harm. Examples include telecare alarms, healthcare monitoring devices, transport infrastructure, environmental monitoring systems, utilities equipment, smart metering and all other Internet of Things (IoT) and machine-to-machine devices.

Whilst MNOs are taking steps to support a safe transition, responsibility for identifying affected devices and ensuring they are upgraded sits with service providers and device owners, supported by their suppliers and manufacturers. In many cases, MNOs do not have direct visibility of, or responsibility for, the equipment relying on their networks. Organisations should already be identifying affected devices and services now and implementing plans to migrate them to 4G, 5G or alternative connectivity solutions well ahead of the relevant switch-off dates.

What organisations should do now

We know that most, if not all, organisations have already begun planning and migrating devices and services to 4G and 5G. We are now asking all organisations to:

- Identify any devices, systems or services that rely on 2G connectivity.
- Engage with equipment manufacturers, suppliers and service providers to understand available upgrade or replacement options.
- Develop plans to migrate affected devices and services to 4G, 5G or alternative connectivity solutions before 2G switch-off.
- For suppliers, manufacturers and service providers, we encourage you to ensure customers are aware of any products that rely on 2G connectivity and to provide clear guidance on available migration pathways.

We recognise that some sectors may face particular challenges in transitioning away from 2G. If any sector-wide issues are identified, we are able to support discussions between the industry and the MNOs.

If your organisation or members require support, wish to discuss specific challenges, or identify risks relating to critical services or critical national infrastructure, please contact my team at 2GSwitch-Off@dsit.gov.uk.

For the latest information and guidance on the 2G switch-off, please visit GOV.UK: <https://www.gov.uk/government/collections/telecommunications-modernisation>.

The 2G switch-off is an important step in modernising telecoms infrastructure. By acting now, sectors can help ensure that critical services continue to operate safely and reliably, whilst enabling the benefits of newer mobile technologies to be realised across the UK.

Thank you for your support.

Yours sincerely,



OFFICIAL

Holly Creek
Deputy Director, Markets and Consumer

OFFICIAL