

FREQUENTLY ASKED QUESTIONS (FAQs)

CESSATION OF 2G GSM SERVICES IN BRUNEI DARUSSALAM

GENERAL

1. What is 2G GSM?

2G refers to the second generation of mobile services based on GSM (Global System for Mobile communication) which allows initial data transfer on mobile devices, mainly text messages. 2G services were first introduced in Brunei Darussalam by DST Communications Sdn Bhd in 1995.

2. What is happening to 2G services in Brunei Darussalam?

Brunei Darussalam is gradually ceasing operation 2G services, with a complete cessation by June 1, 2021. This means that all 2G SIM-cards and devices cannot be used after this date. This will affect mobile phones and any other devices which use 2G SIM-cards e.g. machine-to-machine (M2M) devices. Please contact your service provider if you think you have SIM-cards which will be affected.

3. Why are 2G services being terminated?

2G services are being terminated to make way for the provision of more advanced mobile services with better service quality, capacity and reliability. This will support the need for lower latency and higher speeds.

4. How to check if you have a 2G mobile phone or device?

Refer to the symbol next to your mobile phone or device's signal bar indicator. If you see "3G", "H+", "4G", "4G+" or "LTE", your phone is a 3G and/or 4G mobile phone or device. If you do not see these symbols, it is likely that your SIM-cards, mobile phone and/or device uses 2G services so you should check with your service provider.

5. Do I need to change my SIM card?

Yes, you are advised to contact your service provider to migrate to 3G or 4G services by changing SIM-cards as soon as possible.

FOR DEALERS

1. What devices are affected by the cessation of 2G services?

The termination of 2G services will only affect 2G-Only (GSM 900) devices. Devices which support at least 3G and 4G can still be used. AITI has stopped importation of 2G-only devices since March 2021.

2. Can 2G-only devices still be sold in Brunei Darussalam?

Dealers are advised not to sell any 2G-only devices to consumers and remove them from display.

To mitigate the possibility of customer complaints, Dealers should provide clear and accurate information to customers who intend to purchase 2G-only devices. This information should clearly indicate that the customer will not be able to access mobile communications services using these 2G-only mobile phones from 1 June 2021 onwards.