

### **Understanding the 2G Switch-Off**

The UK's 2G networks are scheduled to be phased out by 2033, with each network provider following its own timeline for shutdown.

Recently, there has been growing concern regarding Virgin Media O2's (VMO2) decision to disable international SIM roaming on their 2G network starting in October 2025. Many have questioned whether this change will impact devices such as ours, as Mindme, like many others in our sector, use international roaming SIMs sourced from Europe.

European SIMs are chosen specifically because they are not tied to a single UK network, allowing them to automatically connect to the strongest available signal in any given area.

### **Will Mindme Devices Stop Working in October 2025?**

No. When VMO2 disables international SIM roaming on its 2G network, Mindme SIMs will simply switch to an alternative available network, such as Vodafone or EE.

### **What If My Device Is in an Area Where Only O2 Is Available?**

In rare cases where O2 is the only network available, we can install a UK O2 SIM to maintain continuous service.

### **What About the Transition to 4G?**

Mindme is set to launch 4G compatible devices in the coming months. There is no immediate need to replace existing 2G devices, as upgrades can take place gradually as part of regular device renewal cycles.

### **Will Upgrading to 4G Be Expensive?**

No. Since 2G devices can be replaced with 4G models when they reach the end of their lifespan, this transition will have no financial impact on customers.

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