

Key Messages and Questions and Answers

3G/HSPA Wireless Service Coverage in Select Areas in Saskatchewan

KEY MESSAGES:

- On December 31, 2025, some wireless network towers in Saskatchewan will no longer support **3G/HSPA** service, which will result in a change to coverage.
- Visit SaskTel's [website](#) to learn more about the impacted areas in Saskatchewan.
- This means that devices that rely on **3G/HSPA** technology will no longer be able to make or receive voice calls (including 9-1-1), send texts and may not be able to use mobile data in these areas.
- Once **3G/HSPA** wireless service is discontinued, only LTE and/or 5G service will be available in affected areas.
- To continue service in impacted areas when using a Voice over LTE (VoLTE) compatible device, users must:
 - Update their device to use the [latest software \(operating system\)](#); and
 - Ensure they have [Voice over LTE \(VoLTE\) turned on](#).
- If your device is not VoLTE compatible, you will need to upgrade to a VoLTE compatible device before December 31, 2025, to continue service in impacted areas.
- Visit SaskTel's [website](#) for a list of devices that have VoLTE capability.
- For more information on ordering a new device, visit [Taskroom](#).

QUESTIONS AND ANSWERS:

Q1 What is changing with SaskTel's 3G/HSPA wireless service?

A: Effective December 31, 2025, SaskTel will discontinue **3G/HSPA** wireless service in select areas of Saskatchewan due to the expiration of a leased spectrum agreement that cannot be renewed.

Q2 What impact will this have on mobile and IoT devices?

A: Devices that rely solely on **3G/HSPA** technology will no longer be able to make or receive voice calls (including 9-1-1), send or receive text messages and may not be able to use mobile data. This may also affect Internet of Things (IoT) devices operating in those areas. We will share more information as it becomes available.

Q3 What is Internet of Things (IoT)?

A: The IoT refers to a network of interconnected physical devices, vehicles, appliances, and other objects embedded with sensors, software, and network connectivity.

Q4 How can employees ensure they remain in service?

A: Employees must ensure their device is updated with the latest software and has VoLTE (Voice over LTE) enabled. If the device is not VoLTE-compatible, to maintain service, the device must be upgraded to a VoLTE-capable device before December 31, 2025.

Q5 How can employees check if their device supports VoLTE?

A: Visit SaskTel's [website](#) for a list of VoLTE-capable devices.

Q6 Will this impact rate plans?

A: It may if you are currently on a grandfathered wireless plan. SaskTel will be able to provide more information on this.

Q7 Are there any discounts available for purchasing an upgraded device?

A: Most 3G devices would be on expired contracts which means most will be eligible for hardware subsidy to aid with the cost of a new device.

Q8 Who should employees contact if they need a device upgrade?

A: The process of ordering a new device has not changed. For information ordering a new device visit [Taskroom](#).

Q9 What can employees do if they are not able to replace their device before December 31, 2025?

A: In situations where replacing a device is not possible before December 31, 2025, please contact the Ministry of SaskBuilds and Procurement's Telecomm Branch at telecombranch.sbp@gov.sk.ca.