

BE THE FIRST TO KNOW

Below are some FAQs to help you get a better understanding of what VoLTE is all about.

VoLTE FAQ's

- **What is VoLTE?**

VoLTE simply stands for Voice over LTE(4G). This is a technology enabled voice service that allows you to access LTE internet while on a voice call at the same time.

- **What are the benefits of VoLTE?**

- *Unlike 2G, 3G, or regular 4G (LTE) where browsing experience is interrupted or degraded when making or receiving a call, VoLTE allows you to easily do both at the same time without any extra cost.*
- *Improved voice call quality.*
- *Calls connect more quickly compared to 2G/3G.*

- **What do I need to enjoy the service?**

- *The requirements for the service include handsets that have the VoLTE functionality.*
- *An LTE (4G) enabled MTN SIM card.*
- *The customer should also have access to LTE 4G network coverage.*

- **Which type of phones support the VoLTE service?**

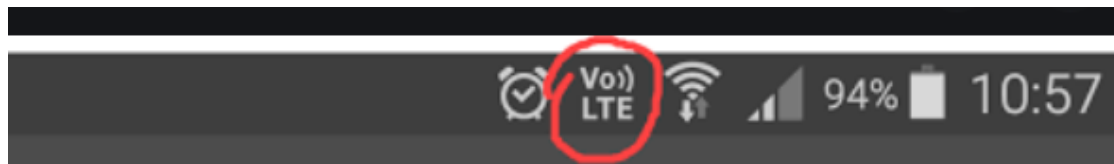
- *Currently, a selected range of Samsung and Huawei phones made for the Ghanaian market support the service. Please see table below for all compatible handsets.*

- **How does a customer setup VoLTE on his or her compatible phone?**

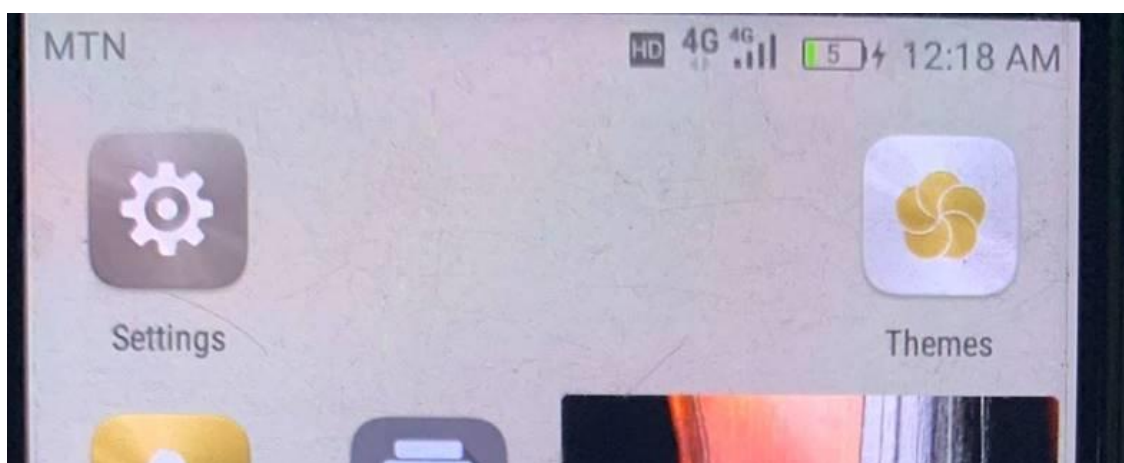
- *Customer can follow below procedure to setup the VoLTE service on the handset.*
- **SETTINGS → CONNECTIONS/WIRELESS & NETWORKS → MOBILE NETWORKS → VoLTE CALLS (Toggle to turn on)**

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- **How do I know the VoLTE service is enabled?**
 - *The VoLTE icon will be displayed on the status bar of the phone's screen at the top right corner. Below for Samsung*



Below for Huawei



- **Is the service available to all types of MTN customers?**
 - *Yes. Both Prepaid and Postpaid customers can enjoy the service*
- **Does making calls on VoLTE come with extra charges?**
 - *Customers who use this service will not pay any additional charges for both calls and internet. Calls made will be charged based on the customer's existing call plan tariff. Same applies to internet usage.*
- **Can I enjoy VoLTE service on 2G and 3G network?**
 - *No. VoLTE only works in areas with 4G network coverage.*

Public

- **Do I have to manually disable VoLTE when I get into an area without 4G coverage?**
 - *Once your network mode switches from LTE (4G) to H/3G/2G/EDGE, VoLTE is automatically disabled.*
- **Does VoLTE affect the customer's internet speed?**
 - *VoLTE service does not change the speed of your internet. You will still enjoy the same internet experience you have based on the available network conditions.*
- **Are roaming customers allowed to access VoLTE service?**
 - *The service is not available on roaming yet.*
- **Do I need to disable VoLTE before activating roaming service in other countries?**
 - *No need to take any action. VoLTE will not function when roaming.*
- **What do I do if I change handsets to a Non-VoLTE supported phone?**
 - *Customer will not be able to access VoLTE service when he downgrades his phone. There will be no service deactivation or action from MTN.*
- **Will the VoLTE service affect other call supplementary services like call waiting, call divert etc?**
 - *Currently VoLTE is not supporting Call forwarding. This is a temporary problem and will be fixed in due time.*
- **Can I make VoLTE calls to other customers who do not have VoLTE activated?**
 - *Yes. VoLTE users can make calls to non-VoLTE users and still be able to use the internet while on the call. However, the high definition (HD) voice clarity of the call may not be guaranteed.*

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- **Will the VoLTE service affect SMS and USSD services?**
 - *No. Both SMS and USSD services will not be impacted.*
- **Are MoMo services going to be affected by the VoLTE service?**
 - *All customers on VoLTE will still be able to use their Momo accounts for all transactions without any change in experience.*