

**VoLTE Terms and Conditions**  
**(Effective Date 16<sup>th</sup> November 2022)**

**1. Introduction**

**Voice over Long-Term Evolution (hereinafter called "VoLTE"** is voice calls made over a 4G LTE network which promises better voice quality, the ability to connect calls quicker and the option to browse the web while simultaneously having a voice call at no extra cost.

**VoLTE offers:**

- **Superior quality** when making and receiving voice calls and continued access to data on 4G during voice calls. This means option to browse the internet while having a voice call at the same time.
- **Improved call set up times.** The ability to connect calls quicker as your call quality is superior to 3G or 2G connections as far more data can be transferred over 4G or 3G.
- **High definition** (clear) voice calls, making it easier to pick out not only what the person on the other end of the line is saying, but also their tone of voice, that is as if the person is standing next to you.

**2. THIS OFFER IS AVAILABLE TO ALL PAY AS YOU GO AND PAY MONTHLY MTN CUSTOMERS WITH VOLTE COMPATIBLE HANDSETS IN 4G COMPATIBLE AREAS ON THE FOLLOWING TERMS:**

- a) The VoLTE customer can initiate VoLTE calls to another customer whose device is supported by the service. VoLTE to VoLTE is the default call. Nevertheless, when a VoLTE customer initiate calls to non-VoLTE customer, calls will be on either 2G or 3G network.
- b) Customers will need to be in a 4G coverage area to enjoy VoLTE service.
- c) Call charges are depleted from main account or voice bundles. Service is opened to both prepaid and post-paid customers.

- d) VoLTE services are unavailable on roaming due to cross-network challenges.
- e) Customers do not need to subscribe to the service. Supported devices can be activated by turning on VoLTE which can be found on the menu on the device.
- f) MTN VoLTE currently supports only **Samsung** and **Huawei** handsets.

There are new critical security vulnerabilities impacting certain Android devices, specifically those running **Samsung Exynos chips including Google Pixel 6 and 7, Samsung phones and wearables**. The vulnerability allows an attacker to remotely compromise a user's device with no user interaction. Customers are advised to deactivate the VoLTE service until the device's software is updated.

#### **AFFECTED DEVICES:**

Samsung has confirmed that any Samsung device running the Exynos chip is impacted:

These include but are not limited to:

- ✚ Samsung Galaxy phones including those in the M33, M13, M12, A33, A13.
- ✚ Vivo phones including those in the S16, S15, S6, X70, X60, and X30 series.
- ✚ Google Pixel 6 and 6 Pro, Pixel 6a, Pixel 7 and 7 Pro.
- ✚ Any Samsung wearable that uses the Exynos W920 chipset.
- ✚ Any Samsung device that uses the Exynos Auto T5123 chipset.

### **3. Changes**

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material, we will try to provide at least 3 (three) days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

### **4. Applicable law and Jurisdiction**

The applicable law of these terms and conditions shall be the laws of Ghana and the courts of Ghana shall have jurisdiction in any matter(s) arising herein.

**5. Business Address**

Location: MTN House, Independence Avenue,  
West Ridge, Accra Ghana

Division: Marketing

Mobile: 0244300000

**6. VoLTE Supported Devices**

Samsung	Huawei
SM-G950F/SM-G955F (S8)	P10 Series
SM-G960F/SM-G965F (S9)	Nova 5T
SM-G970F/SM-G973F/SM-G975F (S10)	Y9 prime
SM-G980F/SM-G985F/SM-G988B (S20)	Y9 prime 2019
SM-G991B/SM-G996B/SM-G998B (S21)	Y9s
SM-S901E/SM-S906E/SM-S908E (S22)	Mate 10 series
SM-G780F (S20 FE)	Nova 9
SM-G780G (S20 FE)	Nova 8i
SM-G990E (S21 FE)	Nova 7i
SM-N950F (Note 8)	Y8p
SM-N960F (Note 9)	Y9a
SM-N970F/SM-N975F (Note 10)	P50 Pro
SM-N980F/SM-N985F (Note 20)	
SM-N770F (Note 10 Lite)	
SM-A260F (A2 Core)	
SM-A013G (A3 Core)	
SM-A015F (A01)	
SM-A022F (A02)	
SM-A025F (A02s)	
SM-A037F (A03s)	
SM-A032F (A03 Core)	
SM-A035F (A03)	
SM-A042F/SM-A045F/SM-A047F (A04 Series)	
SM-A105F (A10)	
SM-A107F (A10s)	
SM-A115F (A11)	
SM-A125F/SM-A127F (A12)	

SM-A135F (A13)	
SM-A145F (A14)	
SM-A205F (A20)	
SM-A207F (A20s)	
SM-A217F (A21s)	
SM-A225F (A22)	
SM-A235F (A23)	
SM-A245F (A24)	
SM-A305F (A30)	
SM-A307F (A30s)	
SM-A315F (A31)	
SM-A325F (A32)	
SM-A336E (A33)	
SM-A346E (A34)	
SM-A505F (A50)	
SM-A515F (A51)	
SM-A525F (A52)	
SM-A536E (A53)	
SM-A546E (A54)	
SM-A705FN (A70)	
SM-A715F (A71)	
SM-A725F (A72)	
SM-A736B (A73)	
SM-A805F (A80)	
SM-F916B (Z Fold2)	
SM-F926B (Z Fold3)	
SM-F936B (Z Fold4)	
SM-F700F (Z Flip)	
SM-F711B (Z Flip3)	
SM-F721B (Z Flip4)	
SM-J400F (J4)	
SM-J600F (J6)	
SM-J610F (J6+)	
SM-J701F (J7 Neo)	
SM-J530F (J5 Pro)	
SM-J720F (J7 Duo)	

SM-J730F (J7 Pro)	
SM-A920F (A9)	
SM-J610F (J6+)	
SM-A750F (A7 2018)	
SM-M115F (M11)	
SM-T225N (Tab A7 Lite)	
SM-T735 (Tab S7 FE)	
SM-X205 (Tab A8 10.5)	
SM-X706B/SM-X806B/SM-X906B (Tab S8 Series)	