

MTC VoLTE FAQs

1. What is MTC's VoLTE?

VoLTE is an abbreviation and stands for Voice over LTE. It is a technology that allows users with compatible smartphones to experience superior quality, High Definition voice calling with quicker call set-up time over the MTCs LTE data network instead of the traditional voice network i.e. HSPA or 3G or 2G network

MTC's VoLTE (Voice over LTE) is an advanced technology that delivers high-quality life-like sound over voice calls across the MTC LTE/4G network. With MTC's VoLTE you'll experience ultra-clear voice quality and reduced background noise. Conversations will sound more natural, almost as if the person at the other end of the phone call is right next to you.

2. How is VoLTE different from standard voice?

VoLTE provides ultra-high definition call quality which makes voices sound more natural and you will hear much less background noise compared to any other standard voice call. So that you can hear the other person clearly even if they are in a noisy place.

3. How do I use VoLTE?

To enjoy MTC's VoLTE services, you need to:

- Have a VoLTE enabled handset
- Ensure that your handset has been upgraded with the latest software provided by your handset manufacturer
- Ensure that you are using an LTE SIM
- Verify that the VoLTE voice calling feature has been enabled on your smartphone
 - For iOS: Settings -> Mobile Data -> Mobile Data Options -> Enable 4G ->Voice & Data
 - For Android: Settings -> Mobile networks -> Turn on VoLTE call.
- *These settings may differ from one handset model to another depending on the handset manufacturer.
- For users with Dual SIM handsets, MTC SIM should be inserted in the SIM slot with data capability and network mode as "4G/3G/2G (Auto)".

4. How do I access HD voice call?

You need to be within a LTE coverage area and have a smartphone that is compatible to the VoLTE technology to access HD voice call.

5. Is VoLTE available in my city/area?

VoLTE is available in areas where there is LTE coverage. See MTC's Coverage map for details

6. How will I know if I am on VoLTE service?

For Android users: The "HD/VoLTE" icon will be shown on the top bar of the screen

For iOS users: There is no visual change. However, they can verify the VoLTE status through the settings under mobile data.

7. How much does VoLTE service cost?

There is no additional cost for VoLTE service. VoLTE is one more way in which MTC is providing better quality of service offerings to its customers.

8. Do I need to activate a separate/special package for VoLTE service?

No. The existing plan will support the VoLTE services.

9. Will VoLTE calls consume data?

No. VoLTE calls will not consume any data. Calls will be charged as per your normal call rates.

10. What happens if I make or receive a call in an area where there is only HSPA or EDGE network coverage or if I travel outside of the MTC VoLTE coverage area?

You will still be able to make and receive calls as per normal, just not on the LTE network. If you or the person you are talking with travels outside the MTC VoLTE coverage area during a VoLTE call, then your call will automatically switch to our standard voice service seamlessly transitioning you from LTE to HSPA/3G or 2G network..

11. Can I use MTC's VoLTE internationally?

No. This service can be used only nationally (wherever LTE is available). However, a customer will be able to make regular calls on 3G and 2G as well.

12. Which Smartphones are compatible to the VoLTE technology on the MTC LTE network?

- The following smartphone are compatible to the VoLTE technology on the MTC LTE network:
- Huawei P20 Pro
- Huawei P30
- More smartphones to be added in the near future.

13. What type of SIM card do I need to make use of the VoLTE service?

You need an MTC LTE SIM card to be able to access the service.