

MTC VoWIFI FAQs

1. What is MTC's VoWIFI?

VoWIFI is an abbreviation and stands for Voice over VoWIFI. VoWi-Fi is a complementary technology to VoLTE and utilises IMS technology to provide a packet voice service that is delivered over IP via a Wi-Fi network. Where possible, VoLTE calls may be seamlessly handed over between LTE and Wi-Fi and vice versa.

VoWIFI is a service available to certain smartphone devices on the MTC network that allows traditional voice calls to be routed over a Wi-Fi network instead of the traditional MTC or other base station. The service aims to improve the call quality and user experience of voice calls when the cellular signal strength is very weak and/or the customer is roaming in a foreign country.

2. How is VoWIFI different from standard voice?

VoWIFI 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 VoWIFI?

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

- Have a VoWIFI 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 VoWIFI voice calling feature has been enabled on your smartphone
- For Android: Settings -> Mobile networks -> Mobile Data -> Switch on VoWIFI calling.

*These settings may differ from one handset model to another depending on the handset manufacturer.

4. Is VoWIFI available in my city/area?

VoWIFI is available any were the client can connect to a Wi-Fi network with internet. Therefore access to a Wi-Fi network is necessary.

5. How will I know if I am on VoWIFI service?

For Android users: The “VoWIFI” icon will be shown on the top bar of the screen next to the network signal bars.

6. How much does VoWIFI service cost?

There are no additional costs involved for activating MTC’s VoWIFI Voice service. You will be billed at the current rates as per your current plan. MTC’s VoWIFI is available to both prepaid and post-paid customers

7. Do I need to activate a separate/special package for VoWIFI service?

No. The existing your existing plan will support the VoWIFI services given it is used in a compatible handset and your SIM is provisioned on the network

8. Will VoWIFI calls consume data?

No. VoWIFI calls will not consume any data. It will be charged as per your normal calls.

9. Why should the consumer make use of the service or product, what are the benefits?

- Can make calls without the need for a mobile signal (e.g. in a remote location or in a property with thick walls)
- Benefit from security being based on SIM-based authentication as for VoLTE
- Experience better indoor coverage.

10. Can I use MTC's VoWiFi internationally?

Yes. This service can be used anywhere given they can connect to a WiFi network onto the internet with their VoWiFi compatible handset.

11. Which Smartphones are compatible to the VoWiFi technology on the MTC LTE network?

The following smartphone are compatible to the VoWiFi technology on the MTC LTE network:

- Huawei P30
- Huawei P30 Pro
- more smartphones to be added in the near future.

12. What type of SIM card do I need to make use of the VoWiFi service?

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