

Frequently Asked Questions (FAQs) VoLTE and VoWi-Fi

VoLTE

1. What is VoLTE?

VoLTE (Voice over LTE) is the next evolution in wireless calling. The VoLTE technology platform allows users with a compatible phone to place and receive calls over the Telkom LTE network instead of the traditional voice network. Before VoLTE, only data was transmitted over the LTE network, and voice calls were carried over the HSPA network.

2. How do I activate VoLTE on my handset?

Once the service is activated on the network and it has been confirmed that your device supports the service, no manual intervention should be required, the service should start working automatically.

3. How much does a VoLTE call cost?

VoLTE will not use your mobile data allowances. VoLTE is charged in the same way as all other voice calls. There are no additional data charges.

4. Are all smartphones compatible for VoLTE calling?

No, not all smartphones are VoLTE capable, certain requirements need to be met, a list will be made available and expanded upon as new devices get added to the supported list.

5. In order to make VoLTE calls, should both phones be enabled for VoLTE?

No, it is not required for both parties to be on the VoLTE service

6. Should I have a smartphone that is not compatible for VoLTE calling, do I have an option to update my phone software to get LTE?

It depends on your device, if the device is capable and supported, an automated update will be sent out to your phone from the manufacturers.

7. How do I know when I'm making a call using VoLTE?

Customers with compatible VoLTE devices will notice that when they are making a voice call, the VoLTE icon will be displayed. Customers may also notice that it takes less time for calls to be connected.

8. How do I activate VoLTE?

The VoLTE service will be automatically provisioned for customers using compatible devices within 24 hours of the activation of their SIM card in the device.

9. How do I know which areas or cities have LTE? Where can I find the Telkom LTE coverage map?

The Telkom coverage map can be viewed at www.telkom.co.za/coverage

10. Would I be able to turn off VoLTE?

By changing the network type to 3G(UMTS)/2G to 3G/2G or 2G only, the user can disable the VoLTE service.

11. Is VoLTE only for voice calls or does it also allow video calling?

This will be handset dependant but eventually Video calling may be supported on compatible devices.

12. How do I know if my phone supports VoLTE?

A list will be available at www.telkom.co.za/volte/handsets/

13. Will VoLTE calling use my data when I make a call?

No, the network is smart enough to identify voice packets from data packets and no data will be used for a VoLTE call. This however differs for Wi-Fi as Wi-Fi networks have different providers and terms and conditions of use.

14. What happens if I move from LTE coverage area to 3G coverage area during a call?

The network supports seamless handover between technologies, Vo-Wi-Fi to VoLTE/3G/2G and VoLTE to 3G/2G. The handovers can only occur in a downward direction as described above, a voice session will never go from a lower technology such as 2G/3G to a higher one such as VoLTE.

15. Am I able to install software that enables my phone for VoLTE?

VoLTE is not like other OTT VoIP services which gets installed from your OS Application Store, it is a firmware component in your handset, you would seriously like to consider upgrading to a VoLTE capable handset.

16. What happens when I am not in LTE coverage and want to make a VoLTE call?

Your handset will allow you to make calls using the existing 3G/2G network to place and receive calls.

17. Will I notice a difference if I am using VoLTE?

Yes! With VoLTE, you will experience faster call setup times and clear, natural-sounding audio when both you and the person you are calling are using VoLTE-compatible phones.

18. Will I be charged for data usage when I make a voice call using VoLTE?

No. All voice calls made using VoLTE are treated as traditional voice calls on HSPA networks and the minutes used will be deducted from the minutes offered on your current plan. If your plan is bundled with voice minutes, VoLTE will utilize those minutes when making calls. In the absence of bundled voice minutes, the pay-as-you-use charges apply at R0,70 per minute, billed on a per second basis.

19. What happens if I am on a voice call and I move from an LTE network coverage area to an area where I can get access only to HSPA?

The call will not be interrupted. It will be seamlessly transferred between the two networks (LTE to HSPA).

20. Are there any services that will not work with VoLTE?

Yes. Ringback tunes will not work on VoLTE.

21. Can I use VoLTE when I am roaming outside of South Africa?

Currently, VoLTE is only available to Telkom customers when they are on the Telkom LTE network in South Africa.

22. How do I check if my device is enabled for the VoLTE service?

Apple:

Settings -> Mobile Data -> Mobile Data Options, if the display indicates Voice and Data for LTE, the device and SIM combination is capable of enabling the service, change the setting to LTE to register on VoLTE and VoWi-Fi

Android:

Settings->Network and Internet-> Mobile Network-> Enable VoLTE and Wi-Fi Calling, with Wi-Fi preferred.

VoWi-Fi - Voice over Wi-Fi calling

23. What is VoWiFi calling?

VoWiFi, also known as WiFi Calling is the capability that enables your smartphone to make a call over a Wi-Fi network, providing an alternative method of connecting the call.

24. What does it mean to Call over WiFi?

Wi-Fi Calling is a technology that enables Smartphone user to make and receive calls over a wireless internet connection as opposed to the typical cellular connection. Only the call initiator needs a smartphone that supports Wi-Fi Calling; the receiver can be on a wireless, cellular, or landline connection.

25. What is the use of WiFi calling?

Wi-Fi Calling allows the customer to offload their voice traffic from the mobile network, effectively turning all Wi-Fi hotspots into cellular base stations, allowing for better coverage in enclosed or difficult to reach spaces.

26. Is Voice over WiFi calling safe?

Yes, as safe as a normal cellular call.

27. How do I turn on Wi-Fi calling?

Apple:

Settings -> Mobile Data -> Mobile Data Options, if the display indicates Voice and Data for LTE, the device and SIM combination is capable of enabling the service, change the setting to LTE to register on VoLTE and VoWi-Fi

Android:

Settings->Network and Internet-> Mobile Network-> Enable VoLTE and Wi-Fi Calling, with Wi-Fi preferred.

28. Will I be charged for making a VoWi-Fi call?

Yes, VoWi-Fi will be billed at the exact same rate as a normal voice call. If your plan is bundled with voice minutes, VoWi-Fi will utilize those minutes when making calls. In the absence of bundled voice minutes, the pay-as-you-use charges apply at R0,70 per minute, billed on a per second basis.

29. Will I be charged for Data when making a call using VoWi-Fi?

VoWi-Fi calling is purely a voice service. When connected to a Wi-Fi network such as public or private hotspots, data is consumed via the hotspot and not your tariff plan.

30. If I connect Wi-Fi from my home, will I pay for both Wi-Fi connection and call rate simultaneously?

Yes, however the data usage rate for a VoWi-Fi calling itself doesn't use much data.

31. Can I use any phone to make VoWi-Fi calling?

No, like VoLTE, not all smartphones are WiFi capable, certain requirements need to be met, a list will be made available and expanded upon as new devices get added to the supported list. The same VoLTE devices will support VoWiFi calling.

32. How do I know that I am making a VoWi-Fi call and not a normal call?

On the status bar of the device, there will be an indicator to show that the user is attached to either VoLTE or VoWi-Fi. The dial button on your handset will change to a Wi-Fi Calling icon when successfully connected to a Wi-Fi network. If the dialer does not change to the icon, your call will be made over the normal cellular network.

33. What happens if I move from WiFi coverage area to VoLTE/3G coverage area during a call?

The network supports seamless handover between technologies, VoWi-Fi to VoLTE/3G/2G and VoLTE to 3G/2G. The handovers can only occur in a downward direction as described above, a voice session will never go from a lower technology such as 2G/3G to a higher one such as VoWi-Fi.

34. Can I check my balances via VoWi-Fi Calling?

Currently, balance enquires via USSD, SMS and MMS will fall back to 3G or 2G to complete the action, with Voice over Wi-Fi active in airplane mode, only calls will work.

35. Can I be able to dial Emergency services via VoWi-Fi calling?

The call will drop down to 3G or 2G when making an emergency call from VoLTE or VoWi-Fi.

36. Will my bill show that I made a VoWi-Fi call? How would this reflect?

The bill will display the normal call and rates according to the customer's tariff plan rates, calls will not indicate on the bill if it was carried on cellular or Wi-Fi network.

37. Can I make international calls on VoWi-Fi calling?

Yes, all call functionality remains the same as it would for a normal 3G or 2G call.

38. Should I activate International calling before making international calls on VoWi-Fi?

Yes, all call functionality remains the same as it would for a normal 3G or 2G call.

39. Should International roaming be activated before travelling abroad if a customer wants to use VoWi-Fi calling.

No, it's not a pre-requisite, the customer should ensure that:

- Telkom Mobile Sim is inserted in a capable device
- Telkom Mobile Sim provisioned for the VoLTE/VoWi-Fi service
- Available WiFi hotspot or service, for which you are authenticated to use.

But it would be advisable (as a backup) to activate international roaming if no available WiFi hotspot, or if the VoLTE/VoWi-Fi service is not available.

40. Will the customer pay standard tariff rates when calling using VoWi-Fi whilst overseas?

Yes, calls made on VoWi-Fi calling whilst overseas may be treated as per Telkom Mobile voice call rates.