

FREQUENTLY ASKED QUESTIONS (FAQ) for Voice Over LTE (VoLTE)

NO.	QUESTION	ANSWER
1.	What is VoLTE?	VoLTE stands for Voice Over LTE. VoLTE is a technology that enables you to make crystal-clear voice calls using the LTE/4G mobile network.
2.	What are the benefits of VoLTE calls compared to regular calls?	With VoLTE voice calls : <ul style="list-style-type: none"> • You will enjoy higher quality voice calls; • Calls are connected quicker (e.g. shorter call set-up time); • There will be less background noise; • You can continue to browse using your mobile data even while you are on a call.
3.	Who is eligible to use VoLTE calls?	All Unifi Mobile Postpaid and Prepaid customers who are using smartphones with VoLTE-support are eligible to use VoLTE
4.	Can I use VoLTE when I am roaming outside of Malaysia?	Yes, you can enjoy roaming outside of Malaysia at selected countries. Please Live Chat with us to find out the latest list of countries before you travel.
5.	Which smartphone brands/models can I use to enjoy VoLTE?	You can review the list of VoLTE-supported smartphones HERE
6.	How do I enable VoLTE on my smartphone?	While various smartphone brands and models have activated VoLTE by default (check the signal icon on your phone for more information), you may have slightly different settings. Follow these generic steps below : <ul style="list-style-type: none"> → Go to 'Settings'. → Click on 'Mobile Network'. → Click on 'Mobile Data'. → Enable 'VoLTE Calls'.
7.	Do I need to change my SIM card to enjoy VoLTE?	No, you do not have to change your SIM card.
	Do I have to upgrade my plan to enjoy VoLTE?	No, you do not have to.
8.	Does VoLTE only work if either the caller or the call recipient has a VoLTE-supported smartphone?	If your smartphone supports VoLTE, you can enjoy VoLTE calls in 4G coverage areas regardless of whether the person you are calling also has a VoLTE-supported smartphone or not.
9.	Am I going to be charged extra for VoLTE calls?	No, there will be no additional charge for using VoLTE.

10.	How do I know if I'm using VoLTE?	<p>(For iPhone users): When making or receiving voice calls, the icon on the top left of your mobile screen will display '4G'.</p> <p>(For Android mobile users): When making or receiving voice calls, you will see a VoLTE icon on the top right of your mobile screen.</p>
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