



Mobile & Wireless Broadband services coming soon



The Rural Connectivity Group is building a new telecommunications site here - connecting you to the rest of New Zealand's mobile network.

www.thercg.nz



4G Mobile Voice Calling Info Sheet

The RCG network is providing 4G services from Spark, Vodafone and 2degrees. It's important to note that this new rural mobile network is kitted out with the latest 4G services, which means that voice calling is handled a little differently.

How will local mobile users access voice calling via the RCG cell site?

Currently in New Zealand voice calls on mobile phones are largely made using the 3G network – even if you have the latest release smart phone. In many areas this will continue.

Spark, Vodafone and 2degrees have built 4G voice calling into their own networks to ensure the latest 4G services are available from the 4G RCG rural network. This network provides fast wireless broadband, high speed mobile data, text and voice services.

To make 4G voice calls, many customers will need a software update to their phone or, in some cases, may need to upgrade their phone. Please speak to your current service provider to find out what you need to do.

Voice calling will still be available to those using an older generation mobile phones via internet-enabled applications such as WhatsApp, Viber, FaceTime or Facebook Messenger. Please note these services will draw on a user's data plan with their provider instead of using calling minutes.

Instructions to enable devices for 4G voice calling:

iPhone: Settings- Mobile- Mobile Data Options- Voice & Data- tick 4G, VoLTE On

Samsung Galaxy Note & Galaxy S series:

Tap Phone > Keypad tab.

Tap More options > Settings.

Tap Call > Voice over **LTE** settings.

Tap Use **VoLTE** when available or Do not use **VoLTE**

For more information contact your service provider on:

Spark's customers can contact customer services on 0800 323 232 or online at www.spark.co.nz/help/mobile/understand/volte/

NOTE: Skinny phones are not yet capable of 4G voice calling and are not expected to be enabled for another few months. The list of Spark wholesale parties are; Megatel, NTT, Digital Island, Vocus, Slingshot, Orcon, Trustpower.

2degrees customers can contact customer services on 0800 022 022 or online at www.2degreesmobile.co.nz/help-and-support/broadband-and-landline/broadband/rural-broadband/

Vodafone's customers can contact customer services on 0800 800 021 or online at help.vodafone.co.nz/app/answers/detail/a_id/30264