Frequently Asked Questions

Q: What is 4G?

A: 4G stands for fourth generation of mobile telecommunication technology

Q: Why do I need it?

A: 4G lets you connect to the internet a lot quicker, more reliably and in more places, all on the move. You can stream HD videos with no buffering, download albums instantly and online gaming will be seamless. You will get better island-wide coverage.

Q: What is 4G versus LTE?

A: 4G is often referred to as LTE which stands for 'Long Term Evolution'. Different handset manufacturers refer to both terms so on an iPhone you will see 'LTE' on the screen (when in 4G coverage) and in your menu settings, whereas on Android devices you could have both '4G' and 'LTE' on your screen and in menu settings.

Q: Will 2G and 3G still exist?

A: Yes, both services will still exist and 3G data will also be much better. Our network upgrade includes the upgrade of our 3G network.

Q: What will I need for 4G?

A: You need

1. 4G phone or device
2. 4G plan (all existing Airtel-Vodafone plans will be 4G compatible, you will be able to use 4G data automatically). There will be new plans coming with more data so keep an eye out.
3. 4G coverage in your area

Q: Will I need a new SIM?

A: No, all SIMS will be 4G enabled

Q: Will I need a new handset

A: Most new Smartphone devices are 4G enabled but please check on our website or in store that the device you have or are purchasing is 4G ready if you'd like to use the new 4G network. We are working to ensure all 4G ready devices will work with the new 4G network. Below is the list of 4G enabled handsets in store to date.

Q: Do I automatically get access to 4G if I have coverage in my area

A: You will need to enable LTE/4G **manually** following steps below. The network APN must be put into the handset airtel-ci-gprs.com – without the APN, 4G will not be live

Enable 4G on your handsets:

Follow these steps to ensure your handset is configured to access our new 4G network.

Enabling 4G on your handset:

Enable 4G on iOS 8.2
Tap Settings

Tap Mobile
Ensure that Mobile Data is toggled on
Tap Voice & Data
Tap the LTE option
Confirm the setting by pressing Enable LTE
At the last step, you will be shown a message stating that enabling 4G may affect the quality of your service and device. Please continue to confirm "Enable LTE", *but note that extensive testing has been conducted on our new network and the quality of your device and service will not be affected.*

Enable 4G on Android 5.0
(Based on Samsung Galaxy S5 device)
These instructions will vary by manufacturer and device. Please use the below as a guide.
Click on Settings.
Tap Mobile networks.
Tap Network mode.
Make sure LTE/WCDMA/GSM is selected.
Please note if you have a Samsung device, you may need to complete a software update in order to connect to Airtel-Vodafone's new 4G network.

Enable 4G on Windows Phone 8.0
(Based on Nokia Lumia 1020)
These instructions will vary by device. Please use the below as a guide.
From the Start screen, swipe to the left.
Scroll down to and tap Settings.
Scroll down to and tap mobile network.
Tap the Highest connection speed field.
Tap 4G.

Q: Will I still need fixed broadband?

A: The faster, more capable 4G network can be used to replace fixed broadband services. You will be able to watch TV, video call, shop online and access social media, entertainment and information on the go more easily. Plus you'll be able to get the most from your mobile devices and apps that deliver best performance on 4G networks without the need for physical wires into the home. The key differentiator between fixed broadband and the 4G network is mobility and the opportunity to access, download and share on the move.

Q: Will I be charged more for 4G

A: You won't be charged extra for using 4G. 4G data will automatically be available on your existing Airtel-Vodafone plan.

Q: Will I use more data on 4G?

A: Data will be consumed quicker on 4G. The amount of 4G data you use, depends what you do online. You should be aware that conducting 4G speed test on your handset will consume very large amounts of data – our advice is to consider the experience not just the speed.

Q: Is the Samsung S6 4G capable?

A: To access the new 4G network, you simply need to perform the software update and then enable 4G. Instructions for these actions are below:

To access the software update go to:

- Settings
- About Phone
- Software Update.

Q: What version of Apple software do I need?

A: You will need to be on IOS 8.1.2 or later