



MEDIA RELEASE

Telecom 4G VoLTE Certification Testing

Norfolk Telecom (NT) contracted technicians began VoLTE Certification testing on the 4G mobile network on Wednesday 12 May. This testing will be ongoing and will impact mainly iPhone users, however, Android customers should also check their mobile phone settings.

It is recommended that all customers disable their VoLTE settings until advised.

To disable this service, use the below steps (they will work on most Apple devices):

Step 1: Go to **Settings**

Step 2: Click **Mobile**

Step 3: Select **Mobile Data Options**

Step 4: Click on **Voice & Data**

Step 5: When you see the text **VoLTE** disable the service by moving the toggle to the left

Step 6: Reset your phone by switching **Airplane Mode** ON and then OFF

If have any queries or, if you are experiencing issues, please contact Customer Care on free call 0100 or, by emailing customercare@nirc.gov.nf

Leanne Webb

Manager Customer Service

13 May 2021