



Rural
Connectivity
Group

4G Wireless Broadband and Mobile calling services information sheet



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



Important information about this new 4G coverage

The RCG network is providing 4G wireless broadband and VoLTE mobile calling from Spark, One NZ and 2degrees. To be able to use this coverage for voice services, there may be some things you'll need to do.

About this 4G RCG site

The RCG, a joint venture between Spark, One NZ and 2degrees is aiming to build over 500 mobile sites to provide wireless broadband connectivity in rural areas. With this comes new 4G only mobile coverage in these areas. This work is part of the second phase of the Rural Broadband Initiative (RBI2) or funded through the Provincial Growth Fund.

To provide as much coverage as possible to kiwis across rural New Zealand, sites are mostly 4G only – because historically calls have worked over the 3G network, some mobile phones will not be able to make traditional voice calls whilst connected to a 4G only cell site. To use voice services in 4G only coverage areas, a VoLTE capable mobile phone is required.

What is VoLTE?

VoLTE, or voice over LTE (the technical name for 4G), is the next evolution of mobile calling that uses the 4G network for mobile voice calls. For the past decade, voice calls have been primarily carried out over the 3G network. So, while you may have a 4G capable phone and be able to see service bars on your phone, it might not be capable of voice calling over 4G. Most 4G capable phones however, can use data and SMS in these areas so apps such as WhatsApp and Skype can be used to make calls over data.

How can I get VoLTE?

VoLTE capable phones vary depending on which provider's network you are using. To find out whether your phone is VoLTE capable and how to enable it, visit:

Spark: www.spark.co.nz/help/mobile/understand/volte/

One NZ: www.one.nz/our-networks/volte/

2degrees: www.2degrees.nz/help/mobile-help/calling-features/find-out-about-volte

Skinny: www.skinny.co.nz/volte

For more information, contact your service provider:

Spark: www.spark.co.nz/ or call 0800 323 232

One NZ: www.one.nz/ or call 0800 800 021

2degrees: www.2degrees.nz/ or call 0800 022 022

Skinny: www.skinny.co.nz/ or call 0800 475 4669