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BHUTAN TELECOM LIMITED



PRESS RELEASE

Bhutan Telecom Launches VoLTE

28 November 2022: Bhutan Telecom Limited (BT) has launched voice and video calls over its 4G networks, which is the Voice over LTE (VoLTE) and Video over LTE (ViLTE). The service is available to any B- Mobile customers with a VoLTE supporting device and a 4G enabled SIM card and is offered at no additional cost than standard call tariff.

VoLTE provides customers with HD voice quality and 2 to 3 times faster call set up time. With VoLTE call, the older voice technology issues of background noise, jitter and other distortions will be eliminated for a crystal clear voice and video call experience.

VoLTE customers can also enjoy the ability to simultaneously make HD calls and browse various applications at 4G speeds, unlike the previous technologies where voice call for a 4G LTE customer would mean fall back to 3G/2G networks and subsequent slower speed and quality. Customers can know that they are on VoLTE network if they see a VoLTE symbol on their devices' status bar and has the option to toggle on and off through device settings. While it is possible to switch between voice and video calls during a VoLTE call, video calls will only be possible if the both the caller and the receiver handsets support the technology. Also, calls to and from a VoLTE customer's handset will use VoLTE service regardless of the handset or network used at the other end of the call.

Currently, Smartphones that support VoLTE include Samsung A53, Samsung A52, Samsung M32, Samsung M33, Samsung A33 and Samsung S22 Ultra and S22+ Ultra. Bhutan Telecom will continue to expand the VoLTE service in terms of coverage that include both the network and the variety of handsets in an effort to heighten customer experiences through cutting-edge communication technologies.