

4G/LTE: Frequently Asked Questions (FAQs)

General Questions related to 4G/LTE:

1. What is 4G/LTE?

LTE stands for “Long Term Evolution”. It is the next generation of wireless data technology after 3G, commonly referred as 4G.

2. What are the benefits of upgrading to 4G/LTE?

It provides you path breaking mobile internet experience, buffer-free streaming and amazingly clear videos. It enables you to enjoy bandwidth intensive contents such as videos/music streaming, cloud services and alike.

3. What are the factors affecting 4G/LTE speed?

The actual speed depends on various factors like:

- Device used and phone capacity to get maximum speed
- 4G/LTE network coverage
- Distance between user and base station
- Nature of built-up area
- Number of data/internet users at a time (traffic over the internet)
- 4G/LTE technology adopted

4. What are the requirements for getting 4G/LTE service?

You will require a 4G/LTE handset, 4G/LTE compatible SIM & should be present in a 4G/LTE network coverage area. You will not be latched onto 4G/LTE network in absence of any of these requirements.

5. How will I know if my handset is ready for 4G/LTE?

Please check the network setting of your handset and look for available network it supports. Besides 2G and 3G (WCDMA) there must be an option showing 4G/LTE.

6. If I put a 4G/LTE SIM on my 3G handset, will it work?

The SIM will work as a normal 3G SIM; you will not be latched onto 4G/LTE network.

7. How will I know that I am connected to 4G/LTE network?

You will see ‘LTE’ or ‘4G’, depending upon phone models, next to the signal bars at the top of your screen.

8. Will my device always stay connected to 4G/LTE network?

No, you will not always be connected to 4G/LTE as this depends on your location and 4G/LTE coverage/signal strength available to you. You might notice that your device is switching between 2G, 3G and 4G/LTE as you move around.

9. How do I turn on 4G/LTE on my handset?

Please go to network setting on your handset and select 4G/LTE under network type.

10. How do I switch back to 3G/2G?

Please go to your handset's network setting and select 3G/2G.

Nepal Telecom (NT) 4G/LTE Related Questions:

1. What is the 4G technology which Nepal Telecom is using?

NT is currently operating 4G LTE technology on 1800MHz band. In January 2017, Nepal Telecom launched 4G/LTE service for the first time in Nepal.

2. In which area Nepal Telecom has 4G/LTE coverage as of now?

Currently we have 4G/LTE coverage in most of the areas of Kathmandu valley and Pokhara. We are continuously expanding our network throughout the nation and the service will be made available very soon.

3. Is Nepal Telecom's 4G/LTE for postpaid or prepaid?

We are happy to announce that Nepal Telecom's 4G/LTE service is for both GSM prepaid and postpaid customers.

4. How do I know if my NT SIM is 4G/LTE compatible?

Dial *444# to check the SIM and activate 4G/LTE service.

5. If I am already Nepal Telecom's mobile subscriber, how can I activate 4G/LTE Service?

If you have 4G/LTE compatible SIM, simply dial *444# for service activation. If you are still in possession of 2G/3G SIM, you must get 4G/LTE compatible SIM.

6. How do I get NT's 4G/LTE compatible SIM?

You can visit any of the Nepal Telecom offices located at: Hattigauda, Gongabu, Chhauni, Babarmahal, Chabahil, Sundhara, Jawalakhel, Sajha Bhawan, Thimi and Bhaktapur in Kathmandu Valley and Mahendrapul in Pokhara to get NT's 4G/LTE compatible SIM.

7. How much do I have to pay to get NT's 4G/LTE compatible SIM?

You can exchange your NT's 2G/3G SIM for NT's 4G/LTE compatible SIM following the regular SIM replacement process.

8. What is the service activation fee?

Service activation is free of charge.

9. How can a new customer subscribe to Nepal Telecom's 4G/LTE service?

Please follow the regular process of service subscription and you will be provided with a 4G/LTE compatible SIM and follow the activation procedure as mentioned above. Before using NT's 4G/LTE service please ensure that your handset is 4G/LTE compatible.

10. How will I know if my handset is ready for Nepal Telecom's 4G/LTE network?

For your handset to operate on Nepal Telecom's 4G/LTE network, your handset should support LTE 1800MHz band. Please check specifications of your handset.

11. In order to use Nepal Telecom's 4G/LTE service must there be special APN configuration?

Same commercial APN viz. *ntnet* or *ntwap* has to be provided for APN configuration in your handset.

12. I brought 4G/LTE smartphone from overseas. Does it still work on Nepal Telecom's 4G/LTE network?

Due to different 4G/LTE technology adopted by different operators around the world, your 4G/LTE smartphone might be configured to run only on a specific country's 4G/LTE network and thus might not be compatible with Nepal Telecom's 4G/LTE network. Please check your phone specification to ensure that your device operates on LTE 1800MHz band.

13. Does Nepal Telecom's 4G/LTE service cost more than 3G/2G service?

No, the normal tariff for 4G data is same as 3G or 2G data service. Nepal Telecom frequently brings attractive data packages to our valued customers time and again. Please visit Nepal Telecom's website for updates.

14. What will happen to my existing data package after I upgrade 4G/LTE service?

You can continue enjoy your existing data package in all available Nepal Telecom's GSM network.

15. What is the upload and download speeds that I can get with NT 4G/LTE?

With NT 4G/LTE service your data experience will go to another level by providing you with the fastest mobile data connection. At this moment Nepal Telecom's 4G/LTE service provides you with a speed upto 5x faster than its current 3G service.

16. What will happen if I move into an area with no 4G/LTE coverage?

In areas where 4G/LTE has not been deployed, you will be seamlessly switched to Nepal Telecom's 3G/2G connectivity.

17. Can I make a voice call and SMS when I am latched to 4G/LTE network?

Yes, you can make normal voice call and SMS even if you are latched to 4G/LTE network.

18. Where do I complain regarding 4G/LTE service of NT?

You can call our customer care center number 1498 for any queries regarding our 4G/LTE service.