



Frequently asked questions

What is 4G

4G is the 4th generation of mobile network technology, giving you faster speeds and an overall better internet experience

What can I expect from 4G

4G will deliver increased data speed 10 x faster than the current 3G network and will also improve 3G signal.

What experience does Airtel-Vodafone have in 4G

Airtel-Vodafone is a partnership between two of the world's leading telecoms companies that have come together to provide the Channel Islands best value network. Airtel-Vodafone brings the combined expertise of these two world-class mobile phone companies who are already operating 4G services around the world.

4G versus LTE

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.

Will 2G and 3G still exist

Yes, both services will still exist and 3G signal will be much better.

Will I need a new handset

You will need a 4G capable handset, our online store shows you which handsets are 4G ready but if unsure pop into our store and let us check or visit gsmarena.com. Most smartphones released in the last 6 months are 4G capable.

Will I still need fixed broadband

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.

When will 4G be ready

All local operators are waiting for the official licences to be issued by Ofcom. We will keep you updated on 4G coverage and availability so keep an eye on our website and social media for more information.