



4G Customer F.A.Q's

What is 4G?	<ul style="list-style-type: none">• 4G is the fourth generation of mobile phone technology and follows on from 2G and 3G services.
What are the benefits?	<ul style="list-style-type: none">• With 4G from JT, the things you do every day like checking emails, posting on social media and searching the web become near enough instant.• For the typical user, download speeds will be at least twice as fast as the speed currently available on the existing 3G network.• In simple terms this means that a music album that currently could take around six minutes to download using the 3G network could take less than three minutes on 4G.• Because of this, 4G is ideally suited for services which demand more capacity like video streaming, mapping and social networking sites.
What do 2G and 3G services enable me to do?	<ul style="list-style-type: none">• 2G technology is suitable for making calls and sending text messages, while 3G makes it possible to access the internet.
What are the benefits of the new network?	<ul style="list-style-type: none">• JT have installed a new Long Term Evolution (LTE) Advanced network, which is the latest version of LTE, also known as 4G.• Our new network is expandable and can be regularly upgraded to ensure we can take advantage of any new advancement in mobile technology, such as 5G as and when it becomes available.• So we are in fact future-proofing to ensure we can continue to provide the best network possible, in terms of speed, service and coverage.



Will 2G and 3G still work while you are installing the new 4G network?	<ul style="list-style-type: none">• During the installation you may experience a brief interruption when the equipment on individual masts is changed.• This may mean you could experience a weaker signal, meaning you may not be able to make a voice call or possibly access data for a short amount of time if you are relying on service from a mast that is being changed.• We apologise for any inconvenience these works will cause, but we are doing all we can to ensure any disruption is kept to a minimum.
When will you finish the work to install the new network?	<ul style="list-style-type: none">• Our 4G network in Jersey is complete, whilst Guernsey will be completed by the end of June.
Will the network improve coverage for voice calls?	<ul style="list-style-type: none">• The new network will help to greatly improve the speed of mobile data and will also provide increased coverage for voice calls.
What is the average 4G network speed?	<ul style="list-style-type: none">• 4G download speeds typically range between 10 and 50 Mb/s, however speeds of up to 100Mb/s are possible.• Please note, the speed will vary depending on how many users are on the network. For example, in town at lunchtime the speed will not be as fast as in an area such as St.Ouen.• Speeds will vary depending on the location and time of day.
Will I need a new handset?	<ul style="list-style-type: none">• If you would like to fully utilise the new 4G service, then you will need a 4G capable handset.• Most Smartphones that have been released in the last 12 months should be 4G capable.• To find the full specification of your handset visit www.gsmarena.com• If you would like to discuss the latest 4G-capable handsets, pop in to our JT Jersey or JT Guernsey stores where we will be happy to help.



<p>I've heard some handsets won't connect to the 4G network, is this true?</p>	<ul style="list-style-type: none">• All 4G capable handsets will work automatically on the new JT 4G network, apart from LG and Samsung, who initially prevent their handsets from being used on all new 4G networks until testing has been carried out first.• Testing has now been completed by both manufactures and as such software updates are now available for all Samsung and LG handsets.• Any new Samsung and LG handset to be released will automatically on our 4G network going forward.
<p>How do I enable 4G on my handset?</p>	<ul style="list-style-type: none">• Follow these steps to ensure your handset is configured to access our new 4G network. <p>Enabling 4G on iOS 8.2</p> <ul style="list-style-type: none">• Tap on Settings• Tap Mobile• Ensure that Mobile Data is toggled On• Tap Voice & Data• Tap the LTE option• Confirm the setting by pressing Enable LTE• At the last step, you will be shown a message stating that enabling 4G may affect the quality of your service and device. Please continue to confirm "Enable LTE", but note that extensive testing has been conducted on our new network and the quality of your device and service will not be affected. <p>Enabling 4G on Android 5.0</p> <ul style="list-style-type: none">• (Based on Samsung Galaxy S5 device)• These instructions will vary by manufacturer and device. Please use the below as a guide.• Click on Settings.• Tap Mobile networks.• Tap Network mode.• Make sure LTE/WCDMA/GSM is selected.



	<ul style="list-style-type: none">• Please note if you have a Samsung or LG device, you may need to complete a software update in order to connect to JT's new 4G network. <p>Enabling 4G on Windows Phone 8.0</p> <ul style="list-style-type: none">• (Based on Nokia Lumia 1020)• These instructions will vary by device. Please use the below as a guide.• From the Start screen, swipe to the left.• Scroll down to and tap Settings.• Scroll down to and tap mobile network.• Tap the Highest connection speed field.• Tap 4G.
<p>How do I access the Samsung update for me to start using the JT 4G network?</p>	<ul style="list-style-type: none">• To access the new 4G network, you simply need to perform the software update and then enable 4G. Instructions for these actions are below:• To access the software update go to:<ul style="list-style-type: none">○ Settings○ About Phone○ Software Update.• To enable 4G go to:<ul style="list-style-type: none">○ Settings○ Mobile Networks○ Network Mode○ Select LTE/WCDMA/GSM (auto connect) as the default network mode.○
<ul style="list-style-type: none">• Will 4G work in a granite property?	<ul style="list-style-type: none">• Unfortunately 4G will have the some of the same limitations that 2G and 3G currently has, such as being able to penetrate granite walls.



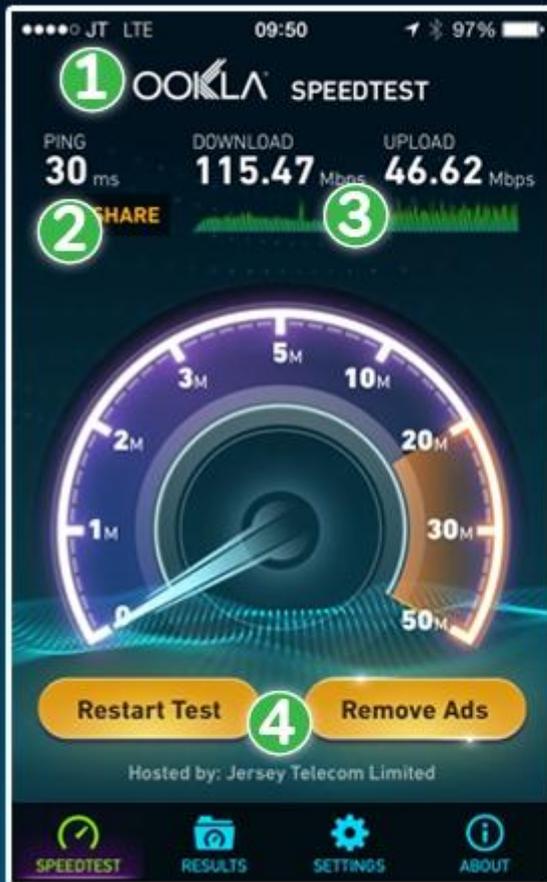
<ul style="list-style-type: none">• Will I be charged more for using the 4G network?	<ul style="list-style-type: none">• Unlike some UK operators who have charged a premium for the 4G service, we don't have any plans to follow this trend.
<ul style="list-style-type: none">• Will I use more mobile data if my handset is using the 4G network?	<ul style="list-style-type: none">• Technically no, however as download and upload speeds are much quicker with 4G, data intensive things like streaming videos are more easily accessible than ever before.• This means you may use more mobile data than you did previously as we all begin doing more on our mobiles.• You can keep track of your usage with our NEW JT My Account mobile app. Find out more here: http://www.jtglobal.com/app• We also offer a 10GB and 100GB local mobile data bolt-on which you can add to a JT Pay Monthly mobile service. Find out more here: http://www.jtglobal.com/paymonthly or pop in store where we will be happy to help.
<p>How do I access the LG update for me to start using the JT 4G network?</p>	<ul style="list-style-type: none">• To access the new 4G network, you simply need to perform the software update and then enable 4G. Instructions for these actions are below:• To access the software update go to:<ul style="list-style-type: none">○ Settings○ About Phone○ Update Centre○ App updates• To enable 4G go to:<ul style="list-style-type: none">○ Settings○ Tethering and networks○ Mobile networks○ Network Mode○ Select enable GSM / WCDMA LTE



<p>Will I still need fixed broadband?</p>	<ul style="list-style-type: none">• Yes, as the two services are designed to complement one another.• For example, fixed broadband is more suitable for indoor use and larger devices such as Smart TVs, games consoles etc.• Mobile data is designed for use on the move with smaller devices such as Smartphones and Tablets.• This is not only because of mobile data coverage, but because fixed fibre broadband can work at speeds much quicker.• For devices that are capable of picking up both 4G and Wi-Fi, your connection should be seamless wherever you are in the Island.• This is because together, both our 4G network and our Gigabit Jersey fibre programme – which unlocks effectively unlimited broadband speeds – will soon mean that our coverage is almost universal.• Currently devices such as Smart TV's, games consoles and household appliances that are controllable through Smartphone \apps are already a reality and connectivity for future devices such as Smartwatches is only going to increase that demand.
<p>Will the 3G data network change?</p>	<ul style="list-style-type: none">• Yes, for the better.• Currently we only have high speed 3G capable sites in Urban areas, such as in Town, however, as we install the new network, every site across the islands will have a high speed data capability.• In addition, the current 3G spectrum doesn't travel very far due to the frequency it is transmitted on, but the new 3G sites will operate on a lower frequency, so it will travel further.• In short, where you have 2G today, you'll have 3G going forward.

How do I conduct a network Speed test?

- To test your network speed using your iPhone or iPad, download the Ookla speed test from the App store.
- To ensure that the Speed test displays accurate results, please ensure that the server on the test is set to 'Jersey' and to 'LTE' or '3G' and not WiFi.



1. Set to 'JT' & to 'LTE' or '3G' & NOT 
2. Ping reading of around 20 - 40ms on 4G & around 50 – 90ms on 3G.
3. 4G(LTE) typically averages around 20 – 50Mb/s download speed but can achieve up to 150Mb/s

3G typically averages around 2 – 10Mb/s download speed with a maximum speed of 30Mb/s
4. Please ensure that the server is set to 'Jersey' for JSY Speed Tests