

WiFi CALLING TERMS

With WiFi Calling, EE pay monthly customers can make and receive calls and send and receive texts in the UK over WiFi. You'll need a compatible mobile phone and may need to update your operating system software.

Once connected, you can call and text as normal when using WiFi Calling. All calls made or texts sent using WiFi Calling will be charged as per your EE price plan, see ee.co.uk/priceguides for details.

Connect a compatible phone to a WiFi network (either public or private): once you've done this the phone will remember the WiFi network for next time. You should see a WiFi Calling icon on the phone when WiFi Calling is ready to use. WiFi Calling will then work when you are in range of and connected to a WiFi network. The way you connect and how you use WiFi Calling will depend on the phone you have. Some phones may only let you use WiFi Calling if you have no signal at all on the EE mobile network. Please check the specifications of the device you are using.

Remember you are responsible for using any WiFi network in line with its terms and conditions and you may be charged for using it. WiFi calls use only small amounts of data, for example a 5 minute call will use about 1.7Mb. But you may want to check whether the phone is also connected to use data over the WiFi network and keep an eye on how much data you are using. EE does not accept any responsibility for the quality, security, availability or coverage of WiFi networks and any calls made or received over them.

You'll need to be connected to WiFi Calling to make or receive a call over WiFi. If you leave the WiFi network during a WiFi call the call will stop and you'll have to redial once you have coverage (either on the EE mobile network or back over WiFi). If you are making a call over the EE mobile network and lose coverage, you'd need to connect to WiFi Calling before redialling. Calls made using WiFi Calling last a maximum of 4 hours: after this time you'll need to redial.

Emergency Services: If you are using WiFi Calling and make a 999 call to the emergency services the phone will try at first to make that call using the normal mobile phone network. If there is no mobile phone network available at the time of the call, the call will be made over WiFi. The emergency services will not be able to automatically identify your location so you will need to tell them on the call. You should therefore keep a fixed line phone to use for calls to emergency services and use WiFi Calling only as an absolute last resort.

With WiFi Calling, EE will be collecting your internet protocol (IP) address used when the phone connects to the internet via your WiFi network. This information is needed to enable your communication via WiFi Calling and it will be used by EE for purposes such as traffic management, billing, fraud prevention and detection, to respond to customer enquiries, for analytics, to comply with court orders and government and law enforcement agencies' requests and for emergency services. EE will use third party information to enable EE to recognise additional information such as the country code, post code sector and internet service provider of the IP address. EE reserves the right to block communications over particular WiFi networks.

