



WIFI CALLING

Version 2

Date 25th March 2021

With WiFi Calling, EE customers can make / receive calls and send / receive texts in the UK as normal but using WiFi. You'll need a compatible mobile phone - you can use our [Device Guides](https://deviceguides.ee.co.uk) (deviceguides.ee.co.uk) to see if your phone supports WiFi Calling and how to enable it.

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.

Only to be used in the UK. In some circumstances it may be possible to use W-Fi calling whilst abroad. If you make calls using Wi-Fi to local landlines and mobile numbers whilst abroad, you will be charged our standard international rates, which will be treated as a call from the UK to an international number. To avoid these charges, [turn off Wi-Fi calling in your phone settings](#).

Once you have connected your phone to a private WiFi network and saved the password, your phone will automatically reconnect to the same WiFi network next time you are in range – so at home you will only need to connect once. If you're using a public WiFi access point, you may need to reconnect each time, as they don't normally keep you logged in. WiFi Calling will then work when you are in range of and connected to a WiFi network. You should see a Wi-Fi Call icon on your phone when WiFi Calling is ready to use.

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 your 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, availability nor coverage of public WiFi networks or those provided by other ISPs, nor for any calls made or received using 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, unless you have 4G Calling enabled on your phone and are in a 4G coverage area, the call will stop and you'll have to redial once you have coverage (either on the EE mobile network or using WiFi again).

Emergency Services: When using WiFi Calling you can still call 999 to reach the emergency services – we will try to send them your location, but this can't be guaranteed due to limitations of some older phones and a GPS position may not be detectable.