



WIFI CALLING

Version 1

Date 29th June 2020

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 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.

Only to be used in the UK. In some circumstances it may be possible to enable W-Fi calling whilst abroad. If you make calls over Wi-Fi to local landlines and mobile numbers whilst abroad you will be charged our standard international rates and this 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.

Connect your compatible phone to a WiFi network (either public or private): once you've done this your phone will remember the WiFi network for next time. You should see a WiFi Calling icon on your 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 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, 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, 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 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.

Emergency Services: When using WiFi Calling you will be able to call the emergency services (on 999), or the police non-emergency number (on 101) but they will not be able to identify your location. 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.