



EE CALLS WITH ALEXA

Version 1

Date 18 March 2020

1. If you are an EE Consumer and Small Business Pay Monthly mobile and SIM plan customer, you can link your EE account to your Amazon Alexa account to make and receive calls through your compatible Alexa device ("Alexa device"). You'll need a compatible mobile phone and may need to update your software.
2. EE calls made and received using your Alexa device will be charged as per your EE price plan, see ee.co.uk/priceguides for details.
3. Your Alexa device must be connected to a WiFi network. You are responsible for using any WiFi network in line with its terms and conditions and you may be charged for using it. EE calls using an Alexa device use only small amounts of data, for example a 5 minute call will use about 1.7MB. EE does not accept any responsibility for the quality, security, availability or coverage of WiFi networks and any calls made or received over them.
4. Calls can be made and received using your phone contacts by anyone with access to your Alexa device even when your EE phone is not within range, unless you manually switch off this capability using the settings within the Amazon Alexa app. You will be responsible for all call charges incurred.
5. EE calls made using your Alexa device are not intended for the transmission of sensitive personal information (for example, social security numbers, passwords, financial account information, payment card information) .
6. Emergency Services: When making EE calls using your Alexa device 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 ensure you have an alternative service to use for calls to emergency services, for example a fixed line phone, and use EE calls on your Alexa device only as an absolute last resort and you should confirm your location to the operator.
7. The service is reliant on your broadband's WiFi network any interruptions in service, such as a broadband outage or power cut, will mean that the service is unavailable.
8. Calls cannot be made to or received from numbers starting with *.
9. You are unable to access your voicemail via your Alexa device.
10. Call waiting is not supported.
11. You cannot transfer a call from your Alexa device to your mobile device, you will need to hang up and redial using your mobile device.
12. If you have blocked numbers on your mobile phone, these will still be received via your Alexa device unless a call bar is also set up in the Alexa app.
13. You will need to use the Alexa app on your EE mobile device to link your EE account. This can be downloaded from Google Play or the App Store. Third party terms apply to use of the Alexa app and Alexa services. You must be, or have authorisation from, the authorised user of the Alexa device.

14. If you change your EE phone number, you will need to link your EE account to your Alexa device again.
15. EE is not responsible for examining or evaluating the content or accuracy of third party services, including the Alexa service and the Alexa app, and shall not be liable for any such third party services.
16. You can stop using the service at any time by unlinking your EE and Amazon account from the Alexa app.
17. This service does not form part of your Price Plan with us. Before setting up the service, you must acknowledge and understand that any change to this service, including its withdrawal, does not entitle you to cancel your Agreement with us for mobile network services.
18. If you are a consumer (a real person using this service for purposes mainly outside his/her business;), EE is not liable to you in any way for any loss of income; business or profits; or for any loss or damage that was not reasonably foreseeable at the time you set up the service.
19. If you are not a consumer, we are not liable to you in any way for any loss or damage that was not reasonably foreseeable at the time you set up the service. This includes but is not limited to loss of income; business; anticipated savings (meaning costs you expected to avoid by using the service) or anticipated profits, loss of property or loss of use of property.
20. We will use any personal information you share with us by using this service in accordance our privacy policy <https://ee.co.uk/eeprivacycentre>. In order to provide this service we will need to share certain personal information with Amazon. They will also collect personal information from you direct. To find out about how they use your personal information please see their privacy policy and terms of service.
21. You are responsible for any personal information you provide being accurate and kept up to date. You are also responsible for obtaining any relevant permissions for any personal information you share by using the service that relates to another individual.