
WIFI CALLING

SMALL BUSINESS

What's new?

WiFi Calling is an exclusive new service from EE available on selected smartphones. Now the customer can use their WiFi to make and receive calls and texts even when there's no mobile signal.

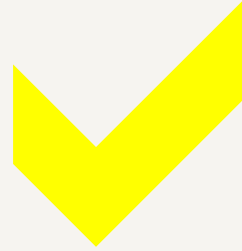
When?

- **10th April** - Samsung Galaxy S6 and S6 edge
- **13th April (TBC)**– iPhone 6/6 Plus/5S/5C new customers and some existing customers
- **By Summer** - Remaining iPhone 6/6 Plus/5S/5C customers will then be provisioned

Why this is great for customers?

- If a customer gets little or no voice signal, they can use their WiFi to make calls.
- They don't have to download or use an app, just dial as normal.

For a customer to get WiFi Calling they need...



One of our WiFi Calling compatible 4GEE Phones

EE Business Plan

A reliable Broadband connection with WiFi

An Activated Price plan

Lumia 640
Samsung Galaxy S6 & Edge
iPhone 6/6 Plus/5S/5C*

Android & Windows devices must be EE variants. Apple devices can be generic market stock. See slide 6 for more details

*Subject to software version for existing customers. Remaining customers will be provisioned by the summer. Applicable to all new customers

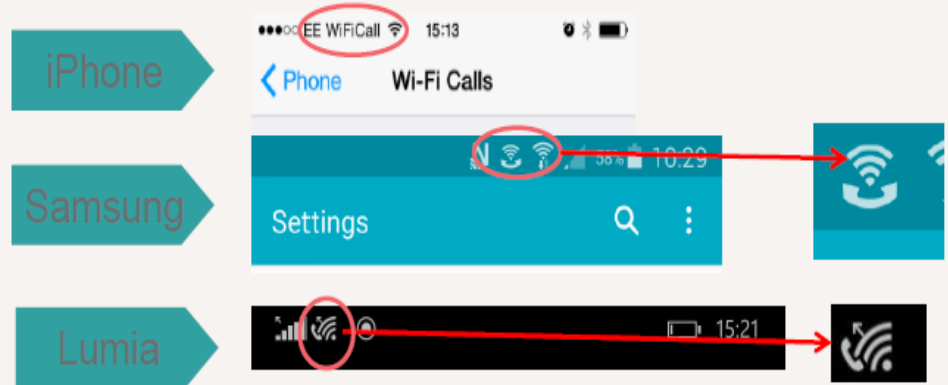
The experience is simple



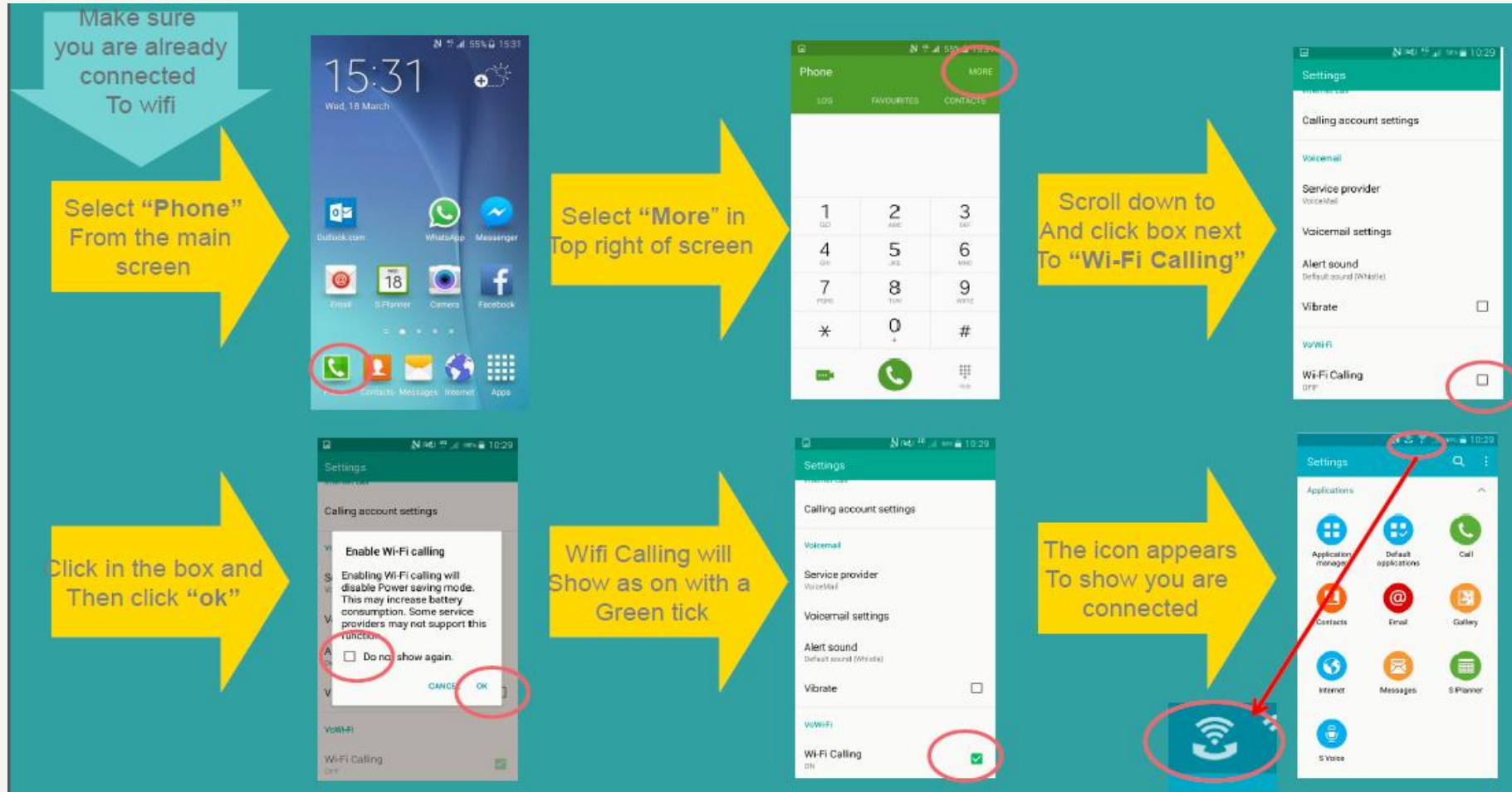
- Choose a phone compatible with WiFi Calling
- Get activated
 - A. **iPhone 6/6 Plus/5S/5C wait for a text to say you've had WiFi Calling activated**
 - B. **Non iPhone – text 'WiFi Calling' to 150**
- Connect to WiFi on your phone and switch on WiFi Calling
- Dial/text as normal
- Calls and texts will come out of the allowance

How will WiFi Calling be displayed

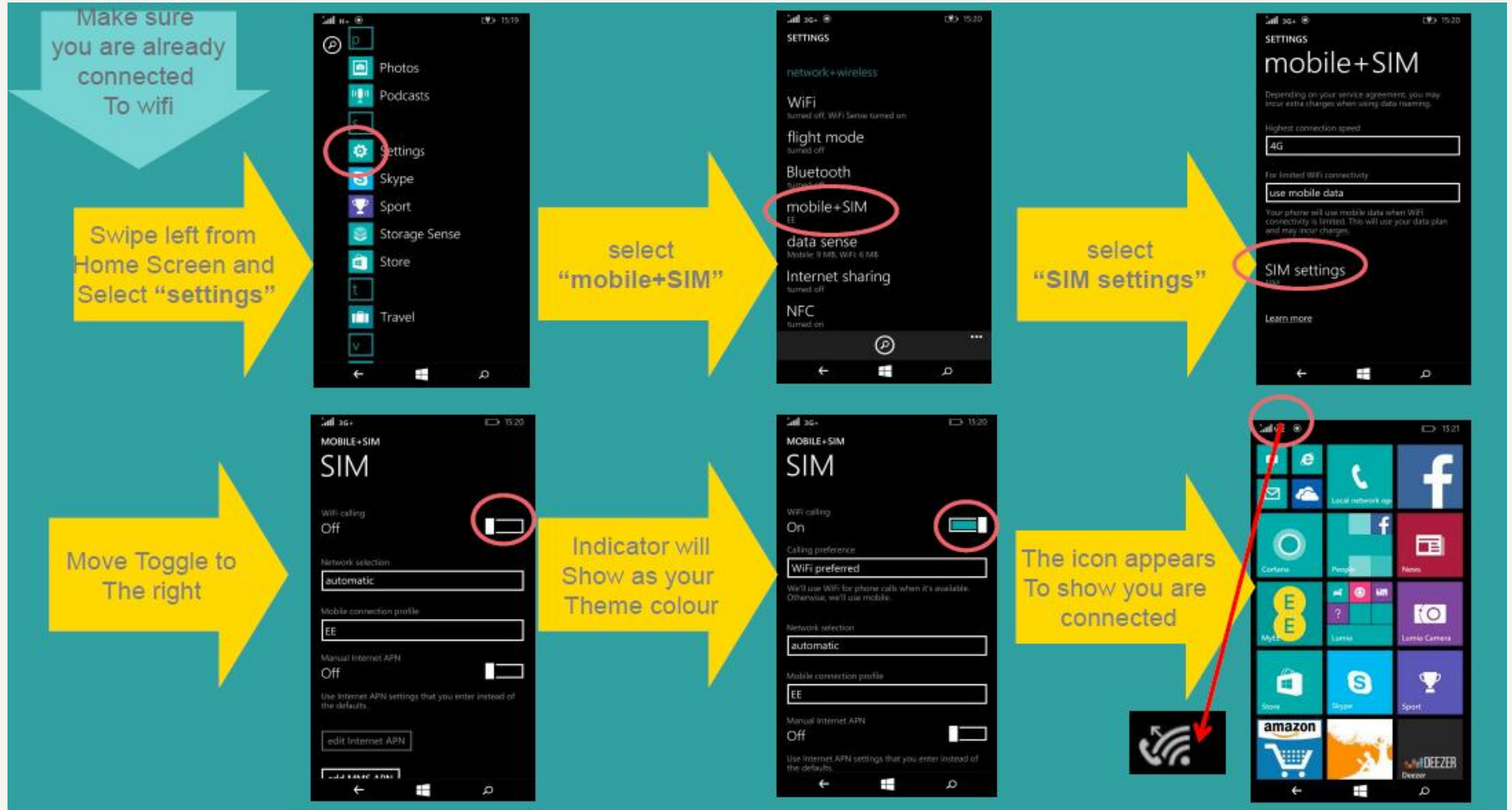
A new icon or descriptor on the phone home screen will make it easy for customers to tell when they can make a WiFi call



How to turn WiFi Calling on (Samsung)



How to turn WiFi Calling on (Lumia)



How to turn WiFi Calling on (iPhone)



EE stock devices

Only branded EE Samsung/Lumia devices will have the ability to WiFi call. Apple devices can be generic market stock.

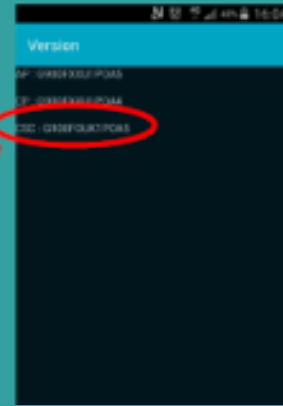
Ways to check if a customer has an EE build on their phone:

- Does it mention WiFi Calling on the Box?
- **Samsung device:** You can ask the customer to push *#1234# on the dialler of their keypad. (this doesn't work if they're on a call at the same time)
- **Lumia device:** Ask the customer to go to 'settings' scroll down and select 'about' to show the screen to the right

Samsung:

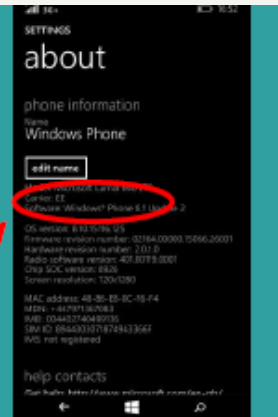
We need the letters in
"EVR" to be in the CSC
line

G900F**EVR**R1P0BK



Lumia:

The build will be shown
here – unable to confirm
exact number until 31st
March



WiFi Calling coverage and mobility

To maximise the experience of WiFi Calling customers should always leave their WiFi on to benefit from use where ever there is not mobile coverage but a WiFi service is available.

All of the scenario's assume WiFi is "always turned on"

There may be times when calls drop because the handovers are not yet in place, the main reasons for this are :

- The call started on Mobile Network – that call will not move over to WiFi when the coverage runs out.
- You go out of range of the WiFi coverage.

FAQs

Does WiFi Calling work on all phones	No – you will need a WiFi Calling capable phone. Look out for WiFi Calling capable phones in our EE stores or online.
How do I set it up?	It's really simple, go to our set up page to find out what you need to know and how to get started. www.ee.co.uk/wificalling
How do I make a call (or text) ?	Just dial or text as normal.
What will I be charged ?	Everything is charged exactly the same. Whether that's inclusive calls and texts, or voicemail or 0800. It just comes out of your plan like normal.
Will it use up my mobile data allowance ?	No. WiFi Calling will not use up any of your mobile data allowance.
Why do WiFi Calls (text) come out of my allowance but data over WiFi doesn't?	Although the call or text starts on a broadband connection it just uses it to get it to the EE Network. The EE network still carry's the call and makes it possible. When you use data, your broadband provider carries the traffic without EE.
Where can I use it ?	You can use it where there is Wifi. Public Wifi may have restrictions, see separate question on Public Wifi
How do I know I am calling on WiFi?	You will see the Wifi Calling indicator for your specific device. More on that at www.ee.co.uk/wificalling
Can I use WiFi Calling when I am roaming?	No, Wifi calls will not be possible while roaming.
What happens if I am on a call and walk in and out of home?	When you move out of your WiFi coverage area your call will drop. You can call again once you're in mobile coverage. And vice versa.

FAQs cont'd

Why do I need this ?	WiFi Calling will mean you can make or receive calls and texts in places where there is no mobile coverage as long as you are connected to WiFi.
Why doesn't the mobile coverage work indoors?	All networks have patches where there is no coverage especially indoors where it is more difficult to reach.
How fast does my broadband need to be to make a call	A WiFi call doesn't use much at all, but we would recommend that you have a broadband speed of at least 0.5mbps for both up and downlink to ensure quality of service. The quality of service may be effected if there is a lot of other activity going through the broadband at the same time especially if a lot of other users are watching video or gaming.
Do I need to worry about using up my broadband allowance?	It's unlikely that you'll need to worry but it does depend on your allowance and how much of it you have used already. For example a 5 minute call will use about 1.7Mb and a 30 minute call 10Mb. If you download a full length film this would use about 700Mb so you could be on the phone for about 35 hours before you used the same amount.
Can I use any Broadband provider?	Any WiFi and Broadband supplier should work fine
Can I use WiFi Calling when I am roaming?	No. Wifi Calling is not available when you are not in the UK.
Will my phone work over WiFi in the office?	Yes, but it may depend on the IT policies in your office e.g. some offices may have firewalls or other restrictions in place which may prevent you being able to use it at work
Why is this different to a voice over IP app ?	You have to download an app. With WiFi Calling, you just press the green button - your address book works and the person you're calling doesn't need to have the app.

FAQs cont'd

What if the WiFi network is too congested?	It is unlikely to be an issue at home, but if you have a slow broadband connection and lots of other usage at the same time e.g. iPlayer and online games, it may affect your call.
Will WiFi Calling work on public WiFi?	Yes, but we can not control the call quality over WiFi networks and some free public WiFi may be congested or low bandwidth.
Will WiFi Calling work on the London Underground WiFi?	Yes - Just Text EEWIFI to 9527 and we'll send you a password to access the service when you next go on the Underground. We can not control the call quality if the network is congested. Also at the moment Wifi is only available at stations so you won't be able to make calls in the tunnels
Do I need to be a 4GEE customer for WiFi Calling?	Yes, you need to be on an EE 4GEE plan with a compatible device.
Is / will the service be available to T-Mobile or Orange customers?	No. We have no plans to launch this service to T-Mobile or Orange
Do both parties on a call need WiFi Calling on their phones	No. You can use your phone with anyone, including other operators or landlines.
Will 999 calls work on WiFi Calling	Yes, 999 calls will work when you are on WiFi Calling. Although we would never recommend you reply solely on Wifi calling for 999 access
How do I know if I need to switch to WiFi Calling to make a call?	You don't need to know - the phone will do this automatically, as long as it is connected to Wifi
I've got a Signal Box, can I still use Wifi Calling	Yes, if you are connected to Wifi Calling, your phone will always choose to use Wifi instead of the Signal Box. You may still use the Signal Box, so that other house hold members and guests can benefit. 44

FAQs cont'd

What happens if I have forgotten to switch off my WiFi when I leave my home?	Nothing, it will just wait in the back ground until it is back within range of a Wifi Connection, It's a good idea to keep your WiFi turned on.
Is this something specific to EE?	Yes it is! WiFi Calling is a unique service from EE integrated into the network and in your phone.
What if I want to know my usage in between bills, is there any messaging that I will get if I could have benefitted from this because of poor coverage?	Your usage of voice minutes is available in My EE. Since calls over WiFi all come out of your allowance, you will see them all there - though not separate to your Mobile calls.
Will this replace signal box?	No. In homes with multiple devices and only one person wants to upgrade to a WiFi Calling phone, you may still need your Signal Box for the people who don't the WiFi Calling
I got a text saying I can now call & text over Wifi but I don't want to . What can I do.?	You can just switch off Wifi Calling in the phone settings.
I've updated operating system and it says it comes with Wifi Calling, why isn't it working?	This is very new technology and we need to make sure that everything is working properly so we are bringing in customers and handsets gradually. You will receive a text when this service is ready to use
Could I use WiFi Calling over a Mobile Wifi device?	You can, but please beware that you will be paying for data and for phone calls.
I texted Wifi Calling to 150 and I got this message... <i>"Sorry, we can't add WiFi Calling to your EE plan. You can find out why you may not be eligible at ee.co.uk/wificalling"</i>	If you got this message then it means you do not have the right plan. E.g. You might have a Pay As You Go account, you might still be an Orange or T-Mobile customer