Wi-Fi Calling

What is Wi-Fi Calling?

Wi-Fi Calling is a High Definition (HD) voice service that uses a High Speed Internet connection to let you make and receive calls over a Wi-Fi network. Wi-Fi itself operates on a series of standards established by the IEEE and the Wi-Fi Alliance. The simplest way to make a Wi-Fi call is through a VoIP (Voice over Internet Protocol) system. It works by reaching a carrier over the internet connection to establish a phone line.

The benefits of Wi-Fi Calling:

- It's included at no additional charge with your existing voice plan and HD voice-compatible device.
- You make and receive calls with Wi-Fi using your phone number.
- Helps you connect when cellular service isn't available or you're having poor signal issues, like dropped calls.
- Video Calls no longer need an LTE connection to be initiated in Wi-Fi.

**If you're dropping calls or can't connect due to weak cellular network signal coverage, turn on your device's Wi-Fi Calling feature. Your device then uses a Wi-Fi connection from your home Wi-Fi or a Wi-Fi hotspot you're near so you can make calls as usual. There's no extra charge for Wi-Fi calls.

To be eligible for Wi-Fi Calling, you need to:

- Have a phone that's HD Voice-enabled and Wi-Fi Calling-capable.
- Have the HD Voice feature on your account and activated

- All currently available smartphones are HD-voice-capable.