



# **GoMo WiFi Calling Terms and conditions May 2022**



1. The following terms and conditions form part of and are subject to the terms and conditions of the GoMo WiFi Calling service (“GoMo WiFi Calling”). These terms are in addition to and form part of the terms and conditions of GoMo’s general terms and conditions for the SIM Only Service, to which you have also agreed at <http://www.GoMo.ie/>. All of these terms combined constitute a legally binding agreement between GoMo (‘we/us’, ‘’) and the Customer (‘you/the Customer’) for the use of the GoMo WiFi Calling service. All capitalised terms herein (unless otherwise defined) shall have whatever meaning is ascribed to them in the GoMo general terms and conditions.
2. The GoMo WiFi Calling service allows you to make and receive calls and SMS over any Wi-Fi connection. This should allow you to make and receive calls and SMS in poor or no mobile coverage areas.
3. By using GoMo WiFi Calling you agree to accept these Terms. If you don’t agree with these Terms, please don’t enable GoMo WiFi Calling on your phone.
4. Initially, the GoMo WiFi Calling service will only available to new GoMo customers who purchased a GoMo plan on or after 09/04/2021. For existing GoMo customers who signed up before 09/04/2021, GoMo will inform such customers directly when GoMo WiFi Calling is made available to them
5. To enable GoMo WiFi Calling, you need to use a compatible handset with latest firmware update from handset vendor i.e. the GoMo WiFi Calling is only available on handsets which are enabled or allow WiFi calling.
6. You will need to connect to a Wi-Fi hotspot and enable GoMo WiFi Calling in settings on your mobile phone. Once connected, your mobile phone will automatically connect to the GoMo WiFi Calling network. You will see the network change to “GoMo WiFi Calling” or the GoMo WiFi Calling icon on Android phones. Only then will you be able to make GoMo WiFi Calling calls and SMS over the WiFi network.
7. You can deactivate and activate the GoMo WiFi Calling option in your mobile phone settings at any time.
8. Emergency Services calls and SMS will always attempt to use the normal mobile network. Only if standard mobile network signal isn’t available, the call will be routed over GoMo WiFi Calling and the Emergency Services will not be able to identify your location.



9. Any voice calls and SMS over GoMo WiFi Calling will count towards the use of your standard call and data allowance as described in your GoMo SIM Only Service. If you exceed your voice or SMS allowance, you will be charged for these calls and SMS messages at standard network rates.
10. GoMo WiFi Calling calls and SMS will count towards the standard WiFi network data allowance of the WiFi provider e.g. if the GoMo WiFi Calling is used in your home this will be your fixed broadband provider. You remain liable for any WiFi data usage and compliance with the WiFi provider's data allowances and WiFi policies.
11. If you are roaming in the EEA and using GoMo WiFi Calling, your usage will be deducted from domestic standard call and SMS allowance as described in your SIM Only Service. Calls made to Irish numbers will be charged from your domestic plan allowance. Calls made to the roaming country within which you are staying in or to any number outside of Ireland will be charged at standard international rates from Ireland. If you prefer to pay standard roaming rates for these calls, you have to disable GoMo WiFi Calling.
12. Calls and SMS made over GoMo WiFi Calling will appear as standard Irish calls on your GoMo bill.
13. Service quality is dependent on private or public Wi-Fi network availability, speed, the number of other devices sharing the Wi-Fi network and using the internet connection. You acknowledge these factors are outside of our control, which might limit our ability to offer GoMo WiFi Calling service to you. GoMo make no representation as to the quality and or availability of the WiFi service to which you are connected.
14. GoMo WiFi Calling calls will be disconnected when your phone is no longer connected to a Wi-Fi access point. If this happens, you will need to re-establish the Wi-Fi connection and call again through the GoMo mobile network.