

**If you don't get the cellular signal, here's one way to receive and send your calls. Method A: Take a walk to the P  pini  re sector where all the suppliers provide the cellular signal. Method B: Set up your cell phone for calls over Wi-Fi.**

## **TELUS :**

Turn on Wi-Fi Calling

iPhone

1. Open your iPhone

Settings

2. Select

Phone

3. Select

Wi-Fi Calling

4. You will need to read and accept the

Wi-Fi Calling Terms and Conditions

5. Enter your

Emergency 911 Address

Android

1. Open

Phone

>

Settings

2. Select

Call Settings

3. Turn on

Wi-Fi Calling

4. Enter your phone number. You will be sent a text message with a 6 digit one-time passcode \*

5. Enter the 6 digit one-time passcode \*

6. You will need to read and accept the

Wi-Fi Calling Terms and Conditions

7. Enter your

Emergency 911 Address

8. Close your browser

\*LG G7 ThinQ, LG K9, LG Q Stylo+ and LG V30 exempt

Call and text message over Wi-Fi

When Wi-Fi calling is turned on you can call and message as you do normally and your phone will automatically use an available Wi-Fi network if it determines that you have low or no cellular coverage.

When moving out of cellular coverage, if you are making a call, your device will automatically switch to Wi-Fi without interrupting the call when in VoLTE coverage\*. If not in VoLTE coverage, your call will drop if you move out of Wi-Fi connectivity while on a Wi-Fi call.

Note:

VoLTE services are currently available nationally, with the exception of Saskatchewan and certain regions of Manitoba.

View our support article

[Wi-Fi calling frequently asked questions](#)

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Wi-Fi Calling locations

Wi-Fi Calling is only available in Canada. When outside Canada, your iPhone will not allow Wi-Fi calling or messaging.

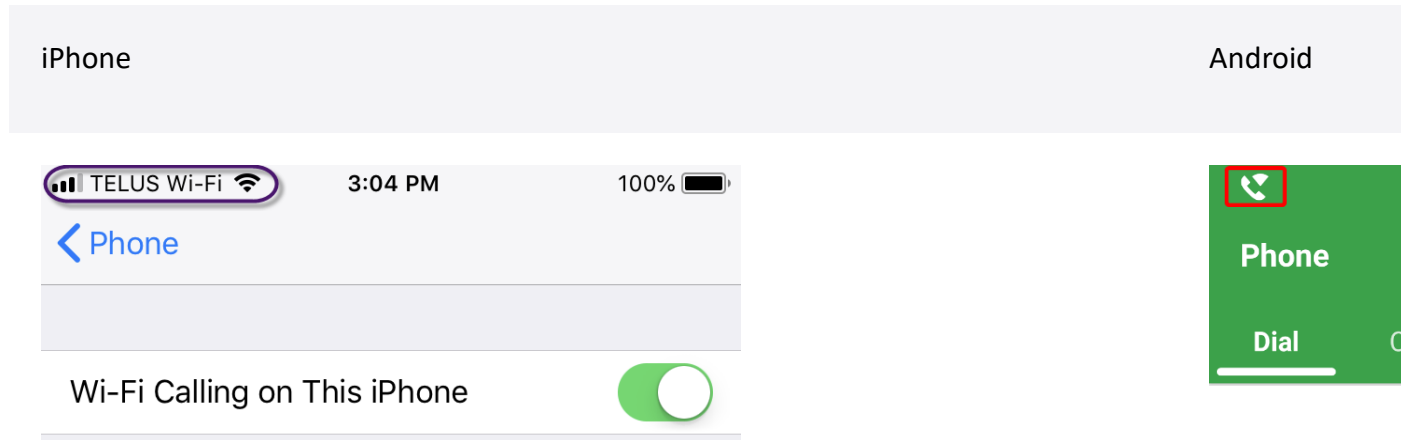
How to tell if you are using Wi-Fi calling

You can make an iPhone Wi-Fi call once you see the word

Wi-Fi

beside the TELUS network name on the status bar of your device. For Android devices, you will see the Wi-Fi calling icon on the status bar of your device. Wi-Fi Calling uses the same native dialler and contact list on your device as for cellular, for your convenience.

If you do not see the Wi-Fi calling text or icon, view our support article on [frequently asked questions](#)



#### Wi-Fi Calling cost

Calls and messages are billed the same as over cellular, and there is no additional cost to enable Wi-Fi Calling. All incoming calls and messages received over Wi-Fi Calling while in Canada, and all outgoing calls and messages sent over Wi-Fi Calling while in Canada to a Canadian number, will be deducted from your monthly voice allowance and any overage will be rated according to your wireless plan. All outgoing calls and messages sent over Wi-Fi Calling while in Canada to a non-Canadian number will be charged according to your monthly allowance including applicable overage pay-per-use rate, and long distance service will be charged according to your wireless plan. Wi-Fi Calling will not use up data from your wireless plan.

#### Note:

Wi-Fi Calls use Internet data via the Wi-Fi service provider at approximately 1MB/minute.

#### 9-1-1 over Wi-Fi

For the most reliable 9-1-1 experience, we strongly recommend you place 9-1-1 calls using the mobile network or a landline if available.

#### Important:

If you must call 9-1-1 over Wi-Fi, your call will be answered by a specialized operator who will ask you to confirm your location and route your call to the correct regional Public Safety Answering Point (PSAP). It is important to remember that In the event that you are unable to speak with the operator, the address you entered in your iPhone

## Wi-Fi Calling settings

menu will be shared with the operator. Unfortunately it is not possible to determine your device location when making a 9-1-1 call over Wi-Fi.

Be sure to keep your Emergency 9-1-1 Address up-to-date (from your iPhone Wi-Fi Calling settings menu) to ensure emergency services has accurate information to locate you in case of an emergency.

### Note:

Text 9-1-1 (T911) is not supported over Wi-Fi at this time.

For more information visit

[Wi-Fi Calling FAQ](#)

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