

Drone SIM



FAQs

What does drone-optimised network mean?

It means you will get a connectivity experience built specifically for Unmanned Aerial Vehicles (UAVs). Our drone-optimised network has been designed to deliver connectivity at altitude by ensuring data between the drone and the pilot is optimised on our EE network for safety.

What does unlimited data mean?

Our unlimited drone data plan has been designed to support your drone operations. We do not restrict by any allowances, speed controls or fair usage policy. We monitor the device in use to ensure proper use of the service – please check our [terms and conditions](#) for more information.

Will my data plan expire mid-flight?

We have strict controls in place to ensure you will never be cut off mid-flight.

What is the difference between the SIM plans?

The Drone SIM IoT plan is designed for operators needing connectivity for use cases requiring telemetry, remote-ID and metadata – little and often “heartbeats” of data. The Drone SIM plan is designed for operators with use cases requiring more data throughput for sensors and payloads.

As per the Ofcom guidance, do I still need to seek permission to use the network at altitude in addition to purchasing a Drone SIM?

No, permission to use the EE network at altitude is included within the specific T&Cs included with the Drone SIM. If you require additional written permission, please get in touch with us at droneconnect@bt.com.

What do I need to fly drones using a mobile connectivity network?

All liability for drone flight sits with the drone operator, so we suggest reviewing the Civil Aviation Authority [here](#), and the Ofcom information on connecting at altitude [here](#). Drone operators we work with must obtain an Ofcom licence for drone connectivity.

What is QoS and why do I need it to be enhanced?

QoS means Quality of Service and it determines how your data is treated in terms of priority when combined with other data transmitting across our network. Drone plans are given enhanced QoS to ensure that communications with the drone are prioritised.

Why do I need a Drone SIM?

Our Drone SIM has been specially designed for use at altitude, it's resistant to vibration, corrosion and has a temperature tolerance from -40 to +85°C and low voltage support.

What is the benefit of using a mobile connectivity network for drone operators?

A mobile connectivity network is provided using managed spectrum and network services. This can allow the drone to access internet resources such as Unmanned Air Traffic Management (UTM) systems and remote ground stations.

If I already have an EE SIM can I use it in my drone?

No, standard mobile SIMs and plans are not designed to be used at altitude and do not have some of the features such as vibration resistance that are found with the Drone SIM.

What is the Ofcom framework?

On January 20th 2023, Ofcom introduced a new licence which requires businesses to seek permission for connectivity at altitude from mobile network providers. For more information see [here](#).

What does BT have to do with drones?

Check out what we're up to at www.bt.com/drones.

How much does it cost?

Please contact one of our team via “[get in touch](#)” to learn more.

What Drone SIM types are available?

We offer Micro and Nano sizes. What this means can be found here – [SIM card sizes: Standard, Micro and Nano explained \(4g.co.uk\)](#).

Can I move my Drone SIM between drones?

Yes, but we don't recommend doing this often. We advise not to use SIM adaptors to fit different SIM card slot sizes. Please contact us if you need support with this at droneconnect@bt.com.

Can I put the Drone SIM in a mobile phone?

No. These SIMs are only to be used in drones, not to be used in any other device, and their use is subject to our terms and conditions, available on our website <https://business.ee.co.uk/help/terms-and-conditions/business-terms-and-conditions>.

How will I know if there's coverage where I need to fly?

The Drone SIM operates on the EE network, which has 85%* 4G geographic UK coverage – that's more than any other operator. If you have specific routes you'd like us to check, please get in touch at droneconnect@bt.com.

* According to Ofcom's Connected Nations Report Summer 2020. 85% geographic coverage equates to more than 99% of the population.

Where can I find the terms and conditions?

Drone specific terms and conditions can be found within the Drone Sim section of our business terms available on our website <https://business.ee.co.uk/help/terms-and-conditions/business-terms-and-conditions>.