BT QUANTUM.

A LEAP FORWARD IN COMMUNICATIONS FOR YOUR BUSINESS.

• Increase efficiency and productivity
• Reduce costs
• Support flexible working
• Improve customer satisfaction.
BIG SYSTEM BENEFITS BUT WITHOUT THE COST.

Businesses today are always looking for new ways to do more for less – keeping business flexible and competitive without driving up costs.

BT Quantum is a communications system with features that will support all business needs and offers great value. Specifically designed for businesses with anywhere between two and 32 users, a BT Quantum system can answer your needs.

BIG BUSINESS BENEFITS.

Increase efficiency and productivity.
- Never miss a customer message with integrated voicemail
- Have calls routed to the correct person or department without the need for a dedicated receptionist
- Linking office phones to mobiles means employees never miss important calls and can react to new business opportunities.

Reduce Costs.
- Lines are shared among users reducing line rental costs
- Save on office space, travel time and costs by introducing flexible working.

Support flexible working.
- Get the most from your employees by enabling them to work from home or on the move
- Also improve your environmental footprint.

Improve customer service.
- Improved call handling improves customer experience. It could also enable you to handle more calls, potentially generating more sales
- Emails and voicemails can be delivered to a single inbox which makes it easier to prioritise messages. This ensures customers get the attention they deserve.

BIG BUSINESS FEATURES.

Mobile Twinning (FMC).
Your staff can have just one contact number: their office phone and mobile will ring simultaneously when a customer calls.

Teleworker.
Your staff can work from home or anywhere with a broadband connection. By plugging an IP phone into broadband they have access to your communications system, as if they were in the office.

Unified Communications.
Your communications can be controlled and accessed from the convenience of a PC. Numbers can be dialled at the click of a mouse, employees can quickly communicate online and know exactly who’s available to talk, and when someone calls in, their details appear on screen.

Unified Messaging.
Voicemails can be delivered directly to your inbox, so you can prioritise your most urgent messages.

Integrated Voicemail.
Integrated voicemail comes as standard and means multiple users can access, listen to and leave messages.

Multi-Level Auto Attendant.
Manage all your incoming calls with ease and route callers to specific mailboxes answering routine questions or giving general information. For example returns information or opening hours.

50% of first-time callers who don’t get through won’t call back.¹

Find out more at:
0800 389 3364 bt.com/btlocalbusiness
PACKAGES DESIGNED TO SUIT THE NEEDS OF YOUR BUSINESS.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Basic</th>
<th>Advanced</th>
<th>IP</th>
<th>IP LAN</th>
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<tbody>
<tr>
<td>Integrated voicemail</td>
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<tr>
<td>Music on hold</td>
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<tr>
<td>Auto attendant</td>
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<td>Inbuilt Broadband modem</td>
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<td>Mobile Twinning</td>
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<td>4 port LAN</td>
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<tr>
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**BIG BUSINESS FEATURES.**

**BT Quantum IP phones.**
By combining your voice and data, these phones can give your employees access to your communications system in the office or when working from home.

**BT Quantum Digital phones.**
With 16 programmable keys these phones put an array of useful features at your employees’ fingertips.

**BT Quantum DECT phone.**
A cordless phone that’s easy to use and lets you access a range of useful features whilst you walk around the office. BT Quantum phone.

**BT Quantum phone.**
Comes with a missed call and voicemail indicator, on-hook dialling and caller display.

**BT Quantum IP Softphone.**
This software application means you can make and receive calls on your PC via the internet. It shows callers’ details on screen when they ring in and also comes with a USB headset.

**GET THE MOST OUT OF BT QUANTUM.**

This range of services will offer even more return on your investment. It also allows you the simplicity and reassurance of dealing with just BT, rather than a range of different suppliers.

**Maintenance.**
Offers peace of mind against faults. We fix 90% of faults by the end of the next working day and can fix 70% of them without having to send out an engineer.

**Broadband.**
BT Broadband packages offer exceptional quality and value for money. They are robust, reliable and specifically designed for business use and are perfect for connecting home workers to the BT Quantum system.

**Inclusive calls packages.**
Make calls to your own business phones and mobiles at no extra charge. Includes fixed call price, one contact number for employees and one bill.

**Mobile.**
Twin your BT Quantum phone with one of our top of the range mobiles and never miss another call.

<table>
<thead>
<tr>
<th>Why BT</th>
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<tr>
<td>• We are the number one communications system provider in the UK</td>
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<td>• With 70% of faults fixed remotely, 90% of faults fixed by the end of the next working day and 1800 engineers, you can trust us to minimise downtime and keep your business communications running smoothly</td>
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<td>• Our vast product range means we can support your business needs no matter how large or small</td>
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<td>• We have finance options available to spread the cost of investment?</td>
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**BT has a proven record of providing excellent service and reliability. That’s why more businesses in the UK trust us to provide them with fixed and mobile communications.**

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1. Source: Moneypenny. 2. All funding offers are subject to status and documentation and will be offered through BT Finance Leasing, which is a registered trademark of British Telecommunications PLC, used under licence by a panel of Funders and Banks. This does not constitute an offer of finance. Terms and conditions available on request. Open to business users only. All prices quoted are ex vat and calculated on 6 users over three or five years (depending on the option chosen) on a cost per user per day basis and are valid at 30-11-2012.

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**0800 389 3364 bt.com/btlocalbusiness**

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