

BT Cloud Voice.

A truly flexible cloud-based phone system.



- Get a long-term flexible solution to adapt to your business needs.
- Manage business calls quickly and easily.
- Work better with colleagues.
- Save money on set-up, maintenance and calls.
- Have the reassurance that we'll look after everything.



Give your business communications the flexibility that comes with the cloud.

Your phone system is at the heart of your business, making sure calls are handled in the right way, and connecting the right people, whether they're in or out of the office. That's why more businesses are looking for ways to make their phone system work harder for them. And they're finding the answer in the cloud.

Cloud technology is becoming ever more popular because it offers you so much more flexibility. And that's exactly what BT Cloud Voice offers you. BT Cloud Voice is a virtual phone system that's hosted in the cloud. It makes it easier to manage your communications and control costs. It allows you to choose the right User Feature Packs to suit each individual, ensuring everyone in the business has the calling features they need. There's also a range of optional add-ons to choose from, helping you save money and make the most of your phone system. Plus, it's scalable, so can grow alongside your business. BT Cloud Voice is backed up with the peace of mind that comes from working with BT Business.

What makes BT Cloud Voice stand out from the crowd.

BT Cloud Voice is designed to meet the needs of businesses of all sizes, from small firms to large companies, and it can help take your communications to another level. Instead of making calls using a traditional phone line, they're carried over a local area network and the internet, and all the call management is looked after in the cloud.

BT Cloud Voice offers the following great benefits:

Manage customer communications.

We know that every call is important. With BT Cloud Voice, you can make sure calls are answered by the right people at the right time, wherever they are.

- BT Cloud Voice gives you access to all the call management features you'd expect from a traditional phone system, including: Call Forwarding, Call Transfer and Team Pick up, and others you might not, such as Automatic Call Routing and Call Recording.
- At the click of your mouse you can use the mobility features, such as Call Director. It means you'll never miss a call, even when you're out and about.
- Our handy apps turn your smartphone or laptop into an extension of your desk phone, so you can work wherever you are.
- You'll have 24/7 access to your own online portal so you can change your set-up and manage your calls, whenever and wherever you need to.
- It doesn't matter where you're actually based, you can set up a local presence wherever it needs to be. All it takes is a 'virtual' geographic phone number, which we'll provide for you.

Work better with colleagues.

With BT Cloud Voice, you can collaborate and work with colleagues quickly and easily, helping you to make faster decisions, respond to customers and get the things you need to do, done – only faster.

- Use desktop sharing, instant messenger and presence to connect staff quickly and easily.
- It doesn't matter where individuals are, they can still work in a team. They can use conferencing tools to host and attend online meetings and even join group discussions.

Control costs.

It's crucial to be able to see what you're spending on your business communications and where the biggest expenses are. BT Cloud Voice makes it easier to manage your communications budget.

- You can save money on set-up and maintenance, as well as call costs.
- You can add users and functionality at any time. If more people join the business, simply buy additional User Feature Packs. You can pick the right pack and additional features for each user – giving them the features and optional extras they need. And you only pay one fixed monthly charge for the features they use.
- Calls between work colleagues – they're free, no matter where they are, when they are both using BT Cloud Voice.
- To cut call costs even more, you can use your mobile app to make calls over the internet.
- We can also help spread the cost of some of your upfront costs such as phones using our BT Finance options.
- You'll have access to an easy-to-use online portal that provides a breakdown of your business calls, helping to ensure you're making the most effective use of your calls and phone system.

Future-proof business communications.

Businesses never stay the same for long – you change and adapt to thrive. And you need technology that can adapt with you.

- Adding new sites is easy as your phone system can grow with your business.
- You can scale up BT Cloud Voice as you need to. It's easy to change the number of users and the features they use, so you can adapt it to meet different needs.
- If you move office, your phones can come too. Because BT Cloud Voice is a virtual service, relocating is simpler and easier.
- Upgrades take place virtually in the cloud and happen automatically, so you know your service is always up to date.

Peace of mind.

BT Cloud Voice is a fully hosted service, which means we'll look after everything. And we mean absolutely everything. From providing expert support through to making sure you have crystal clear calls.

- For starters, we've got a Service Hub team of experts. They're your single point of contact for technical support. They're only a phone call away, and can provide support to customers who use any aspect of BT Cloud Voice.
- We'll do a connectivity review to make sure you have the right internet connection. This means it doesn't matter how many people are online at the same time, colleagues can still make calls and have the same crystal clear call quality every time.
- We can prioritise your traffic, making sure your voice calls always take priority over other data. So you can rest assured you'll have the highest quality calls at all times.
- Even if the unexpected should happen at your premises – such as a fire or flood – thanks to the service being cloud-based, you can set up somewhere else and carry on working.
- Our service is hosted across different geographic sites for extra resilience. It means your service will always run smoothly, without interruption.
- BT Business provides an end-to-end solution. We have the breadth of expertise to provide every element of your communications, so you can rest easy knowing it will all work together.



Building the right package for you.

We offer an end-to-end solution and, by understanding what's important to you, we'll put together the right BT Cloud Voice package for your business.

Firstly, you'll need to choose the right User Feature Packs for each of your staff, along with optional User and Site add-ons, so each person has the features they need. Then, choose one each of our UK and international Call Plans, to get great value calls. Next, you can choose from our wide range of IP phones, including conferencing phones and we can even help spread the cost of your IP phones using our BT Finance options. We can provide a choice of geographic numbers. Finally, we'll work with you to make sure you have the right internet access, so you can run your business and all your calls.

Beyond that we can offer all aspects of your BT Cloud Voice solution, from LAN to cabling and installation. And a range of training packages to help you get the most from your BT Cloud Voice service. Just talk to your account manager to find out more.



We offer three different User Feature Packs (available on 1, 3 and 5 year contracts).

- **BT Cloud Voice Basic.**
If you just need an all-purpose phone with basic functionality, it's perfect for shared use such as in a reception area or warehouse. Calls can be forwarded to an alternative number if no one answers, you can see who's calling and up to three people can be on the same call at the same time.
- **BT Cloud Voice Connect.**
Offers everything that BT Cloud Voice Basic has, plus much more. It's great for office-based workers, such as sales people, accountants and PAs who need access to the full suite of standard call handling and group features.
- **BT Cloud Voice Collaborate.**
The perfect solution for agile, mobile or home workers, who want to use the service on multiple devices. This offers access to the full Unified Communications suite, making it easier for users to collaborate on their smartphone or computer.

Next, we'll make sure you get a great deal with a choice of UK and international Call Plans. We have bundles of minutes that can be shared across your people, or you can choose to pay as you go, plus you'll have a choice of the latest IP phones.

To help you get the most from your new BT Cloud Voice service we have a range of optional training packages which can help both your administrator and users maximise use of the features available on your system. Our training is primarily delivered over Webcast so there is no need for travelling to training centres and we also have an option for on-site training.

Our Webcast training courses can be bought individually, using a 'Passport' giving three courses for the price of two, or a 'Max Passport' giving unlimited access to all Webcasts for a whole year. We also have the option for long term 'Max Passports' for 3 or 5 years. Our on-site training enables you to have training on your site with content tailored to the specific areas you would like covered. In addition our 'On Site Passport' includes your on-site training and access to three Webcasts during your first year.



Our service offering.

- We're committed to providing you with the highest level of service and will support you to help find the best solution, tailored to your needs.
- Once you've placed your order you'll receive a 'Welcome to Service' call to take you through the next steps.
- We'll also schedule a Service Activation call just before your service goes live to help you get the most from your BT Cloud Voice service.
- We'll provide you with full User Guides online and a user friendly self-service portal - through which you can access and control your call management features.
- Finally, through our dedicated helpdesk number you'll have full, ongoing access to our UK-based, Service Hub team of experts, who have been trained up to the highest level, including external SIP school accreditation.



Why BT?

- We're networking experts and have invested heavily in our 21st Century network to ensure we can provide excellent coverage and cost-effective access options to customers across the UK.
- We do this day in, day out for over 900,000 businesses – more than anyone else – so you can rely on us to get it right for you.
- We have the expertise and technology to offer you a complete end-to-end cloud solution that delivers the reliability and performance you need. Because we provide every element of the service, we can make sure it all works together perfectly. And if there's ever a problem, we can fix it quickly.
- You can get everything you need in one place from a single supplier, with a single contract, helping to make life easier.
- Our Service Hub, which is home to our expert team of BT Cloud Voice specialists, is always on hand to make sure your system runs smoothly.

Things you need to know.

All prices exclude VAT, and are correct at the time of publication but may be modified from time to time.

You can find our standard terms and conditions at www.bt.com/terms. You'll find the terms and conditions for BT Cloud Voice under 'IP communications'.

BT Cloud Voice requires a BT Business internet connection. Only IP phones from the BT Cloud Voice portfolio can be connected to the service. The service will require suitable Local Area Network infrastructure (with a minimum of CAT5e structured cabling) and a BT Business broadband router (the minimum requirement is BT Business Hub 5). Only one national and one international Call Plan can be purchased and used by the customer within a month, overage charges will apply when exceeding the limits of the call plan. Customers can switch to a higher Call Plan during the first 12 months of the service if needed. Minimum period, terms and conditions apply.

Offices Worldwide.

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