



# BT Business Broadband Voice

## Overview:

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BT Business Broadband Voice is an easy-to-use, “plug and play” VoIP service that comes as a standard part of BT Business Total Broadband and opens up the world of VoIP to small businesses.

Not only does it allow customers to benefit from an additional ‘virtual’ line it comes also with a whole range of additional features. With excellent capped calling rates, inclusive calls to other Broadband Voice users, a wide range of advanced calling features, web-based management and the ability to select geographical numbers (including out of area) it really does allow customers to make the most of their Broadband connection.

## Reasons to use Broadband Voice:

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- A Broadband Voice line and Business Hub is included for all Total Broadband<sup>1</sup> customers, and the hub<sup>2</sup> is VoIP-enabled<sup>2</sup> as standard
- It is simple to use – all Total Broadband customers can register their account and connect a standard telephone to their VoIP-enabled router
- Provides customers with a cost-effective additional line and number. Ability to select geographical numbers so you can appear as local or central to your customers as you like, regardless of where you are actually based
- Cost-savings and convenience of making calls over the internet, whilst maintaining a local presence
- Can be combined with other services such as BT Office Communicator<sup>3</sup> – a software download that transforms your PC or laptop into a phone allowing you to take your Broadband Voice account anywhere you have a Broadband connection. Enjoy additional features like Instant Messaging and video calls

## Features of Broadband Voice:

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Broadband Voice has a wide range of inclusive professional calling features to help make sure you don't miss out on important business calls, such as:

- Call Forwarding
- Call Rejection
- Three-Way Calling
- Call Privacy and Voicemail
- Stop Caller display
- Find-Me-Follow-Me

These can be managed online through web-based feature management giving greater control or with the telephone star codes.

## Price:

- New Total Broadband customers get a Broadband Voice line as a standard part of the package. Additional lines cost £5 (excl. VAT) per month<sup>4</sup>
  - Calls are at no extra cost between Broadband Voice users
  - Local and national UK\* calls 3.5 pence per minute and capped at 5p for up to an hour
  - Fixed to most mobile calls capped at 20 p per call for up to an hour<sup>5</sup>
  - Global cost certainty with capped international rates<sup>6</sup> such as:
    - USA, 1.6ppm – 10p cap on calls of up to an hour
    - China, 3.5ppm – 20p cap on calls of up to an hour
    - Australia, 3.5ppm – 20p cap on calls of up to an hour
- Customers can upgrade to Broadband Voice Plus for just £19.99 (excl. VAT) per month<sup>7</sup> to have the added benefit of unlimited local and national UK\* calls
- Geographic numbers cost £2.99 (excl. VAT)<sup>8</sup> per number per month. There's a range of approximately 119 UK area codes that are available for customers to choose from that cover the main areas within the UK. To get a number, customers simply need to log in to their BT Business Broadband Voice account and select the option from the menu

## Further information:

Please visit: [www.bt.com/business/broadbandvoice](http://www.bt.com/business/broadbandvoice)

### Terms and Conditions

1. New BT Total Broadband customers only. Requires BT Business telephone line. Conditions and service restrictions apply. Emergency calls (999 or 112) made via BT Broadband Voice may fail during power or broadband connection failure. Location information provided to emergency services limited to details of your primary Business PSTN billing address and may differ to origin of call. Retaining primary telephone line recommended for contacting emergency services. See [www.bt.com/business/broadbandvoice](http://www.bt.com/business/broadbandvoice). 2. £59/£79 ordered online/by telephone with Option 1. Included with Options 2 and 3. 3. A handset or microphone with headset or speakers and suitable sound card required. Minimum computer specification applies. 4. Activated BT Business Broadband service and telephone adapter required. Fair Use Policy applies. 12 month minimum term. Service restrictions apply. Certain call types are not guaranteed e.g. 999 calls. Limited emergency location information stored. Service will fail if there is a power failure. Abuse policy applies. Conditions apply. 5. Requires opt-in. 7p set-up fee. Applies to calls to number ranges owned by the four main mobile operators only. Certain mobile numbers (eg original 3G numbers) excluded. Fair Use Policy applies. Conditions apply. See [www.bt.com/business/broadbandvoice](http://www.bt.com/business/broadbandvoice). 6. Set up fees apply. Applies to fixed line calls only. See [www.bt.com/business/broadbandvoice](http://www.bt.com/business/broadbandvoice) for cap/set-up fee and pence-per-minute rate to each country. Normal touchtone phone required. Conditions apply. 7. A handset or microphone with headset or speakers and suitable sound card required. Webcam needed for video calls. Minimum computer specification applies. 8. Minimum term 12 months.

\* Applies to numbers beginning 01 or 02, excluding Channel Islands and Republic of Ireland. Up to one hour per call. After 60 minutes, call rate is 3.5p per minute (excl. VAT). Redial after one hour to avoid call charges.

### Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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