



BT Business Hosted VoIP

Overview:

BT Hosted VoIP is the ultimate in flexible, powerful and cost-effective telephony for your business. Get up to 50 phone lines using BT Business Broadband connections at a lower cost, but with a huge range of call management features. It's flexible, adapts as your business grows, and it's mobile – allowing you to work where you choose. What's more, it's incredibly quick and easy to set-up and get started.

What is Hosted VoIP:

- BT Hosted VoIP is a fully-managed, hosted IP telephony service that allows you to make and receive calls using IP phones
- Allows you to have up to 50 lines, each with their own number, over multiple BT Business Broadband connections. So you should see both economic and operational efficiencies by being able to have up to eight lines over each Broadband connection. Just plug the IP phones you order with the service into your Broadband router and make and receive calls as you would on a normal line
- Minimal premises-based equipment, means minimal startup costs
- Easy system administration including Moves, Adds and Changes (MACs) through a web portal
- Extremely reliable with high voice quality and allows you to keep your local numbers
- Includes standard features like: voicemail, short code dialing, Call Transfer, Call Waiting, Caller ID and Call Forwarding and many more in the monthly service cost per user

Reasons to use Hosted VoIP:

- Cost effective – lower cost of ownership and no premise-based equipment to own
- Great capped calling rates and free on-net calls
- Improved communications efficiency – never miss a call with over 15 inclusive calling features
- A flexible solution respond quicker to your colleagues, customers and suppliers
- Easier management and administration
- Mobility – the ability to work anywhere you have access to a Broadband connection (remote working) and the ability to keep your numbers for life (even if you move)
- Easy, low-risk path to experience benefits of VoIP
- You can keep your existing phone numbers¹
- Provides you with the 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 based²
- Easy to set-up – focus on your business and not your phone system
- Can be combined with other services such as BT Office Communicator³ – a software download for your PC if you have BT Business Broadband Voice. 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 Hosted VoIP:

Business Broadband Voice is packed with a wide range of inclusive professional calling features to help make sure you don't miss out on important business calls and manage group calling such as:

- Call forwarding
- Call rejection
- Three-way calling
- Call privacy and voicemail
- Stop caller display
- Find-Me-Follow-Me
- Hunt Groups (ring numbers sequentially)
- Multi Appearance Directory (ring numbers at once)

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

Price:

- Customers can get BT Hosted VoIP with a minimum of three lines from £5 per line (excl. VAT) per month and a £80 connection charge⁴
 - Calls are at no extra cost between Business Voice and Hosted VoIP users
 - Local and national UK⁵ calls 2.6ppm and capped at 5p for up to an hour
 - Fixed to most mobile calls capped at 20p per call for up to an hour⁶
 - Global cost certainty with capped international rates⁷ 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 their lines to BT Hosted VoIP Plus for just £19.99³ (excl. VAT) per month to have the added benefit of unlimited local and national UK calls
- Geographic numbers cost £2.99 (excl. VAT)² per number per month. There is a range of approximately 119 UK area codes that are available for customers to choose from which 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/hostedvoip

Terms and Conditions

1. Subject to compatibility. Any imported numbers will be charged at £2.99 per number per month. 2. Minimum 12 month term. Fair use policy applies. Conditions apply. For more information please visit www.bt.com/bthostedvoip 3. A handset or microphone with headset or speakers and suitable sound card required. Webcam needed for video calls. Minimum computer specification applies. 4. All prices are exclusive of VAT. 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. Applies to numbers beginning 01, 02 or 03, excluding Channel Islands and Republic of Ireland. Up to one hour per call. After 60 minutes, call rate is 2.6p per minute (ex. VAT). Redial after one hour to avoid call charges. 6. Requires opt-in. 7p set-up fee. Applies to calls to number ranges owned by the four main mobile phone operators only. Certain mobile numbers, e.g. original 3G numbers excluded. 7. Set up fees apply. Applies to fixed line calls only. See www.bt.com/business/broadbandvoice for cap/set-up fee and pence-per-minute rate to each country. Normal touchtone phone required. Conditions apply.

Offices Worldwide

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