

BT Cloud Phone.

A simpler way to manage your business calls.



- Make and receive calls from anywhere with a phone system that's hosted in the cloud.
- Save on set-up, maintenance and call charges.
- Have reassurance that we'll support you and provide everything you need.

RingCentral[®]
in association with



A phone system that's built for business.

Imagine trying to run your business without phones. It's almost unthinkable. And finding a phone system, which meets all your must-haves, can be tricky. In an ideal world, you'd have a solution that makes your communications easier to manage, the ability to control costs and a system that can adapt to meet your changing needs. But what if you could also save time, present a more professional image and give your staff the ability to work from anywhere?

Well now you can with BT Cloud Phone. It's a really simple, entry-level solution that's ideally suited to smaller businesses. But it can scale up as your business grows and your needs change.



What is BT Cloud Phone?

It's a call-management service that's hosted in the cloud. So you don't need an office-based phone system to benefit from the latest call management features. Using a cloud-based phone system gives you the ultimate flexibility too because you can use it anywhere you can get online. It means our BT Cloud Phone service is available whenever and wherever you are.

Best of all, it's a solution that takes full advantage of the latest Voice over IP (VoIP) technology, and it couldn't be easier to get started. In no time at all, you can benefit from all the functionality of a traditional phone system but have the ability to do so much more. And whatever the future holds – moving to new sites or an expanding workforce – BT Cloud Phone can adapt to meet your changing needs.

How it works.

Instead of a traditional phone line, your calls are carried over the internet. You'll need BT IP phones, one of our business broadband internet services plus your choice of User Feature Packs and then you're pretty much ready to go. We'll help you with all the technical bits if you want us to. But it's all done remotely so we won't even have to visit your premises. Once you're set up, you'll have access to your own online portal so you can manage your calls. It's easy to re-direct, forward and transfer – and lots more. You can answer the phone from wherever you are, so you'll never miss a call.

BT Cloud Phone is packed with features that make it easier to manage calls. Your people can keep in touch with their colleagues and customers, regardless of their location – in the office, on the road or working from home. Plus, we've got handy Android, iOS and desktop apps that turn your mobiles and computers into an extension of your desk phone, so you can download an app and then make calls and work on the device of your choice. And you get the business benefits from improved productivity, a more streamlined communication process and lower call costs.



Getting started is as easy as 1-2-3.

BT Cloud Phone is a simple, 'plug and play' solution so you don't have to be a technical genius because we've got it covered. Our experts will provide all the support you need. There are three easy-to-understand User Feature Packs to choose from, which give you all the calling features you need, without the complicated set-up. And, as there's no time-consuming on-site installation, your business won't be interrupted either. Your BT IP phones arrive ready to use.

Simply plug them in – and you're in business. When you're ready, you can arrange for us to give you a call to help you get started and then again to make sure everything's working. After that, you can manage your calls and your account via our user-friendly, intuitive online portal.



Delivering big benefits to smaller business.

Here are some of the reasons we think it's worth taking a closer look at BT Cloud Phone.

Manage customer communications more effectively.

As well as having access to our standard call management features such as call forwarding and transfer, team pick up, voicemail, hunt group and auto receptionist, you'll benefit from mobility features too, like our handy mobile or desktop apps. They turn your smartphone or laptop into an extension of your desk phone, so your people can handle calls from almost anywhere. You can now change the way you manage your calls from wherever you are too, through our online portal, at a time that suits you as it's available 24/7.

You can also appear local to your customers, with a 'virtual' geographical phone number. So wherever you're based, customers will think you're nearby.

Work better with colleagues.

Colleagues can team up and work together quickly and easily from different locations with tools such as conferencing, presence and desktop sharing. Call monitoring and recording can help with training and quality assurance. And with everyone being easier to reach, customers can get a better, and more responsive service.

Control costs.

Switching to BT Cloud Phone could help you make savings. With less equipment needed, you'll benefit from lower hardware and installation costs. As it's a cloud-based system, you won't need to budget for ongoing maintenance or upgrades because they'll happen automatically.

You decide on the number of users and the right call features for them, so you only ever pay for what you need. And, to help you manage costs even more, there are predictable monthly charges, with no additional costs for calls between colleagues that are using the same BT Cloud Phone system. You can get an in-depth breakdown of your business calls from your online portal too, so it's easy to understand calling patterns and plan for what you need.

Future-proof business communications.

To stay competitive, your business needs to be as agile as possible. That goes for your people and the technology they use. Whether it's moving offices, adding new sites, expanding your workforce, or adapting to different ways of working, BT Cloud Phone offers the long-term flexibility to meet your changing needs. A cloud-based phone system simply grows with your business, allowing you to focus on running it. That's what makes BT Cloud Phone such a great fit for smaller enterprises.

Peace of mind.

BT Cloud Phone is a fully hosted service with security built in. That means you can rely on us to take care of everything. From making sure your broadband connection's up to speed and supplying the latest IP phones to providing expert support – we'll do it all. And, of course, we'll make sure you have great quality calls. We have a dedicated team of experts at our Service Hub to provide support before, during and after set-up, so you don't need to worry about a thing.

Create your perfect package.

We'll work with you to make sure you have the right internet access, so you can run your business and manage all your calls and data needs. Then you'll need to choose the User Feature Pack that best meets the needs of everyone in your business. Think about what features your people need and how many calls they make. It'll help make sure you get the most cost-effective call plan. Finally, you can take your pick from our wide range of IP phones, including conferencing and cordless. Beyond that, we can offer all aspects of your BT Cloud Phone solution, including 'virtual' geographic numbers if you need them.

Here's a breakdown of what you'll need:



We've tested and configured all our IP devices to make sure they work perfectly with our BT Cloud Phone service. So to make sure you experience the quality of calls you'd expect, only IP devices from the BT Cloud Phone portfolio can be used.

BT Cloud Phone – User Feature Packs.

To keep things simple, there are three User Feature Packs to choose from. Everyone in the business will have the same User Feature Pack, so just pick the one that has the features you need:

Name of User Feature Pack	Call features and functionality
BT Cloud Phone Basic	<p>This is ideal if you have very straightforward voice needs but want the call handling features to offer professional communications. You can make and receive calls in and out of the office, and get all the call management features you'd expect from a traditional phone system. Like call forwarding, routing, transfer, screening, Caller ID, voicemail and more. You can also integrate BT Cloud Phone with business applications such as Office 365 and Google to help you get more done.</p> <p>BT Cloud Phone Basic also includes the following features:</p> <ul style="list-style-type: none"> • Mobile and web-based call management and phone system admin – add new users, upgrade your User Feature Pack and set up, and change call handling rules through an online portal. This can be done via our mobile apps if you're working on the move. • Fully integrated Android and iOS apps – use and manage the phone system from your smartphone. • Desktop app/Softphone – make and receive calls, messages, faxes, conferencing and web meetings through any internet-enabled computer with softphone. • Audio Conferencing – each user gets their own host and participant access code to hold a conference whenever they want. • Call Recording On-Demand – by pressing 9* to start and 9* to finish, all users can record a call and easily download and archive it if needed. • Full support team – between 8am–6pm Monday to Friday.
BT Cloud Phone Connect	<p>If your people make lots of calls, you can control costs with an Unlimited UK Calls Package. The features, like Call Recording and Multi-Level Auto Attendant, are designed to meet your more sophisticated communication needs. You can also choose to integrate Salesforce.com with BT Cloud Phone Connect, which can help to improve your customer service. Plus, you can opt to include web meetings and HD video meetings (for up to 25 participants) with BT Cloud Phone Meetings. You can also choose to integrate CRM applications like Salesforce.com, Zendesk and desk.com with BT Cloud Phone Connect, which can help to improve your customer service.</p> <p>With BT Cloud Phone Connect, you get all the functionality of BT Cloud Phone Basic, with a few added extras:</p> <ul style="list-style-type: none"> • Call Recording Automatic – incoming and outgoing calls can be recorded automatically, or can be modified so only select calls are recorded. • Call Monitoring – authorised users can access calls in real time, which is great for training and coaching staff, quality assurance and improving performance and customer service. • Unlimited UK Calls Package – covers all calls to UK landlines and mobiles and gives you the reassurance of predictable pricing. • 24/7 support.
BT Cloud Phone Collaborate	<p>The top of the range User Feature Pack offers the widest range of call features and can help to improve your business's efficiency. It brings together all the features of BT Cloud Phone Basic and BT Cloud Phone Connect, plus more. BT Cloud Phone Meetings (for up to 50 participants) is included as standard, making it easier to hold web and HD video meetings with customers and collaborate with colleagues when you're out of the office.</p> <p>As well as all the features from Connect you'll get:</p> <ul style="list-style-type: none"> • Multi-point HD Video Conferencing as standard and you can schedule meetings for up to 50 participants. • Web Meetings – users can share their screen, deliver presentations and share documents in cloud storage. Anyone can share from their computer or mobile device.

How much does BT Cloud Phone cost?

This depends on the User Feature Pack and call bundle you choose.

Contract length	Basic	Connect			Collaborate		
	500 UK mins	500 UK mins	500 UK mins + BT Cloud Phone Meetings	Unlimited UK calls	Unlimited UK calls + BT Cloud Phone Meetings	500 UK mins	Unlimited UK calls
24 months	£13.00	£18.00	£23.00	£21.00	£26.00	£23.00	£26.00
12 months	£15.00	£20.00	£25.00	£23.00	£28.00	£25.00	£28.00

All prices are per user per month. £1.00 Connection charge is applicable for all new BT Cloud Phone customers. For delivery charges, call charges outside bundles and other charges, please go to www.bt.com/pricing. Inland calls are to numbers starting with: 01, 02, 03 and 05 (where charged at g21 rates). Fixed to UK Mobile calls – to all fm charge rates (excludes calls to specialised numbers at other rates).

With BT Cloud Phone you get a main company number and a main fax number as standard. Each user on your account will then get their own direct dial number. You can also buy additional geographic numbers at 50p per number, per month, for example if you want your business to have a local presence in another area.



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 around 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, helping to make life easier.
- Our Service Hub, which is home to our expert team of BT Cloud Phone 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. The BT Cloud Phone contract is subject to a Minimum Period.

BT Cloud Phone requires a BT Business internet connection. Only IP phones from the BT Cloud Phone portfolio can be connected to the Service. Details of any inclusive call minutes and other charges are set out in the BT Price List at www.bt.com/pricing and exclusions apply.

Terms and conditions apply. You can find our standard Terms and Conditions at www.bt.com/terms. You'll find the terms and conditions for BT Cloud Phone under "IP Communications"

Offices Worldwide.

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