

# BT Cloud Phone.

## Datasheet.

### A phone system that's built for business.

BT Cloud Phone is a call-management service that's hosted in the cloud and uses the latest Voice over IP (VoIP) technology. So you have the ultimate flexibility to use the service anywhere you can get online, including wi-fi or mobile. It's a really simple, entry-level solution that's ideally suited to smaller businesses, but it can adapt as your business grows and your needs change. BT Cloud Phone makes your communications easier to manage, gives you the ability to control costs and saves time whilst presenting a more professional image.

### BT Cloud Phone – User Feature Packs.

To keep things simple, there are three User Feature Packs to choose from. They're available on a 12 or 24-month contract. 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	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. To help you manage costs, we include 500 minutes of calls to UK landlines and mobiles. You can also integrate BT Cloud Phone with business applications such as Office 365 and Google to increase business productivity
BT Cloud Phone Connect	Includes all the functionality of BT Cloud Phone Basic and a few added extras. Ideal for businesses where users make more calls, as you can control costs with an Unlimited UK Calls Package. The features, like Call Recording and Multi-Level Auto Attendant, are designed to meet more sophisticated communication needs. You can opt to include BT Cloud Phone Meetings which includes web meetings and HD Video meetings (for up to 25 participants). 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.
BT Cloud Phone Collaborate	The top of the range User Feature Pack offers the widest range of call features and can help to improve efficiency. It brings together all the features of BT Cloud Phone Basic and BT Cloud Phone Connect, plus more. BT Cloud Phone Meetings which includes web meetings and HD Video meetings (for up to 50 participants) is included as standard, making it easier to hold meetings with customers and collaborate with colleagues when you're out of the office.

Please see the BT Price List for details of which calls are included in the package.



## Main features of each User Feature Pack.

BT Cloud Phone comes with all the calling features you'd expect and more. In the table below, we've highlighted the key features that are available with each User Feature Pack.

Features	BT Cloud Phone		
	Basic	Connect	Collaborate
<p><b>Mobile and web-based call management and phone system admin.</b> An online portal is used to administer the system, such as adding new users, upgrading your User Feature Pack and setting up and changing call handling rules. This can be done via our mobile apps if users are out and about.</p>	✓	✓	✓
<p><b>Fully integrated Android and iOS apps.</b> Allow users to use and manage the phone system from their smartphone. Whether they're on the go or at their desk, their mobile is ready for calls, faxes, system administration, notifications, conferencing and voicemail.</p>	✓	✓	✓
<p><b>Desktop app/softphone.</b> Users can plug in a headset and use the Desktop app to turn any internet-enabled computer into the smartest phone available, allowing them to make and receive calls, messages, faxes; and use conferencing.</p>	✓	✓	✓
<p><b>Audio Conferencing.</b> Each user gets their own host and participant access code so users and their teams can hold conferences whenever they want.</p>	✓	✓	✓
<p><b>Call Recording On-Demand.</b> Gives all users the ability to record a specific call by pressing *9 to start the recording and *9 when they're finished. Recordings are kept for 90 days with a maximum of 200 calls per mailbox/user; and they can be easily downloaded and archived if necessary.</p>	✓	✓	✓
<p><b>Call Recording Automatic.</b> You can ensure all your calls are automatically recorded – both incoming and outgoing. Recordings can be downloaded and play-backed for customer service evaluation or complaint resolution, training purposes or for keeping compliance records. Recordings are kept for 90 days with a maximum of 100,000 calls per account and they can be easily downloaded and archived if necessary. Users/queues that have call recording enabled can be easily modified by an administrator so not all calls are automatically recorded but can be managed at a granular level.</p>		✓	✓
<p><b>Call Monitoring.</b> Allows authorised users to access calls in real time. This can help with training and coaching staff, quality assurance and improving performance, productivity and customer service.</p>		✓	✓
<p><b>Unlimited UK Calls Package.</b> To help control costs, you can select our Unlimited UK Calls Package with our Connect or Collaborate User Feature Packs. This covers all calls to UK landlines and mobiles and gives you the reassurance of predictable pricing.</p>		✓	✓
<p><b>Web Meetings.</b> Lets users share their screen, deliver presentations and share documents in cloud storage, such as Box and Dropbox. Anyone can share and contribute from their computer or mobile device.</p>		Optional	✓
<p><b>Multi-point HD Video Conferencing.</b> Allows users to gain a unified video conferencing experience across desktops, tablets and smartphones. Users can connect and collaborate with colleagues and customers and instantly start or schedule meetings.</p>		Optional (Up to 25 participants)	✓ (Up to 50 participants)
<p><b>Support</b></p>	8am-6pm Monday-Friday	24/7	24/7

## BT Cloud Phone – call handling features.

With BT Cloud Phone, you get access to all the useful call handling features you'd expect from a traditional phone system, and a whole lot more.

Call handling for the company		Basic	Connect	Collaborate
Auto-Attendant/ Auto-Receptionist	A flexible front-line auto-receptionist with a default or customised greeting to provide callers with different group or user extension options, or direct forwarding to a specific group or user instead.	✓	✓	✓
Multi-Level Auto Attendant	Multi-level auto receptionist allows customers to create layered call handling and routing rules for calls coming into the business		✓	✓
Answering Rules	Custom routing and answering rules that allow users to: <ul style="list-style-type: none"> <li>• customise days and hours of operation with specific routing rules and greetings</li> <li>• set after-hours rules which differ from business hours rules – so calls can be routed to a home phone number, directly to voicemail or to another number elsewhere</li> <li>• play custom greetings during specified date ranges, such as holidays and special events</li> <li>• apply different rules to different numbers, different users and different departments.</li> </ul>	✓	✓	✓
Message or announcement only extensions	Sometimes you just want to have a greeting and then an option to leave a voicemail; or extensions that are message only to tell customers or staff a specific message. This can be used in conjunction with Auto-Receptionist and Hunt Groups so you can create bespoke rules for their incoming calls.	✓	✓	✓
Multiple Virtual Extensions	Virtual extensions create a flexible structure to incorporate employees at local and satellite offices, wherever they are. Configure each extension individually through answering rules and add or remove extensions through the easy-to-use portal any time.	✓	✓	✓
Call queues [Max: 25 calls, 15 min hold time]	Customers can create a call queue when they want a specific group of users (such as Sales, Support, or Billing) to share incoming calls. Users can define specific business hours for each call queue and set up email notifications for missed calls, voicemails, and missed faxes and messages. Up to 10 members can be in a simultaneous queue (this can be increased to 25 or 50 via the Service Team). For sequential and rotating queues, there is no limit on the call queue.	✓	✓	✓
Hunt Groups	A hunt group allows multiple phones to ring when a number is called. It can be set to distribute calls sequentially, simultaneously or a mixture of both.	✓	✓	✓
Music & Messages On Hold	Customers can select/customise the music or specific messages their callers hear while on hold, waiting for the call to be answered or waiting in a queue.	✓	✓	✓
Call Recording On-Demand	Give all users the ability to record a specific call by pressing *9 to start the recording and *9 when they're finished. Recordings are kept for 90 days with a maximum of 200 calls per mailbox/user; and they can be easily downloaded and archived if necessary.	✓	✓	✓
Call Recording Automatic	Business can ensure all their calls are automatically recorded – both incoming and outgoing. Recordings can be downloaded and play backed for customer service evaluation or complaint resolution, training purposes or for keeping compliance records. Recordings are kept for 90 days with a maximum of 100,000 calls per account; and they can be downloaded and archived if necessary.  Users/queues that have call recording enabled can be easily modified by an administrator so not all calls are automatically recorded across the board.		✓	✓

Call handing for the company		Basic	Connect	Collaborate
Call Monitoring [Compatible Deskphones and Desktop App]	Allows authorised users (eg supervisors) to access calls made by their staff in real time. Provides training and quality assurance tools to coach employees. Helps improve teams' performance and productivity and improves customer service. <ul style="list-style-type: none"> <li>• Monitor: Listen in on a call to monitor performance.</li> <li>• Whisper: Speak / coach employees to help them handle a call.</li> <li>• Barge: Join the call to help facilitate a discussion.</li> <li>• Takeover: Take over the call entirely and release the employee from the call.</li> </ul>		✓	✓
Dial-by-Name Directory	Dial-by-Name Directory allows callers to search for a person by entering letters from their first or last name. This is another way of easily routing calls instead of giving out direct numbers or extensions for employees. Helps callers find the right person quickly and easily.	✓	✓	✓
Ring Me	Customer can create a "call" button for their business number. This button can be embedded in email signatures, and on websites etc and gives their customers a free call into their business with just one click. [Call charges may apply for the BT Cloud Phone customer]	✓	✓	✓
Shared Lines	Allows user to setup multiple desk phones with single line shared across all devices. Customers can have 1 line on up to 8 devices with a maximum of 8 lines across 16 devices (depending on the model of phone being used.)	✓	✓	✓
Incoming Call Notification	Users can display the number that's been dialled or have the extension/ department announced when they pick up the phone from a queue they are in. For example, it might say, "John, you have a call." Or, "Sales, you have a call." This feature helps users who are members of more than one department to answer the call appropriately.	✓	✓	✓
Receptionist/ Assistant "Heads Up Display"	Provides monitoring and support for Executives via the Desktop app. Allows a receptionist or assistant to see the status of someone else's calls and to answer them on their behalf. <ul style="list-style-type: none"> <li>• Presence status of the monitored extension(s).</li> <li>• Visibility of active calls.</li> <li>• Ability to pick up incoming calls on behalf of other extension(s).</li> <li>• Quick transfer and conferencing options from "Monitoring screen".</li> </ul>	✓	✓	✓

Call handing for the end user		Basic	Connect	Collaborate
Call Transfer	Either cold or warm transfer a call through to a different user or department.	✓	✓	✓
Call Forwarding	Users can set up call forwarding rules and numbers to handle incoming calls. Calls can be programmed to ring at the chosen destinations simultaneously or sequentially.	✓	✓	✓
Call Hold	Allows customers to put calls on hold	✓	✓	✓
Call Park	Lets users place a call on hold so it can be retrieved from another phone.	✓	✓	✓
Call Park Locations	Nominated users can answer a call and park it in a location (extension) that only specific people or groups can pick up – such as an assistant answering calls for a senior manager. Each BT Cloud Phone account can have up to 100 park locations (but limited to presence capability of the desk phone and the maximum it can display on it's screen).	✓	✓	✓
Caller ID	Caller ID information (when available) is displayed for incoming calls on the BT Cloud Phone desk phone or Desktop app.	✓	✓	✓
Call Screening	Lets users screen calls by prompting callers to announce their name if they don't have Caller ID or don't appear in a contact list.	✓	✓	✓
Call Blocking	You can block calls from destinations you don't want to speak to or those who are pest callers.	✓	✓	✓
Do Not Disturb	Ensures customers don't receive calls if they don't want to be disturbed, if they are busy or in a meeting.	✓	✓	✓
Voicemail	Voicemail ensures that calls are not missed. Voicemails will go to the employee's email, mobile app and portal for easy access and a notification is sent to them.	✓	✓	✓
Greetings	Customers can use a default greeting or record personalised greetings for answering calls. The greetings can be recorded on a computer or phone and uploaded in minutes.	✓	✓	✓
Call Flip	BT Cloud Phone Call Flip lets users transfer conversations from one device to another quickly and easily. They can flip a call they're on from their desk phone to their mobile phone on their way out of the office, or flip a mobile call to their home phone once they've finished their commute.	✓	✓	✓
Notification alerts	Users can be instantly notified whenever they receive voicemails, faxes, missed calls and urgent messages. Advanced notification allows users to specify different email addresses for each type of notification.	✓	✓	✓
3 Way Conference Call	When on a call you can add a third person into the call for quick conferencing. With "Add to Conference for Desktop App" up to seven users can be added for an impromptu conference call. When new users are added the host will be charged for an additional call	✓	✓	✓
Follow Me	With the follow me feature you can have your app ring alongside your desk phone. It will find you wherever you are.	✓	✓	✓
Ringout	If users aren't in the office they can use any phone as their office phone for the day. Callers see the business number and the calls come out of the business call plan minutes.	✓	✓	✓
Call Monitor with Text to Voicemail	A user can type a message while they are screening an inbound call. The caller hears it as a voicemail message.	✓	✓	✓

Additional features and applications		Basic	Connect	Collaborate
Online Portal	Allows customer to set up and manage their entire phone system from anywhere, at any time, as long as they are able to get online.	✓	✓	✓
Mobile App (Android and iOS)	Users can download the app to use their BT Cloud Phone service on the go. They can make and receive calls using the business number. They can also change their settings, receive notifications, voicemails, faxes; and conferencing. The app works on tablets as well as smartphones.	✓	✓	✓
Desktop App/ Softphone (for Windows and Mac)	This app allows customers to use their PC to make and receive calls, messages, faxes; and conferencing.	✓	✓	✓
Audio Conferencing	Conferencing lets users in the office set up and join conference calls at any time, from anywhere. With one bridge number for a company, it's easy to make unlimited audio conference calls (and each call can have 999 participants).	✓	✓	✓
BT Cloud Phone Meetings (web and video)	Share from your desktop, websites, PowerPoint presentations, spreadsheets and more with team members and customers. Customers can hold HD video conferences with up to 50 participants from around the world, whenever they want. Attendees who don't have the feature (external clients and suppliers) can follow a URL and a web module will be downloaded for them to join.		Optional Up to 25 video participants	✓ Up to 50 video participants
Fax	Customers are provided with a main company fax number – but additionally, all BT Cloud Phone numbers work as a fax number too. It eliminates costly hardware and dedicated phone lines. BT Cloud Phone will also allow faxes to be sent/received by email – the system checks the email address of the sender and sends the fax if it's on the approved list. Emails might include alternate company accounts or personal accounts. Users can have up to five approved email addresses.	✓	✓	✓
Fax integration with Box/ Dropbox/ Google Drive	The eFax system allows customers to attach files from their cloud storage services. Recommendation is a maximum of five pages per fax. 20MB total per document	✓	✓	✓
Intercom/ Paging	Allows hands-free, peer-to-peer conversations between users on desk phones. Often used by receptionists to notify appointment arrivals.	✓	✓	✓
Presence and Company Messaging	Users can share their presence status (to show if they are available, busy or on hold) with colleagues. They can also contact colleagues using the messenger function on the desktop or mobile app.	✓	✓	✓
Caller ID Control	Customers can choose the outbound Caller ID information for their company number, individual extensions and entire departments. Users can select Ring Out to make calls using their business phone system and Caller ID information when using a phone outside the BT Cloud Phone system, such as a hotel room phone.	✓	✓	✓
Call Logs/ Activity Logs	Provides the customer with a simple or detailed view of all call activity across the whole service. The reports can be filtered in various ways across specific users or specific periods and downloaded into Excel. The detailed reports also show customer's charges for calls as an itemised view. The reports can be set for automated email delivery. The logs are stored for one year.	✓	✓	✓
Roles and Permissions	Users can be grouped in up to seven predefined "roles" which determines what they are able to do on their BT Cloud Phone service. This means Administrators can delegate or restrict access to settings and features at a more granular level.	✓	✓	✓
Roles and Permissions (Customised)	In addition to the seven predefined roles, customers can customise two "roles" to suit their business.		✓	✓
User Templates	Allows you to create and apply batch configurations to multiple users at once.	✓	✓	✓
Visual IVR Editor	Easy to use tool – makes it easy to build and manage IVR menus so reducing errors in how call routing menus are configured.		✓	✓
Secure Voice	Secure Voice is a BT Cloud Phone security feature. It offers enterprise grade encryption for calls between BT Cloud Phone devices – helping safeguard business communications and preventing unauthorised interception of calls. Secure Voice employs TLS/SRTP and is available for the BT Cloud Phone Desktop app, mobile apps and compatible desk phones.	✓	✓	✓
Encryption @ REST	Customer data stored in the Desktop and Mobile app (such as call logs, contacts and messages) is encrypted and not accessible outside of BT Cloud Phone. Also prevents unencrypted fax/voicemail messages from being forwarded . Protects customer data and gives peace of mind around confidentiality of their information.	✓	✓	✓

Integrations with other business applications – increasing efficiency and improving customer service and support		Basic	Connect	Collaborate
Microsoft Office 365 (mail)	<p>Make and receive calls, send and receive messages from Office 365 (mail) from your BT Cloud Phone system:</p> <ul style="list-style-type: none"> <li>• Schedule BT Cloud Phone meetings or audio conferences from within Calendar.</li> <li>• Click to dial any phone number in your email.</li> <li>• Listen to your voicemails directly in your email.</li> </ul>	✓	✓	✓
Google	<p>Make Gmail and Google Calendar your business communications hub:</p> <ul style="list-style-type: none"> <li>• Make and receive calls, send and receive messages from Gmail from your BT Cloud Phone system.</li> <li>• Schedule BT Cloud Phone meetings or audio conferences from within Google Calendar.</li> <li>• Fax directly from Google Drive and Google Docs.</li> <li>• Click to dial any phone number in Gmail.</li> <li>• Listen to your voicemails directly in Gmail.</li> </ul>	✓	✓	✓
Outlook plug-in for BT Cloud Phone Meetings	<p>Schedule and start a BT Cloud Phone Meeting directly from Outlook with a single click. It also auto-fills the meeting details into the Outlook meeting invitation. Note: Customers must have a licence type which includes BT Cloud Phone Meetings to be able to use this.</p>		✓	✓
Salesforce CRM	<p>Using this, customers can make calls from within Salesforce by simply clicking on contact or account records. Their incoming calls trigger a pop-up window with the caller's account information. And users can attach call notes to specific contact records.</p>		✓	✓
Zendesk CRM	<p>Customers can make and receive calls through the BT Cloud Phone system, directly from their Zendesk account:</p> <ul style="list-style-type: none"> <li>• Click to dial for all contacts in Zendesk.</li> <li>• Incoming call triggers pop-ups with instant record match.</li> <li>• Tickets are created automatically when a call arrives</li> </ul>		✓	✓
Desk.com CRM	<p>Customers can make and receive calls through the BT Cloud Phone system, directly from their desk.com account:</p> <ul style="list-style-type: none"> <li>• Click to dial for all contacts in desk.com</li> <li>• Incoming call triggers pop-ups with instant record match.</li> <li>• Tickets are created automatically when a call arrives.</li> <li>• Take notes directly in the customer record while the customer is on the call.</li> </ul>		✓	✓

## BT Cloud Phone – IP handsets.

BT Cloud Phone works with a range of IP phones and handsets. Whether it's a desk phone, conference phone, or cordless handset, there's an option that's right for your business. They come pre-configured for your BT Cloud Phone service so can only be bought from BT Cloud Phone.

Handset		Description	Standard Price
BT Cloud Phone Polycom VVX300 IPHandset		An entry-level IP phone, which is ideal for handling a low to moderate number of calls. Dual-port 10/100M Ethernet.	£110.20
BT Cloud Phone Polycom VVX400 IP Handset		A mid-range phone that's designed for use in SOHO, call centres, or at an office desk. Dual-port 10/100M Ethernet.	£153.40
BT Cloud Phone Polycom VVX500 IP Handset		An IP phone that delivers best-in-class desktop productivity and unified communications for busy professionals in offices and call centres. 2 x Ethernet 10/100/1000.	£220.80
BT Cloud Phone Polycom VVX400 and VVX Expansion Module		The Expansion Module extends the functionality of the VVX400 with multi functional line keys that can be set up as line registrations, call appearances, speed-dials, direct station select or busy lamp field keys.	£335.00
BT Cloud Phone Polycom VVX500 and VVX Expansion Module		The Expansion Module extends the functionality of the VVX500 with multi functional line keys that can be set up as line registrations, call appearances, speed-dials, direct station select or busy lamp field keys.	£400.00
BT Cloud Phone Polycom IP6000 – Conference Phone		An IP conference phone that's designed for mid-size rooms.	£589.00
BT Cloud Phone Cisco SPA-122 ATA		Lets you have an analogue device on the BT Cloud Phone service, and includes two standard ports.	£104.00
BT Cloud Phone Yealink W52-P		An IP DECT phone. A cordless IP phone that's perfectly suited for home offices and small businesses. It allows users to take their phone with them when they are away from their desk. The DECT base station supports a maximum of one BT Cloud Phone user licence.	£80.00 (for 1 handset) £145.00 (for 2 handsets) £210.00 (for 3 handsets) £275.00 (for 4 handsets)

For delivery charges and all our pricing information please go to [www.bt.com/pricing](http://www.bt.com/pricing)

We have 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.

# Recommended Minimum System Requirements for the BT Cloud Phone Service.

This information is provided for guidance only and does not replace the BT Cloud Phone terms and conditions.

BT Cloud Phone service	<p>Each user will need their own BT Cloud Phone licence (User Feature Pack). To make calls, they will need a BT Cloud Phone IP Device and/or the Desktop App and/or the Mobile App. To change settings, administrators and users will need to access the BT Cloud Phone Portal. For the individual requirements of each, please see below.</p> <p>You'll also need:</p> <p>A suitably enabled BT Business internet access product (BT Business Broadband, BT Business Infinity or BTnet) with sufficient bandwidth to support your voice and data usage and service level requirements. We can check to make sure you've got this (By only working over a BT connection, we can make sure you get the quality of calls you need as we look after them end-to-end.)</p> <p>BT Business Broadband router (BT Business Hub 3), BT Business Infinity Hub (Hub 5) or, for BTnet, a BTnet router.</p> <p>The BT Hub has four ports. If there are not enough free ports to plug in all the BT Cloud Phone IP Phones, or if your business premises means this is not possible, a suitable Local Area Network infrastructure is required (minimum of CAT5e structured cabling). Please see "<b>Your guide to LAN best configuration practices</b>" for further information.</p> <p>If you actively manage your internet access firewall ports you may need to adjust your settings. See "<b>BT Cloud Phone SIP over TCP and Secure Voice</b>" for a list of firewall protocol and port settings for BT Cloud Phone services.</p>	
BT Cloud Phone Portal	<p><b>Supported Browsers:</b></p> <ul style="list-style-type: none"> <li>Windows: IE11+, Firefox37+, Chrome41+, Safari8+</li> <li>Mac: Safari8+, Firefox37+, Chrome41+</li> <li>iOS: Safari8+, Chrome41+</li> <li>Android: Webkit (default), Chrome41+</li> </ul>	<p><b>Supported Operating Systems:</b></p> <ul style="list-style-type: none"> <li>Windows 10 (32 and 64-bit)</li> <li>Windows 8.1 (32 and 64-bit)</li> <li>Windows 8 (32 and 64-bit)</li> <li>Windows 7 (32 and 64-bit)</li> <li>Mac OS X 10.8+</li> </ul>
BT Cloud Phone IP Devices	<p>Only IP devices from the BT Cloud Phone portfolio can be used. These are available from the BT Cloud Phone Portal or your BT Sales Person. (This is so you get the quality calls you expect, as these devices have been tested and configured to make sure they work perfectly with our BT Cloud Phone Service.)</p>	
BT Cloud Phone Desktop App	<p><b>For Windows 7 (or later):</b></p> <ul style="list-style-type: none"> <li>1 GHz (32-bit) or 2 GHz (64-bit) processor</li> <li>Minimum of 512 MB of RAM</li> <li>200 MB of hard drive space</li> </ul>	<p><b>For Mac OS X® 10.7 Lion (or later):</b></p> <ul style="list-style-type: none"> <li>Intel® processor</li> <li>Minimum of 512 MB of RAM</li> <li>100 MB of hard drive space</li> </ul>
BT Cloud Phone Mobile App	<p><b>VoIP Headset</b></p> <ul style="list-style-type: none"> <li>iOS 7.0 or later (now supporting iOS 9.0+)</li> <li>Android 4.0 or later (now supporting Android M)</li> </ul> <p>For Android M you will need to turn on required App Permissions:</p> <ul style="list-style-type: none"> <li>Contacts (view local contacts)</li> <li>Phone (RingOut)</li> <li>Microphone (VoIP call)</li> <li>Storage (store fax/voicemail/documents/photo)</li> </ul>	

In addition to the standard requirements, the following features have additional requirements:

BT Cloud Phone Meetings (available with Collaborate and as an option with Connect licences)	<p>You can find full details of the BT Cloud Phone Meetings System Requirements in the Help &amp; Support section of the <b>BT Cloud Phone portal</b>.</p>	
Fax	<p><b>For E-mail to Fax/FaxOut:</b></p> <ul style="list-style-type: none"> <li>Active email account</li> </ul>	<p><b>Faxing with a traditional fax machine:</b></p> <ul style="list-style-type: none"> <li>BT Cloud Phone ATA, available from the BT Cloud Phone Portal or your BT Sales Person.</li> <li>Fax Machine</li> </ul>

## Emergency calls.

You might not be able to make 999 or 112 calls when there's a power or network failure or if using the service through an app on a mobile device. 999/112 service is also dependent upon location when using our Desktop App. We recommend you keep your address up to date at all times.

## Your changing needs.

If your voice and data usage changes over time we may need to review your network and bandwidth. If you know of any changes to your business that may affect your usage, give us a call and we'll work out the best broadband product for your needs. Remember: A new broadband contract may not cost the same as your current tariff.

This information may change without prior notice. Please check BT.com for the latest information.

The BT Cloud Phone contract is subject to a Minimum Period. Terms and conditions apply. See [www.bt.com/terms](http://www.bt.com/terms) and [www.bt.com/pricing](http://www.bt.com/pricing).



## 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.

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### 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](http://www.bt.com/pricing) and exclusions apply.

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

### 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. © British Telecommunications plc 2016. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No. 1800000.

