



Boost your business with a more flexible phone system

Cut costs and do more with your
calls with BT Cloud Voice





The phone system for businesses that are going places

Cloud Voice could save you money and make your phone system even more flexible.

When you need to get things done, whatever business you're in, there's no substitute for a phone call. And a cloud-based phone system can make all the difference to how you communicate – with customers, with suppliers and with each other. It needn't cost the earth, either.

Cloud Voice comes with all the functionality of a traditional phone system. But the big difference is that calls are carried over your internet connection. That means you'll get more flexibility and better ways to control your costs. And unlike traditional phone systems, there's less hardware to buy. So you'll have fewer upfront charges to deal with.

“The monthly cost was very competitive and the service provided everything we needed – so we were sold on it.”

James White,
IT Manager, Pasta Foods

More than just a number

Keep costs under control

Because Cloud Voice sends calls through your internet connection, you won't need lots of phone lines or expensive hardware (just compatible handsets). Set-up costs are low, and software updates are free. We'll take care of those for you. You can choose your call package (including an unlimited UK calls option) and the features you need for every user, so you only pay for the features you need. And if we're also providing your network, you'll only have one supplier to deal with.

Open up a new world of collaboration

With Cloud Voice you can collaborate like never before. Call your Cloud Voice colleagues for free, start a screen sharing session, make decisions over instant messaging and see who's free to talk with presence. The result? You can share ideas and make decisions faster. And that's always good for business.

Never miss a call, wherever you are

If you're not there when your customers need you, then you can't do business with them. As well as traditional call options (like transfer, automatic routing and hunt groups), Cloud Voice turns your desktop PC, laptop or smartphone into an office phone. That way, you can pick up the phone wherever you're working.

An agile system for growing businesses

Whether you're growing in numbers or working across locations, Cloud Voice makes it easy to work smarter. With its cloud-based portal, you can add new users at any time and pick the features they have access to. Multiple sites. Mobile workers. Home workers. With everything based in the cloud, everyone can work as if they're in the same room. And if you move offices, you can simply unplug your handsets and take your whole service with you. Easy.

“BT has taken our communications to another level.”

Nicholas Granger,
Owner, British Bespoke Auctions



A set of features that work for everyone

With three different feature packs (available on one, three and five-year contracts) to choose from, you can pick the right solution for every employee.

For team members that need a general-purpose phone system

With BT Cloud Voice Basic, you can send calls to other handsets (even mobiles), or forward them to another number if no-one picks up. You can see who's calling and add a third person to any call. It's perfect if a few of you are sharing one phone.

For office-based employees who need a full range of call management features

BT Cloud Voice Connect gives you smart features like Call Director (so you can look like you're calling from your office when you're on the move). With voicemail included as well, you've got a great system for salespeople, accountants, PAs and others.

For people who work on the move but still need access to all the features of a traditional phone system

BT Cloud Voice Collaborate gives you everything from Basic and Connect, plus instant messaging, presence and web conferencing tools.

Your journey to cloud-based calls

Building your Cloud Voice package

Choose the features, phones and call plan you want. We'll make sure it all works perfectly with your internet connection. It's that easy.

We can even install Cloud Voice for you. Or help with things like cabling and networking equipment, if you need it.

1

Pick your features and add-ons

Choose from three feature packs. You can mix and match them, so everyone has the features they need.

2

Decide on a call plan

Share a bundle of minutes, add an international plan, or go completely unlimited on UK calls. The choice is yours. Whatever you choose, you'll always get great value.

3

Choose your phones

We have a wide range of IP desk and conference phones to choose from in the Cloud Voice portfolio. Pick from our selection so you can be sure they'll work together perfectly.

4

Get a number (or bring yours with you)

Pick geographic phone numbers to give your business a local call identity, wherever your calls get answered. If you've already got a number you don't want to change, you can talk to us about bringing that over.

5

We'll take it from here

With your package picked, we'll make sure you have the right internet connection – whether that's leased line, fibre or broadband – to give you great quality calls.

All star support, at any time

Getting started is easy

When you're ready to change your business communications for the better, we'll be with you every step of the way. We'll start by finding out what you need in a phone system. Then we'll suggest the best solution for the job. We'll check your connection to make sure your network can support Cloud Voice. And with a BT Hub, we'll prioritise voice traffic so everything sounds great.

A painless set-up process

Because we host Cloud Voice, installation is as easy as plugging your compatible handsets into your network. You'll have a dedicated project manager working with you every step of the way. We can either help you to set things up or do it all for you – it's up to you. We can even send an engineer round to install your handsets, if you like.

Expert training at your desk

Once you're all set up, we'll give you some training to help you get started. And our Service Hub is always on hand to help. There are even optional packages to help you get the most out of Cloud Voice, with training available in your office or via a webcast. The choice is yours.

Rock-solid reliability

We host our Cloud Voice service in dedicated, secure data centres across different geographic sites to make it extra resilient. That way, you get the great service you deserve, without interruption.

And we cover you for the unexpected too. If there's a fire or flood at one of your sites, Cloud Voice lets you redirect your calls to another office or to your mobiles.

Support you can trust

Whatever happens, you'll always have a dedicated Cloud Voice expert at our UK-based Service Hub to help you out. Everyone there is trained and accredited to the highest level, so we can provide an end-to-end service and fix things fast.

"The set-up was seamless, the phones were pre-configured, BT plugged them in and they just worked."

Karl Straw,
Information Technology Director, Folk2Folk

The ideal connection for Cloud Voice

We recommend our leased line or business fibre broadband. Here's why:

- When you get your leased line or fibre broadband and Cloud Voice service from us, we'll do the legwork to make sure everything works perfectly together. And you'll only have one supplier to work with.
- We'll make sure your calls get top priority over your internet traffic on our connections, so you'll always get great quality calls.
- Our internet connections come with built-in security and 24/7/365 monitoring to make sure you stay safe – and stay connected – at all times.
- Our network has ultra low latency, which is vital for making the most of voice applications like Cloud Voice. Better still, it's guaranteed by our service level agreement.

BTnet leased line

With BTnet, you don't share your bandwidth with anyone else. So you get exceptional speeds, with ultra low latency, all backed up by our market leading 100% target availability service level agreement.

Superfast business fibre broadband

Our Superfast business fibre broadband gives you the extra speed to help your business succeed. It gives you download speeds up to 76Mbps, backed by our Business Smart Hub, 4G Assure, built-in security and 24/7 IT support.

Whether you want to start your Cloud Voice journey today, get more information, or see how Cloud Voice has transformed businesses like yours already – we're here to help.

Find out more
bt.com/business/cloudvoice

Things you need to know.

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 compatible internet connection (for information on compatibility, take a look at our terms and conditions in the IP Communications section at <https://business.bt.com/terms/>). 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, if you have a BT internet connection, a BT Business broadband router (the minimum requirement is BT Business Smart Hub). For full details of the equipment you'll need if you haven't got a BT internet connection, view our full terms and conditions at: http://www2.bt.com/static/i/btetail/panetail/terms/cloud_voice_sip.html. 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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