

COMBINED SAVINGS >

One plan: three ways to save

Welcome to BT Business One Plan, a package which allows you to bring your landline, broadband and mobile spend together in one convenient package to help save your business time and money¹. With just one bill and one contact point, it's also really simple. If you sign up to BT Business One Plan you could make savings in three areas:

1 Save on mobile calls

Sign up to an eligible BT Mobile tariff as part of BT Business One Plan before 30 March 2007² and for an extra £2.50 a month per mobile connection your BT Mobile call charges will be capped at 25p for up to an hour to other UK³ mobile networks, UK landlines and BT Mobiles when in the UK.

2 Save on UK landline calls

All your UK** calls from fixed lines are capped at a rate of just 5p for up to an hour³, giving you a 50 per cent reduction on BT's standard capped UK landline rate of 10p for UK calls up to an hour.

3 Get a 5% reward every year

If you stay with BT Business One Plan you could qualify for a reward credit of five per cent across your spend on landlines⁴, mobiles and broadband every year, whenever you reach your committed spend. Savings apply to your eligible spend on those products within BT Business One Plan.

FOR INFO bt.com/talkingbusiness
0800 783 8813



CALL MANAGEMENT >

Keep talking to your business

Worried about the cost of your inter-site calls? Relax! With BT Hosted Voice⁵ you receive inclusive unlimited calls between your company's office landline extensions – wherever they are in the UK, so you can keep your business talking.



EASY BILLING

It's easy to get a single view on costs with BT OneBillPlus⁶. It consolidates all your communications bills into a single invoice sent to you on a CD-ROM, saving you time and money.
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MOBILE SOLUTIONS

All calls options for your needs

Sign up for BT Business Circle Complete⁹ and benefit from unlimited inclusive calls between your company mobile and up to 10 business landlines. In addition, you will get unlimited voicemail access and calls to other UK mobile networks will only cost 16p per minute. What's more you can add unlimited SMS for only £2.50. This package is also eligible as part of BT Business One Plan so mobile calls can be capped so you never pay more than 25p for up to an hour if you sign before 30 March 2007.

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MOBILE SOLUTIONS

Want to keep tabs on your mobile call costs? You need BT Analyst Alert for Mobile. It sends you daily emails detailing all mobile handsets on your BT OneBill and reports every call made, helping you to take control of your costs.

EASY BILLING

How to stay in control

BT Billing Analyst is available free to all BT OneBill customers, helping you to understand how your telephony costs, landline and mobile, are incurred across your business. It's far quicker than checking paper bills and will help you understand details of the calls your staff make, track activity patterns, and even print bill reports with the same look and feel as your old paper statements.

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SYSTEMS SUPPORT >

Get peace of mind – come rain or shine

If you need to meet your customers' needs 24 hours a day, seven days a week, 365 days a year, then you need peace of mind – guaranteed. That's where BT Assurance Plus comes in⁷. It's a new free service for BT Business Plan customers that brings high levels of care to small and medium-sized enterprises. So what are the benefits?

- With BT Assurance Plus you get a fault reception that answers your call 24 hours a day, seven days a week and is manned by qualified service-team experts.

- Fast, remote diagnosis while you're on the line or an engineer will visit the next working day.
- We'll divert your faulty line to a suitable number to make sure you have uninterrupted service.
- Repair updates: if we can't solve your problem straight away we'll keep you informed of progress via email, text or phone.

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BT has enabled us to take control and given us the key data we need to improve the management of branch operations

Richard Green, Budget Retail

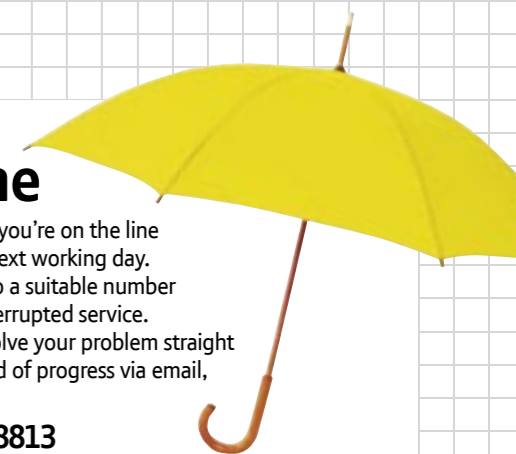
CASE STUDY: BUDGET RETAIL >

Get to grips with costs

When Budget Retail⁸ needed to monitor and control telephone usage and analyse telephone and line data at its 95 high street outlets, it turned to BT. After quick growth, it had acquired high street outlets with a wide variety of telephone equipment that did not offer interconnection between branches, nor could branches analyse or track their call traffic.

In 2005 BT proposed and implemented an integrated service combination with BT Business Plan to manage call costs together with BT OneBillPlus and BT Billing Analyst to mine call traffic data. Central to the package was BT Value Add Consultancy, where a BT consultant helped Budget Retail get the most from the analytical tools.

'BT has enabled us to take control,' says Richard Green, senior manager in property and contracts at Budget Retail. 'The intelligent analysis tools are providing us with the key data we need to improve the management of our branch operations. In fact, BT is simply helping us to manage our business better,' he adds.



TERMS AND CONDITIONS *Applies to 01, 02 and 07 numbers, excluding Channel Islands and Isle of Man. **Applies to 01 and 02 calls. 1. Opt in required. Annual minimum spend of £500 plus and reconciliation fees apply. Minimum 24 month term. Requires commitment to two core products including a fixed line product. Conditions apply. See bt.com/mypackage 2. Register by 30.03.07 to get this cap for the duration of your contract. New 24 month mobile contract required. You will pay an additional £2.50 per month per mobile connection. Set up fee of 7p and pence per minute rates apply until the cap is reached. Excludes calls from roaming mobiles. Other exclusions, minimum term, Fair Use Policy and conditions apply. 3. Applies to 01 and 02 numbers only. Pence per minute rate applies after 60 minutes. Set up fees, fair use policy and conditions apply. 4. The reward is based on certain levels of spend being reached. See bt.com/

mypackage for details. Reconciliation fees apply. 5. Subject to a five year fixed term contract. 6. Eligible accounts only. OneBill Plus requires minimum two BT billing accounts. 7. BT will aim to provide a next-day fix where possible, however this may not always be possible. For faults requiring an engineer visit, the aim is for faults reported before 5pm to be fixed the next working day (excluding Sunday) 8. Since this case study was written, Budget Retail has been acquired by Swinton Insurance, but will continue to trade as Budget Retail for the next 12 months. 9. Reasonable use policies apply to unlimited calls and SMS bolt-on. Minimum term contract required. Terms and Conditions apply. See www.btbusinessshop.com/page/businesscirclecomplete_tc for details.