

ONLINE SERVICES

Get instant and efficient service around the clock

BT provides a range of simple, easy-to-use online tools to put you in control. They are just one click away:

ONLINE BILLING

A range of online services can help you save time and money. These include viewing and reviewing bills from the last six months and analysis tools then provide the data as graphs and reports. Register at bt.com/business/youraccount

FAULT RESOLUTION AND REPORTING

To report a fault log on to bt.com/business/faults where you can also get real-time line checks, set up a call diversion or an out-of-service message or launch BT's step-by-step repair guide.

ORDER TRACKING

Simply enter your BT order number to get an immediate view of how your order is progressing. Find out more at bt.com/business/ordertracking

24/7 HELP AND SUPPORT

Get instant answers to your questions online or talk to Amy, our virtual customer services advisor. Go to bt.com/business/help



SHARED MINUTES TARIFF >

It's time to talk

BT TALK TIME IS A NEW PACKAGE FROM BT THAT OFFERS AN EVEN BETTER SERVICE AND MORE WAYS TO SAVE MONEY

BT's new inclusive-minutes tariff, BT Talk Time, offers a range of inclusive minutes packages that can be shared with up to 15 users in your business¹. Customers can benefit from a package that includes unlimited talk, text and voicemail. Features include:

SHARE MINUTES

Pool the minutes you need for your business to limit wastage of call minutes, allowing you to cater for varying usage. Unused minutes will also rollover to the next month².

KEEP EMPLOYEES IN TOUCH...

... without the cost. Includes unlimited calling between BT mobiles, unlimited SMS and voicemail retrieval for £3.50 – free for the first three months!

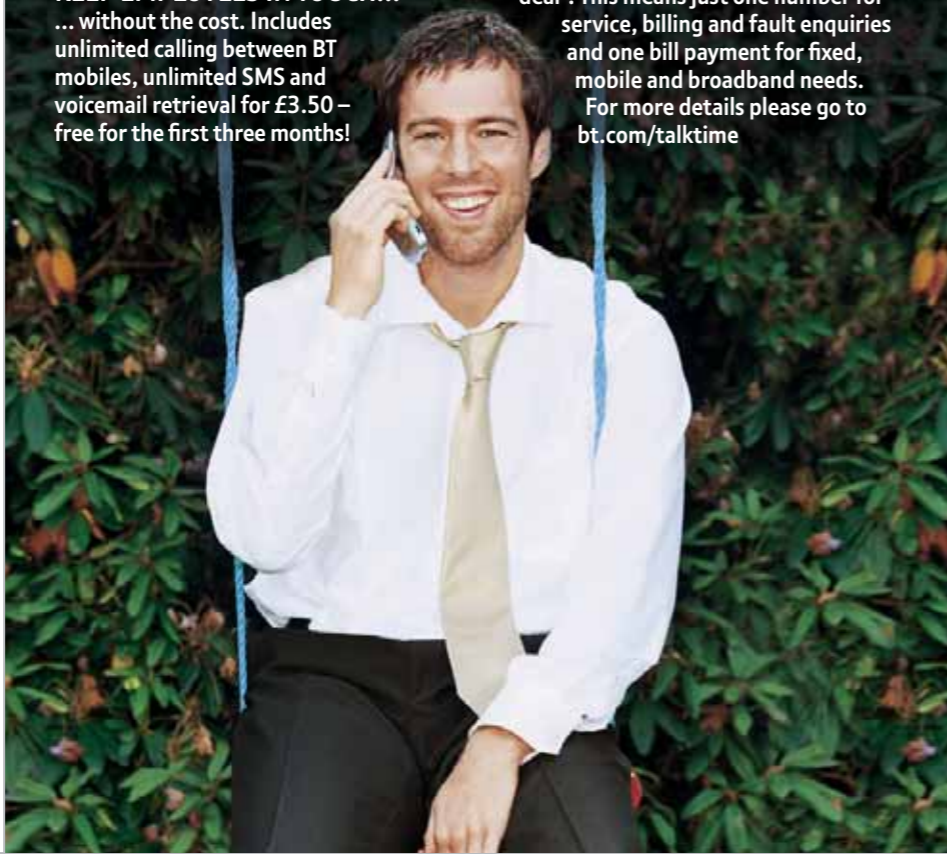
PICK THE RIGHT TARIFF FOR YOU
A wide range of handsets and inclusive-minutes options is available. Just take your pick.

GROW AS YOU GROW

As your business needs evolve you can increase your shared minutes, and add additional subscribers on a quarterly basis for only £13.50.

EASY BILLING

BT Talk Time can also be combined with fixed and broadband services as part of BT Business One Plan for an even better deal⁴. This means just one number for service, billing and fault enquiries and one bill payment for fixed, mobile and broadband needs. For more details please go to bt.com/talktime



NEW

TERMS AND CONDITIONS *Applies to 01, 02 and 07 numbers, excluding Channel Islands and Isle of Man. **Applies to 01 and 02 calls. 1. Minimum 24 month term applies. 2. Applies to calls to any network mobiles on your company account and to any BT mobile when both caller and recipient are in the UK. Exclusions and Reasonable Use Policy applies. 3. Subject to BT's reasonable business use policy applies. Applies to calls to any BT mobile when both caller and recipient are in the UK. Exclusions apply. 4. Opt in required. Requires commitment to two core products including a fixed calls and lines product. Annual minimum spend of £500 plus and reconciliation fees apply. Minimum 24 month term. Conditions apply. See www.bt.com/business/oneplan. 5. Offer extended to 29.06.07 with cap available for the duration of your contract at an additional fee of £2.50 per mobile. New 24 month mobile contract required. Excludes BT Talk Time customers. 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. 6. The reward is based on your eligible spend and certain levels of spend being reached. See www.btbroadbandoffice.com/btbusinessoneplan for details. Reconciliation fees apply.

BUSINESS CONTINUITY

Get back in business fast

Voice communications are vital to business, and any loss of service that impacts on customers can damage your reputation. Sign up for an ISDN30 number on a three or five year contract and benefit from the free Back in Business service. This means you can either have calls taken by a managed BT Call Centre or have them stored on voicemail for remote retrieval if a problem arises.

bt.com/talkbusiness
0800 389 3319

MOVING PREMISES >

ALL THE RIGHT MOVES

If you're moving to bigger premises, there's a good chance that your business has grown – and so will your communications needs. If you contact BT in advance it will help to ensure a smooth transfer of your existing BT services and provide an opportunity to get expert advice on updating your communications systems. bt.com/business/moverstb



PHOTOGRAPHS: CORBIS, GETTY



CUT FUEL CONSUMPTION >
CALCULATE YOUR CARBON FOOTPRINT

Concerned about global warming? BT is launching a website that can calculate your carbon footprint and explore ways of reducing it. BT's carbon calculator lets office-based companies work out their annual CO2 usage, based on office fuel consumption and staff travel patterns. The calculator also lets you amend your profile as your footprint shrinks. Go to bt.com/climatechange

MOBILE SOLUTIONS

BT caps mobile calls at 25p

BT is helping you to manage your mobile call costs with our BT Business One Plan offer⁵ – for £2.50 per extra per month per mobile connection, calls from BT mobiles to most UK* mobile and landline numbers will be capped at 25p for up to an hour. Plus, you'll get all the benefits of BT Business One Plan, which includes a five per cent credit on eligible spend⁶ and BT Assurance Plus. This offer has been extended to 30 June 2007.

[FOR INFO bt.com/oneplan](http://bt.com/oneplan)
0800 389 3319

CASE STUDY: HARVEYS FURNISHING >

Gateway to the future

Harveys Furnishing is the flagship brand of the Homestyle Group, one of the UK's largest furniture retailers. Harveys and the Group were keen to investigate converged network technology to contain costs and improve efficiency.

The Group considered full integration of its voice and data traffic onto a single network, but this was deferred until the cost could be fully justified. Instead, an interim solution that retained BT Hosted Voice Embark was agreed upon. In-store phone extensions are linked directly to the local BT exchange using BT Featureline. By running a BT Hosted Voice Embark voice VPN, Harveys is at the gateway to convergence.

'BT Hosted Voice Embark works well. Now there's a roadmap that takes it beyond analogue technology to a Voice over IP environment and beyond,' adds Bob Davis, systems manager for Networking and Communications at Harveys Furnishing.

We didn't expect BT to match its competitors' prices, but it actually offered a more attractive deal than other companies

Bob Davis, Harveys Furnishing

GET MORE FROM BT



Stress-free ICT management

BT Assurance is available at no extra cost for BT Business customers. You get 24/7 fault reporting and one contact for repairs. BT Assurance Plus, at no extra cost for BT Business One Plan and BT Business Plan customers (or £9 per quarter per line), has all this plus:

STAY CONNECTED

We can deliver a 'mobile office' solution to keep your business up and running in a crisis.*

PERSONAL MESSAGE

Divert calls to a mailbox with a greeting, so your customers know they've reached the right place.*

REPLACED HANDSET

BT aims to replace faulty handsets by the next day (Mon-Sat) if reported by 5pm on day of fault.†

EFFICIENT BILLING > KNOW YOUR SPEND

BT Billing Analyst is a powerful bill analyst service that can help you clarify telephony costs, but best of all it's inclusive for all BT OneBillPlus customers.

Once loaded onto your PC, a few clicks will bring you in-depth analysis of your billing, like telling you the number of calls between onsite phones, or even checking whether there are high volumes of traffic to a helpdesk number which may indicate a training issue.

i bt.com/business/youraccount
0800 389 3319



OFFER

SYSTEM MAINTENANCE > SAVE ON NETWORKED IT ASSURANCE NOW

BT Networked IT Assurance fixes 95 per cent of faults the next working day, and can work remotely to get you up and running. Sign up now and get up to 30 per cent² off existing phone and LAN maintenance contracts. See **bigplans**.
bt.com/nitsassurance.html

NETWORK SOLUTIONS

Save 50% on IP Converge

Install a converged network using BT IP Converge, and benefit from a 50 per cent discount off your installation fee¹. BT IP Converge is a solution that allows you to link multiple sites into a single wide area network (WAN). It is tailored to your needs and a fully-managed service – enabling you to focus on running your business.

i bt.com/talkbusiness
0800 389 3319

TAKE A PRICE CHECK >

It's time to challenge BT

You can now challenge BT on the price of your phone system. Just get a competitive quote in writing, then talk to us before 31 July 2007 to see if we can beat it. As long as you're ready to take up the challenge, we are ready to accept it. To find out more visit bt.com/challenge

TERMS AND CONDITIONS # Subject to the customer having a suitable number to divert to. Mobile office solutions will be provided subject to availability and at BT's discretion. † Subject to BT Mobile standard conditions and warranty. 1. Subject to the customer having a suitable number to divert to. Mobile office solutions will be provided subject to availability and at BT's discretion. 1. The offer provides 30% and 50% discount off installation charges for selected bandwidths on three and five year contracts respectively. The offer is available to new customers ordering new IP Converge networks at selected offer bandwidths only. The offer runs from 2 April 2007 to 30 June 7 inclusive. Other terms and conditions apply. 2 Offer ends 30 June 2007. Offer available to customers subject to survey (maintenance acceptance test). 30 per cent saving is subject to production of proof of customer's existing maintenance bill and contract. Minimum 3-year term. Offer applies to selected switches from the following suppliers: Alcatel, Avaya, SDX, Ericsson, Goldstar, Nitsuko, Panasonic, Plessey, Samsung, Siemens, Toshiba, Nortel (all models), Cisco (all models), Lake (all models).