



Means
Business

Welcome to your Sales Toolkit

What's new?

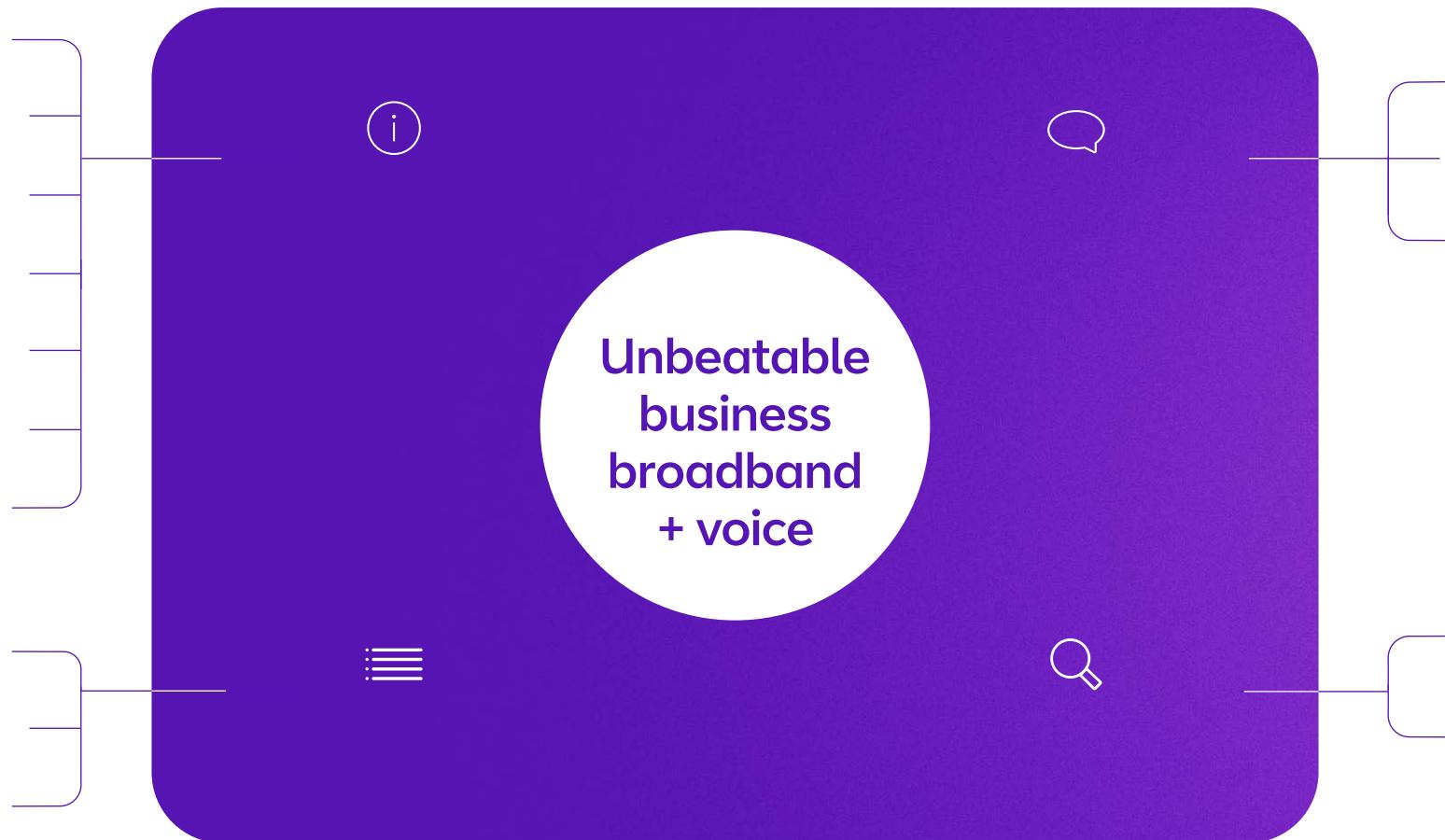
Hub	Proposition	Update
EE	Standard MRC Trade In	Updates to important information

Hello



For everything you need to know,
visit the Broadband Hub.

Updated



Customer segments

Meet your customers



Benefit seeker

Show me why

Tech isn't my top priority. But I'm open to new ways of working if you can explain how a solution helps me boost my business or better serve my customers.



Budget maximisers

Let me win the negotiation

While I know I need tech to keep up with competitors, I'm more interested in maintaining a healthy cash flow than future growth. I prefer short-term trial solutions and services.



Aspiring innovators

Secure my future

I'm focused on added value, rather than short-term cost savings. So highlight how tech will unlock new opportunities rather than benefit my business day-to-day.



Expertise seekers

Do it for me

I'm very process-driven. I invest in tools to make my business more productive. And I want hands-on support to help me get the most out of technology.

Business pain points

Customers want fibre they can count on

Here's what existing customers told us their connectivity needs are.



Speed conquers all

Minimum speed promise is the best ranked feature across our bundles.



Connectivity is king

59% of businesses connect to their broadband exclusively using wi-fi.

27% have bought a wi-fi booster for the office.

48% would be more likely to buy one if wi-fi was guaranteed.



Wi-Fi coverage is important too

59% ranked signal strength and wi-fi coverage as the most important router features.



Poor coverage makes customers leave

33% of ex-customers mentioned poor broadband coverage as a reason for leaving us.



Wi-fi blackspots are an issue

31% are worried about them and think they're an issue for their business.



Security matters

79% are concerned about security and think it's an issue for their business.

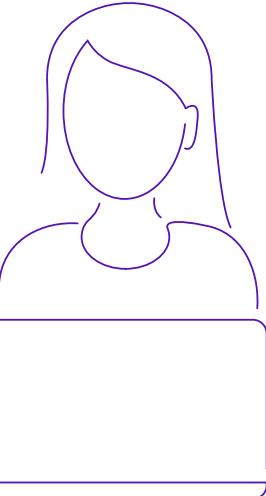


So does support

Enhanced IT Support is more important to customers than Expert Setup. So make sure you mention it.

Why it's great proof points Why BT for Business Broadband?

That's what they really want to know. So here are the key messages for you to hammer home.



Reliability

It's an unbreakable connection, guaranteed.

If there's a problem, Hybrid Connect automatically switches over to EE's 4G network. And with Complete Wi-Fi they get guaranteed signal across their entire office. If their coverage isn't perfect, we'll send up to five more wi-fi discs and visit their workplace to help.

1

Security

Better tools, better protection.

Customers can stay safe with security built-in to our business broadband packages. They'll get alerts about malware and dangerous websites with Web Protect. Restrict how their team uses the web with Content Control. And add a firewall to every endpoint with Business Antivirus Protection.

2

Speed

It's speed guaranteed.

Ranging from 38Mbps up to 900Mbps on Full Fibre. If it drops below what we've promised and we can't fix it, they'll get their money back.

3

Support

It's support that never sleeps.

We offer round the clock support. And if there's a fault, we'll fix it within 48 hours – or 24 if they upgrade. One of our experts can even visit their workplace to help them get the best out of their kit from the start, and set up any extras, like mobile devices.

4

Instant

It's up and running the next day.

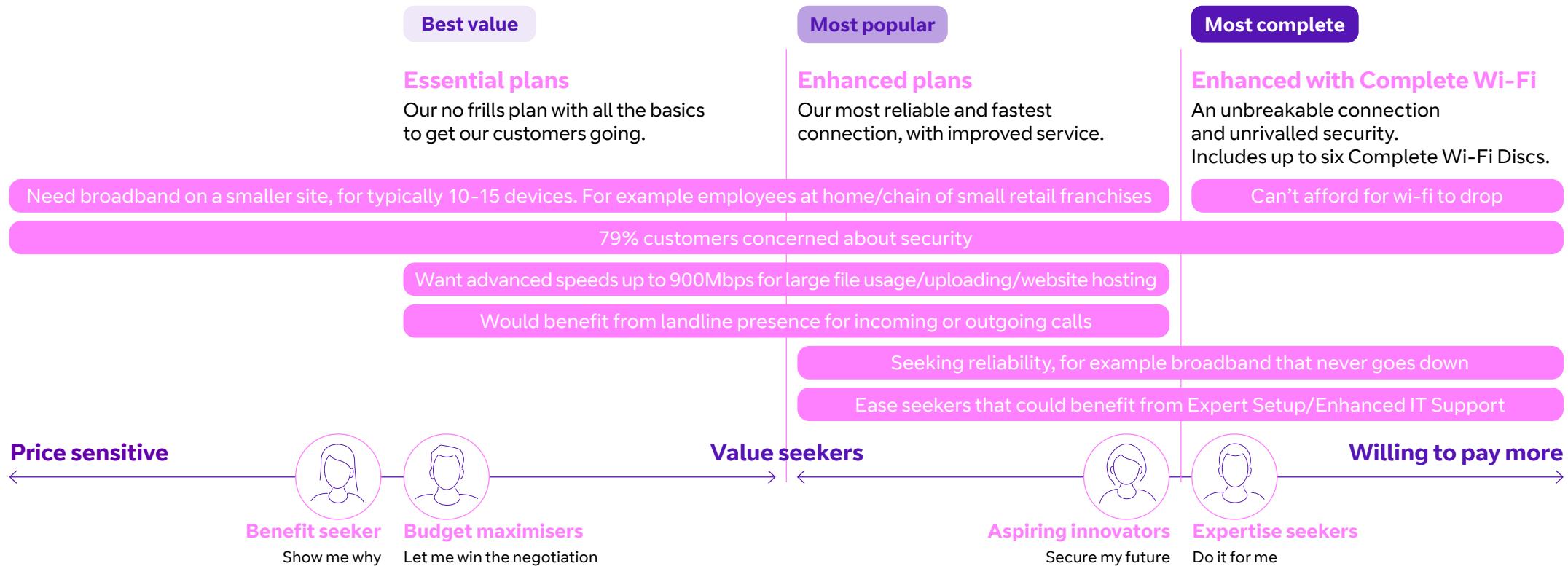
We'll deliver their Hybrid Connect device the next working day (if they order by 12pm) – so they can get online straight away.

5



Know your options

We have an option for every customer





Know your products

What's in each bundle?

Best value

Essential

Up to 900 Mbps Download	Up to 104 Mbps Upload
--------------------------------------	------------------------------------

Hardware included



Features

- Free access to five million wi-fi hotspots
- Minimum speed guarantee
- Hybrid Speed Boost (ADSL customers only)
- Content Controls and Web Protect
- Guest Wi-Fi
- Make and take calls anywhere

Most popular

Enhanced

Up to 900 Mbps Download	Up to 104 Mbps Upload
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Hardware included



Features

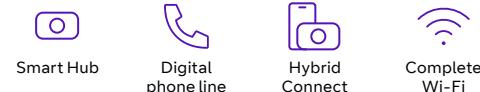
- Free access to five million wi-fi hotspots
- Minimum speed guarantee
- Hybrid Speed Boost (ADSL customers only)
- Content Controls and Web Protect
- Guest Wi-Fi
- Make and take calls anywhere
- 4G Backup guaranteed*
- One free Expert Setup
- Enhanced IT Support 24/7
- One static IP

Most complete

Enhanced with Complete Wi-Fi

Up to 900 Mbps Download	Up to 104 Mbps Upload
--------------------------------------	------------------------------------

Hardware included



Features

- Free access to five million wi-fi hotspots
- Minimum speed guarantee
- Hybrid Speed Boost (ADSL customers only)
- Content Controls and Web Protect
- Guest Wi-Fi
- Make and take calls anywhere
- 4G Backup guaranteed*
- Wi-fi coverage guaranteed
- One free Expert Setup
- Enhanced IT Support 24/7
- One static IP

Remember

Speed Boost is available to our Copper (ADSL) customers.

* Requires good EE 4G coverage

Add something a little extra

Meet every customer's needs with our value added services

Standard line >

+£6 available to PSTN only

To keep their business always up and running, customers can upgrade their Value line from a 48-hour to 24-hour service fix.

Premium Care >

£6 with CVE bundles only

For even better support, customers can upgrade their Cloud Voice Express digital line from a 48-hour to 24-hour service fix.

Unlimited UK calls >

From £7

Call anywhere in the country and get even more business done, with no added hassle.

Static IP >

Free with Enhanced Broadband or £6.34 a month with Essential plans

If your customer runs a server, website or FTP hosting, a static IP address is vital. One is included in the price for BT Enhanced for business and Enhanced packages. Or from £6.34 a month.



Small office portfolio pricing (Broadband & CVE Bundle)

Proposition	Fibre/Full Fibre Only - Landline Free			Bundles													
	Fibre 38	Full Fibre 76	Full Fibre 100	Broadband	Fibre	Fibre 76		(Full) Fibre 150		(Full) Fibre 300		Full Fibre 500		Full Fibre 900			
Product Name	Essential	Essential	Essential	Essential	Enhanced	Enhanced	Essential	Enhanced	Essential	Enhanced	Essential	Enhanced	Essential	Enhanced	Essential	Enhanced	
Package type	Essential	Essential	Essential	Essential	Enhanced	Enhanced	Essential	Enhanced	Essential	Enhanced	Essential	Enhanced	Essential	Enhanced	Essential	Enhanced	
Price per month* (Ex VAT)	£29.95	£29.95	£34.95	£34.95	£49.95	£54.95	£39.95	£54.95	£44.95	£59.95	£49.95	£64.95	£54.95	£69.95	£59.95	£74.95	
Download (Mbps) Up to	38	76	100	17	14	76			152		314		500		900		
Upload (Mbps)	9	19	19	0.9	9.5	19			29		48		68		104		
Access	SOGEA	FTTP		ADSL	FTTC/ SOGEA	FTTC/SOGEA		FTTP/Gfast		FTTP/Gfast		FTTP					
Hybrid Speed Boost	-	✓		-	-	-		-	-	-	-	-	-	-	-	-	
Target customer	Very price sensitive - don't need a landline to take or make calls	Needs broadband on a smaller site, for typically 10-15 devices. For example employees at home/chain of small retail franchises					Wants advanced speeds up to 900Mbps for large file usage/uploading/website hosting/video streaming/online meetings										
Remember	-	Cloud Voice Express is the SoHo digital line					Cloud Voice Express is the SoHo digital line										
Upgrade to standard from a value line	-	Available on ADSL, FTTC only					Only available on Gfast					-					
Upgrade to Premium Care	-	Available on SOGEA and FTTP only					Available on FTTP only										

Don't forget £10 connection charge applies.

Don't forget

To benefit from Hybrid Speed Boost on copper (ADSL) your customer needs to get 3+ bars of EE 4G coverage.

Jargon buster

ADSL: Short for 'Asymmetric Digital Subscriber Line'.

This broadband connection works through the copper wires of a traditional phone line.

FTTC: Fibre to the Cabinet is when the broadband connects over fibre as far as a customer's local cabinet. Then it's carried over traditional copper lines to the customer's business.

SoGEA: This is when the customer gets standard broadband without the cost of a phone line.

FTTP: Also known as 'Fibre to the Premises' or 'full fibre', this broadband runs over fibre from the exchange direct to the customer's door, so they get the fastest speeds.



Proposition			Fibre/Full Fibre Only			Solus broadband													
Product Name			Fibre 38	Full Fibre 76	Full Fibre 100	Broadband		Fibre	Superfast		Ultrafast 1		Ultrafast 2		Hyperfast 1		Hyperfast 2		
Package type			Essential	Essential	Essential	Essential	Enhanced	Enhanced	Essential	Enhanced	Essential	Enhanced	Essential	Enhanced	Essential	Enhanced	Essential	Enhanced	
Solus price 12 months	£36.95	£39.65	£41.95	£35.42	£44.60	£45.69	£52.58	£61.76	£65.58	£77.72	£74.33	£86.90	£66.68	£78.92	£75.42	£84.17	£84.17	£92.91	
Solus price 24 months	£29.95	£29.95	£34.95	£27.44	£36.62	£37.71	£44.60	£53.78	£57.93	£69.74	£66.68	£78.92	£75.42	£84.17	£84.17	£84.17	£84.17	£92.91	
Download (Mbps) Up to	38	76	100	17	14	76	152	314	500	900									
Upload (Mbps)	9	19	19	0.9	9.5	19	29	48	68	104									
Access	SOGEA	FTTP		ADSL		FTTC/SOGEA	FTTC/FTTP/SOGEA		FTTP/Gfast		FTTP/Gfast		FTTP						
Hybrid Speed Boost				✓	✓														

New Solus Plans available on 24 month contracts to new customers via Desk Acquisition, Digital, Retail and RBCs									
Digital Fibre 76		Full Fibre 150		Full Fibre 300		Full Fibre 500		Full Fibre 900	
Essential SoGEA	Enhanced SoGEA	Essential FTTP	Enhanced FTTP						
£34.95	£49.95	£39.95	£54.95	£44.95	£59.95	£49.95	£64.95	£54.95	£69.95

Don't forget

- To benefit from Hybrid Speed Boost on copper (ADSL) your customer needs to get 3+ bars of EE 4G coverage.
- Broadband cease charge of £18 applies to all broadband cancellations in or out of contract.

Our Speed Promise

If a customer's connection drops below the minimum speed we promised and we can't fix it they may be able to walk away.



What's included at a glance

Feature	Bundles		Solus		Fibre/Full Fibre Only
	Essential	Enhanced	Essential	Enhanced	Essential
Smart Hub 2	✓	✓	✓	✓	✓
Guest Wi-Fi	✓	✓	✓	✓	✓
Unlimited broadband data	✓	✓	✓	✓	✓
Access to over 5 million wi-fi hotspots	✓	✓	✓	✓	✓
Dynamic IP Address	✓	✓	✓	✓	✓
Content Controls and Web Protect	✓	✓	✓	✓	✓
Hybrid Speed Boost Broadband (ADSL) Only	✓	✓	✓	✓	-
Value line	✓	✓	-	-	-
Digital line + handset	✓	✓	-	-	-
Digital line upgrade to premium care	£6	£6	-	-	-
Cloud Voice Express app - take calls anywhere - digital line only	✓	✓	-	-	-
Static IP address - cost per month	£6.34	✓	£6.34	✓	£6.34
Hybrid Backup - per month	£8	✓	£8	✓	£8
Next day connectivity	Only with Hybrid Backup	✓	Only with Hybrid Backup	✓	Only with Hybrid Backup
Complete Wi-Fi - per month	£10	£7	£10	£7	£10
Enhanced IT Support - per month	£7.50	✓	£7.50	✓	£7.50
Expert setup - one off charge	£60	✓	£60	✓	£60
Secure Business Backup - per month	£4.99	£4.99	£4.99	£4.99	£4.99
Standard line upgrade - cost per month - not available on FTTP	£6	£6	-	-	-
Anytime calls - cost per month	£7	£7	-	-	-

Don't forget

To benefit from Hybrid Speed Boost on copper (ADSL) your customer needs to get 3+ bars of EE 4G coverage.



Know the competition

Us versus the competition

Broadband	Speed	Reliability	Voice	Value
The best 	<ul style="list-style-type: none">Up to 900Mbps on Full Fibre76mpbs on Fibre OnlyAsymmetrical speeds - so customers don't have to pay for the same upload and download speeds if they don't need it	<ul style="list-style-type: none">We're the only provider to offer a guarantee on our 4G backupOnly 4G backup supported by EE, the UK's best network for 4G & 5GWe offer Expert Setup and Enhanced IT Support on top of 24-hour SLAComplete Wi-Fi includes six discsWeb Protect and Content Controls included as standardBusiness Antivirus Protection available from £4.99	<ul style="list-style-type: none">Cloud Voice Express rated 3.7 out of 5 on App StoreFree digital handsetMake and take calls anywhere from the same business number	<ul style="list-style-type: none">Get £653 added value with BT Enhanced Broadband for just £240 over 24 months.Get more speed for less with Essential bundles – up to 900Mbps. Plus a speed boost for copper customers at no extra cost.Low-Cost Fibre Only available to all from £29.95. And no landline means no line rental.In-house Complete Wi-Fi solution
The rest 	<p>Virgin Media Business</p> <ul style="list-style-type: none">Up to 1GBUp to 1GB upload speed"6x faster than BT's widely available speed" <hr/> <p>Hyperoptic</p> <ul style="list-style-type: none">Up to 1GB average speedSymmetrical speeds	<p>Sky Business</p> <ul style="list-style-type: none">4G backupWeb Protect <hr/> <p>Virgin Media Business</p> <ul style="list-style-type: none">4G backup12 and 24-hour SLAs"Ultra-reliable" <hr/> <p>Vodafone</p> <ul style="list-style-type: none">Free Norton security for 12 months wth Pro plansGet support and one free wi-fi booster	<p>Sky Business</p> <ul style="list-style-type: none">"Most feature-rich voice"VoIP solutionPick up calls anywhere with Call Divert	<p>Vodafone</p> <ul style="list-style-type: none">Zero upfront chargesGet completely free installation and a broadband that doesn't break the bank.Pro II Broadband is equipped with a Super WiFi 6E Booster to connect over 150 devices with 4G Broadband backup. <hr/> <p>TalkTalk Business</p> <ul style="list-style-type: none">Up to 900MbpsNo extras included4.5 on Trustpilot <hr/> <p>xln for small business</p> <ul style="list-style-type: none">Low prices and award-winning service"Answers the phone in three rings"



Why our 4G backup is way ahead of the competition

Know the competition and what to say to win over customers

	BT Business broadband Hybrid Connect	Sky Business broadband Connection Pro	Virgin Business broadband 4G Back-up
Unlimited 4G data if you need it	Yes	Yes	Yes with Back-up No with Start-up
Get up and running the next day	Yes - included in our Enhanced Broadband Plans	No – requires engineer appointment to set up	Start-up +£40 (charge pro-rated)
Cost	Included with Enhanced Broadband Plans	Included in Advantage Pro	+£7 per month
4G network	EE	O2	O2
Can be placed for best 4G coverage	Yes	Yes*	No
Easy self-set-up	Yes	No	Yes
Works with Static IP	Yes	Requires engineer appointment	No
Works with VoIP	Yes	No	No
Money back guarantee	Yes**	No	No

Why the mobile network matters

On average EE download speeds on 4G are miles ahead of our competitors.

EE 4G download speeds are twice as fast as O2 and Vodafone. So if your broadband goes down who would you rather be using?

Network	4G download speeds (Mbps)
EE	45
Three	28.1
Vodafone	22
O2	17.1

* It is fitted by an engineer, once placed, it cannot be moved

** Money back if the Hybrid Connect doesn't kick in with 30 minutes of the customer reporting a line fault

Why choose Full Fibre?

Customers can transform their businesses with this direct connection

This broadband is like nothing customers have experienced. It offers fibre direct to their business, not the box on the street. So their connectivity meets their needs, now and in the future.



Fibre that sticks to the fast lane

Speeds up to 900Mbps on our Essential and BT Enhanced for business plans mean it's perfect for using cloud apps like Microsoft Teams and Office 365, downloading customer orders, and making high-quality voice and video calls.



Multiple users? No problem.

Regardless of how many devices are connected, Full Fibre stays fast. So everyone can work at full tilt without worrying about their connection slowing down.



Secure and reliable

Because Full Fibre uses the latest broadband technology that goes all the way to customers' premises, it's significantly more durable than standard broadband.



Handling sales objections

Top tactics for overcoming common connectivity concerns

	Customer feedback	How we respond
XLn for small business	XLn is significantly cheaper.	They might be cheaper but they only offer basic broadband – no 4G Backup or Complete Wi-Fi solution. Plus, you have to pay extra for guest wi-fi, ours is included. And there's no static IP (included in our Enhanced plans).
Virgin Business	Virgin Media Business has faster speeds.	We have more benefits to help customers go further, like asymmetrical speeds, Always Connected Guarantee and 24/7 support.
Vodafone Business	Vodafone is much cheaper and offers nearly the same service.	We offer unbeatable value. With our 4G Backup and Complete Wi-Fi with Enhanced plans, customers are backed by our exclusive guarantee. We also offer more plans, so they can find the best one to suit their business needs.
TalkTalk Business	TalkTalk is cheaper, especially on full fibre.	Our pricing is now much closer to TalkTalk's, although it's still slightly more expensive. But we do offer more benefits, like network security, Complete Wi-Fi, Guest Wi-Fi and a Digital Phone Line.
Sky	Sky says they offer a more feature-rich VoIP solution, with secure broadband and 4G Backup.	Sky's 4G solution is nowhere near ours. If their broadband goes down, so will the customer's Static IP & VoIP – even if 4G kicks in. It also has to be installed by an engineer, for £80. Sky's solution isn't as comprehensive as they think it is. With ours, customers can make and take calls anywhere with VoIP. Sky only allows incoming calls off premise – so it essentially offers a call forwarding service.

Remember, we often run offers on our plans so our competitor cost comparison is often incorrect. That means we're even closer in price to our low-end competitors and offer lots more benefits. We're a business partner, not just a broadband supplier.

Business rules

Here's what you need to know about our business broadband



Smart Hub 2

- New customers will get a free Smart Hub 2.
- Existing customers taking Complete Wi-Fi or Hybrid Backup will also be offered a free Smart Hub 2.
- Existing customers who are moving to broadband that isn't compatible with their current hub will be offered a free Smart Hub 2. For example, a customer who's moving from ADSL with a Smart Hub 1 to FTTP.
- Existing customers who have never had any other hub will be offered a free Smart Hub 2.
- All other customers can buy a Smart Hub 2 for £100.
- All devices will be covered by the gratuitous bailment rules.



Complete Wi-Fi

- Customers will get one Wi-Fi disc, but can request extra discs from customer services at no extra cost.
- If the customer is unhappy with their coverage, we can supply up to five Wi-Fi discs and send out an engineer to improve performance.
- During the customer's Expert Setup visit the engineer can provide up to five additional Wi-Fi Discs if required.



Broadband

- If the customer wishes to cancel during or out of their contract they have to pay a 'cease charge' of £18.



Expert Setup

- BT Enhanced Business Broadband only includes a free hour-long Expert Setup visit.
- Customers need to plug Cloud Voice Express equipment into their digital phone line to start the port numbering process.
- Expert Setup engineers will optimise but not install Cloud Voice Express.
- Customers must select Expert Setup when they order Enhanced Broadband for business. They'll be charged £60 if they buy it later.
- Expert Setup visits can take place up to three months after a customer's initial order, at our discretion.
- We have the right to cancel an Expert Setup visit at any time and engineers can refuse to enter a customer's workplace if they feel unsafe.



Hybrid Backup

- We deliver Hybrid Backup the next day if the customer orders by 12pm Mon-Fri and they pass credit checks. Orders placed over the weekend will be delivered Tuesday, or Wednesday if placed on a bank holiday.



Terms and conditions

Here's what every customer needs to know about our offers

Overall broadband portfolio message

Some BT Business Broadband lines require a BT Business phone line. You'll need to sign-up to a minimum contract. Terms and conditions apply. See www.bt.com/terms under the Broadband and Internet Services section for more information.

Compensation

We have a compensation scheme for those rare occasions where something goes wrong, and there are delays in putting it right. See information on compensation scheme at <https://business.bt.com/compensation-scheme-broadband/>.

Hybrid Backup and Always Connected Guarantee

If your Hybrid Backup or 4G Assure service fails to activate within 30 minutes of you reporting a fixed line fault to us, leaving you without a broadband connection, you may be eligible to receive £60 compensation.

To be eligible for compensation you must report a fixed line failure in the correct manner. You're restricted to one compensation claim during your contract term. Compensation will be paid once the fixed line fault is resolved.

Hybrid Backup and next day set connection

We deliver Hybrid Backup the next day if your order is placed by 12pm Monday to Friday and you pass credit checks. Orders placed at the weekend will be delivered on Tuesday, or Wednesday for bank holidays.

Complete Wi-Fi Guarantee

The Complete Wi-Fi Guarantee is valid for a period of 6 months from the Service Start Date. The Complete Wi-Fi Guarantee will cover the main building at your Site, but will not cover any Broadband faults. If your Complete Wi-Fi fails to provide a strong signal, BT may send you up to five additional Wi-Fi Discs. If you have three or more Wi-Fi Discs, you can request for a BT engineer to visit your Site to maximise performance. If your Complete Wi-Fi still fails to provide a strong signal, you may be entitled to a claim for compensation. BT may refund you up to a maximum of 6 months' previous Charges for the Complete Wi-Fi. If you cancel your Complete Wi-Fi Service, you must return all Wi-Fi Discs to BT and if you terminate within your minimum term, you will be required to pay the Termination Charges as set out in your contract. For full terms and conditions, please refer to the BT Business Broadband, Superfast, Ultrafast and Hyperfast Schedule to the General Terms.

Speed promise

Before your service starts, we will provide you with the Minimum Guaranteed Access Line Speed and an estimate of the upload and download speed you may expect. If after 10 days from the start of your service your speed is regularly at or below this speed, you may contact BT and BT will try to fix it. If BT is unable to fix it within 30 days, you can terminate your service without paying any charges (other than for any service already received) but you must return any BT Hub. Please see minimum guaranteed download speed or more information.

UK's largest wi-fi network

You can get onto BT Wi-Fi as long as you're in one of our hotspots and your device has wireless internet.

Fast fixes on faults

Standard Care: We aim to fix faults reported before 21.00 Monday-Saturday or any time on Sundays or on public holidays by 23.59 on the second weekday after the fault is reported. This is covered by the broadband Customer Service Compensation Scheme.

Prompt Care: We aim to fix faults reported before 21.00 Monday-Saturday or any time on Sundays or on public holidays by 23.59 on the next weekday (or Saturday) after the fault is reported. This is covered by the broadband Customer Service Compensation Scheme. Compensation will be one week's rental credit for each day (or part day) past the target fault fix time. Subject to a maximum of 12 days.

Full terms for the Customer Service Compensation Scheme can be found at www.bt.com/terms under the Broadband and Internet Services section.

Ultrafast

Several factors can affect your speed (such as distance to the street cabinet). To check the speed at this location visit: [www.business.bt.com/products/broadband](https://business.bt.com/products/broadband). Not all lines in Ultrafast enabled areas can support the Ultrafast service.



Terms and conditions

Here's what every customer needs to know about our offers

Speed estimates

The speed ranges we show are estimates based on business peak time between 12.00 and 14.00. The estimates take into account congestion on the network at these times. Your actual broadband speeds depend on a number of factors, including distance from the exchange, your equipment, the quality of your line, the number of people connected at the same time, and whether wi-fi is being used. It can take up to 10 days for your line to settle at its maximum stable speed.

Keep the same number for life

Subject to having a Cloud Voice Express service with BT. BT has the right to cease your number in certain circumstances. See the Cloud Voice Express terms at <https://business.bt.com/terms/> under the 'IP Communications' heading for details.

Unlimited calls on Cloud Voice Express

Calls to UK landlines and mobiles are free for up to an hour. If your call lasts longer than an hour, then you pay by the minute. Simply hang up the call and call back within each hour. You'll find the call rates to UK landlines, mobiles and international destinations in Section 56, Part 18, Subpart 12 of the BT Price List. See your terms and conditions for more information found at business.bt.com/terms under the 'IP Communications' heading.

Enhanced IT Support

Enhanced IT support included with Enhanced broadband only.

Wi-fi calling on mobile

Wi-Fi calling requires a compatible device and Wi-Fi connection. All calls or texts charged as per your BT Business Mobile plan. BT Wi-Fi on the London Underground, provided by Virgin Media.

4G calling on mobile

4G calling requires a compatible device and 4G connection.

5G

5G coverage, plan and compatible device needed. 5G on BT Mobile is available in 160 large towns and cities, including the busiest parts of Belfast, Birmingham, Cardiff, Coventry, Edinburgh, Leicester, London, Manchester.

Cloud Voice Express app

The Cloud Voice Express app requires the latest iOS or Android operating system and an internet connection.

Next working day mobile replacements

Applies to in-warranty faults only.

Expert Setup

Free visit is for a 60-minute duration only. To receive a free 60-minute site visit with your Enhanced package, you must select it at point of sale. After this, it's a standard £60 charge. We have up to 3 months from the time your order is placed to fulfil your expert set-up order, and it is offered free at our discretion. We have the right to cancel this at any time. Engineers can refuse entrance onto the site if they feel unsafe at any time.

Only available in mainland UK. For more information, see [Expert Setup job list](#).



The digital switchover

The UK's traditional phone network closes in 2025

Resources for you

We're moving all our customers' phone services from the old analogue public switched telephone network (PSTN) to a fully digital network. We've already started. We'll have moved everyone over before Openreach stop the PSTN (and ISDN) service in 2025. By then, every phone line in the UK will be digital, routing calls over the internet rather than the PSTN.



Extra resources

More information for you and your customers

Resources for you

[General resources](#)

Resources for customers

[General resources](#)

Hybrid Speed Boost

A speed boost for copper customers at no extra cost.

If your customer can't get Full Fibre in their area and have a good EE 4G signal, we'll give them Hybrid Speed Boost at no extra cost. Speeds may vary, but our broadband with Hybrid Speed Boost is on average 20Mbps faster over a whole day. Making it perfect for times your customer needs a little extra oomph.

Why it's great

- It's available to copper customers on EE, the UK's best network for 4G. Giving them faster speeds with a 4G boost to their broadband – whenever they need it.
- We're currently the only UK provider to offer this service, so we're faster than anyone else on ADSL. And the best news, it's completely free, included at no extra costs on all copper/ADSL plans.
- Available for new, old and upgrade customers.



Hybrid Speed Boost is offered through our Hybrid Connect device.

Ideal for small business in copper only areas

14%

Inferior Service

48%

Limited Upsell

Solution

Did you know? **14%** of the business market is trapped in ADSL only areas with many on high streets.

They feel left behind and like they're paying for an **inferior service**.

48% are unhappy with their speed.

You have **limited upsell** because of this.

Now there's a **solution** you can talk to your customers about.

Important information

- Available to copper/ADSL customers **only**.
- Customers need to have a minimum of three bars of EE 4G coverage.
- Average 20Mbps download boost and 10Mbps upload boost.
- Speed will vary, depending on customer's mobile coverage.
- We can't guarantee indoor 4G coverage, so some customers won't benefit. (You'll need to explain this to your customer.)
- Where available Hybrid Speed Boost will be pre-selected, so make sure you pitch it well.
- Essentials ADSL customers still need to pay £8 per month if they want Hybrid Backup.

Broadband with Hybrid Backup

If the broadband goes down, Hybrid Backup automatically switches the customer's connection over to EE's 4G network without skipping a beat.



Why it's great

1 Put it where you get the best signal

Hybrid Backup connects via wi-fi, so there's no need for cables to the Smart Hub. Instead, customers can move it until they find a strong 4G signal: the device will light up when they've found the best spot. If it turns orange/red, it's too far away from the hub.

2 Always connected guarantee

We're so confident about our 4G backup that if the Hybrid Backup service fails to work within 30 minutes of a line fault, customers can claim £60 credit. This will be added to their account once the fault has been fixed.

3 We're on it

We can see if a customer's broadband has switched to 4G and will sort it straight away. We'll even contact them to let them know what's happening.

4 True resilience

Unlike competitor solutions, ours is completely reliable. When Hybrid Backup is activated, all of our services continue to run – including Static IP, CVE (our IP voice solution) and Complete Wi-Fi. This means less disruption and risk to your customer's business.

5 Unlimited usage

Customers can use as much data as they need – no catches, no caps and no hidden penalties.

Important

- Hybrid Backup is already included as standard with the Enhanced broadband packages.
- Customers need a minimum of three bars of EE 4G coverage (shown via EE check). This does not relate to the bars customers see on the device.
- 4G backup speeds are capped at a maximum of 30Mbps. Backup speeds will align with fixed broadband speeds for customers on slower broadband tariffs.

Complete Wi-Fi

With Complete Wi-Fi, we guarantee coverage in every part of the customer's workplace, or their money back.



Why it's great

1 Wi-Fi with zero black spots

We guarantee wi-fi coverage across a customer's entire workplace, or their money back.

Note: any claim needs to be made in the first six months in order for us to terminate their Complete Wi-Fi service with no ETCs. They'll also need to return any equipment.

2 We'll go the extra mile

If the customer isn't happy with their wi-fi coverage after receiving two discs, we'll send an engineer to their workplace to sort it out. The engineer can then supply up to four additional Wi-Fi Disks at no additional cost, to make sure they get the perfect coverage.

3 Simple set up

The customer can get everything up and running in just 10 minutes. All they have to do is download the BT Business app, which will help them find the best location to put their Wi-Fi Disk. BT Halo for business customers don't have to lift a finger thanks to our free Expert Set Up.

4 Mesh is best, this is not a repeat(er)

Mesh Wi-Fi provides a single wi-fi network across the customer's premises, while a repeater sets up a separate network. This means customers using a repeater will still have slow wi-fi at multiple points in their workplace, unless they manually switch back and forth between networks as they move around the office, which is a right hassle.

Important

- It's important to be clear about what we mean when we say 'every part of our customer's workplace'. We're talking about extending coverage within the building where the primary Smart Hub is situated. Not to buildings outside of that.

Don't Forget

- One disc will be sent to your customer to start with. They will need to call Customer Services to add an additional disc unless they have taken expert set up.

Enhanced IT Support is there when customers need it

For customers that don't want the expense of employing, training and equipping an IT team, our UK-based experts are available 24/7.

Why it's great

1 Help around the clock

Our IT specialists are available at all times to answer customers' enquiries and solve tech troubles.

2 Multi-device support

Our team can fix PCs, laptops and mobile devices, plus peripherals like printers and network routers.

3 Remote control

They work by taking control of customers' devices remotely, so they can fix faults as soon as they're reported.

4 OS upgrades

We can keep customers ahead of the curve by updating their operating systems.

5 Serious security

Our team is on-hand to remove malware and protect from cyber-threats.

Important

- Our Enhanced broadband packages come with Enhanced IT Support as standard – including tablet and application support.



	Included with Enhanced packages	24 months		12 months			
Monthly cost		£8.50	£7.50	£11.50	£10.50	£10.50	£8
Free enhanced app support Provides additional support for BT Business apps, like Microsoft 365	✓	✓	✓	✓	✓		
Phone and tablet support Support for mobile device platforms, including iOS, Android and Windows mobile	✓	✓		✓		✓	
24/7 UK based support Our IT specialists are available to help around the clock	✓	✓	✓	✓	✓	✓	✓
Support for five PCs / laptops A single subscription supports up to five PCs/laptops (Windows and/or Macs)	✓	✓	✓	✓	✓	✓	✓
Secure remote access We take control of customers' computers remotely to quickly and easily fix them.	✓	✓	✓	✓	✓	✓	✓

The support your customer needs with Expert Setup

They can relax knowing that our engineers are here to help with all their IT needs. From set-up and beyond.

Why it's great

1 Expert support

Customers can get access to expert engineers who can help with any IT set-up / optimisation jobs eight hours a day, five days a week.

2 Make it work for customers

Expert Setup can be bought with broadband, as part of a bundle, or as a stand-alone product.

3 Avoid unexpected issues

Customers choose from a list of jobs defined by the Engineer job list. They can optimise their devices on our network.

Important

Expert Setup engineers won't install Cloud Voice Express (CVE). Customers need to plug the CVE equipment into the line to start the port numbering process. The Expert Setup engineer will only optimise the CVE product.

Our top five asks

Here are some of our most common call-outs:

1. **Hub and wi-fi optimisation**
From the dimming of hub lights to connecting customer devices
2. **Set up for Hybrid Backup**
From connectivity tests to LTE positioning
3. **Set-up of Guest Wi-Fi**
From initial set up to connection tests
4. **Set-up of printer**
From connecting to devices to installing cartridges
5. **Wiring optimisation**
From replacing broken NTE boxes to fitting new LAN cables



When building the job select the 90 minute option in Agent desktop to allow the engineer time to greet the customer and confirm their requirements before starting work. (actual customer visit is 60 min)

Cost per visit is £60

Broadband/ Core connectivity		Voice		Hub Configuration		Other	
Activity	Time(m)	Activity	Time(m)	Activity	Time(m)	Activity	Time(m)
Hybrid connect; install and failover check	30	CVE APP + features walkthrough	60	Connect Hub & prove connection	10	Setup printer including any cartridges that are provided	30
Complete wifi setup (inc replace wi fi discs). MAX 6 DISCS PER CUSTOMER	60	Setup call forwards/diverts	15	Connect customer devices directly to hub	10		
Connect 3 rd party devices to network	15 60	CVE Voicemail setup	15	Modify SSID, setup Guest Wi fi	15		
		Online portal and service management	30	Setup Static IP	10		
				Hub custom firewall	30		
				Hub channel partitioning	15		
				Hub port forwarding	60		



Content Controls and Web Protect in a nutshell

These advanced security tools alert customers to malware and malicious websites before they can harm their business. Helping to keep employees safe and productive online. While giving business owners complete control over their web traffic. And they're free with all our broadband packages.

Content Controls

Allows customer to control their web traffic according to the categories they wish to block or allow. The service also comes with customisable preset filter levels: light, medium, and strict.

Web Protect

Warns customers if they're trying to access suspicious URLs, which could contain malware. Protecting them from harmful viruses, scams and phishing attacks.

Word of warning

If your customers try to access a potentially dangerous site, they'll be shown a warning message, telling them that the site could be harmful. They'll then be asked whether they wish to proceed or not to the website.

Don't forget

Content Controls and Web Protect are security features, included as standard with BT Broadband.

Important

Both services are switched off by default and will require the customer to activate them via their 'My Account' portal.



Security quick guide - what it does and who needs it.

Use this guide to help you understand security key features and which package best supports them.

Feature	Content Controls and Web Protect	Secure Business Backup	Business Antivirus Protection	Definition	Who needs it and why
	Included with BT Broadband	Monthly charge	Monthly charge		
Content filtering	✓	X	X	When activated, all devices connected to your BT Business Broadband network will have their content filtered to a specified restriction level	Customers who might want to restrict certain types of web traffic. This restriction can be applied either at all times or at certain times of the day. e.g. blocking social media.
Malicious website blocking	✓	X	X	This warns you if you're about to visit a website that contains content that's harmful or malicious	Unintentionally employees could fall in the trap of trying to open websites which are infected with malware. This service will warn them before doing so.
Encrypted Backup	X	✓	X	Encryption that keeps your data private, whether it is on-site, in transit, or the cloud, not even the vendor can read the files	Any business that holds customer sensitive data that their business relies on. In the event that data is misplaced or compromised in any way encryption ensures that the infected files do not impact the backup.
Data encryption	X	✓	✓	Data encryption is a security method where information is encoded and can only be accessed or decrypted by a user	Any business that holds customer sensitive data that their business relies on. In the event that data is misplaced or compromised in any way encryption ensures that the infected files do not impact the backup.
Disk cloning	X	✓	X	Make a replica of a Windows or Mac system while it's in use, without having to stop and reboot	Any business that holds customer sensitive data that their business relies on. In the event that data is misplaced or compromised in any way encryption ensures that the infected files do not impact the backup.



Feature	Content Controls and Web Protect	Secure Business Backup	Business Antivirus Protection	Definition	Who needs it and why
	Included with BT Broadband	Monthly charge	Monthly charge		
Cloud restore	X	✓	X	Retrieve any file or folder you need from your cloud backup from any computer or mobile device - wherever and whenever you want.	A customer who's data is stored in the cloud it is quick and easy to recover. You do not have to worry about driving to a physical location or finding equipment to restore yours included in Secure backup.
Antivirus	X	✓	✓	Software that is designed to detect and destroy computer viruses	A customer who wants to protect themselves from Malware to prevent malicious software access that can control their network.
Anti phishing	X	X	✓	Anti-phishing software consists of computer programs that attempt to identify phishing content contained in websites, e-mail, or other forms used to access data and block the content, usually with a warning to the user.	A customer who wants to protect their business from one of the most common forms of hacking attempts. The vast majority of attacks happen via email. Anti phishing software will prevent suspicious emails from reaching the receiver and also block suspicious links that may be linked in an email.
Anti spam	X	X	✓	Various anti-spam techniques are used to prevent email spam	A customer who is looking to help secure their email by preventing malicious or unwanted emails from appearing.
Anti spyware	X	X	✓	Spyware is the term given to a category of software which aims to steal personal or organisational information	A customer who wants to ensure their system is safe. Routine checks will be done on their computer to prevent and detect unwanted spyware and consequently removes them.



Storage - know the difference

Why customers should always opt for Secure Business Backup.

Customers will often ask, why would I purchase a backup solution when I have iCloud, Google Drive or Dropbox? The answer is, these are not backup solutions but cloud storage solutions which offer no security and if your data is lost the customer will not be able to retrieve it. Please see common solutions here.

Common Cloud Storage solutions

iCloud

A cloud solution from Apple Computer Inc. that provides cloud storage and apps for Apple desktop, tablet, and mobile devices. It includes the ability to store documents, videos, photos, music and other data online, and users can synchronize it between iOS-powered devices.

Google Drive

Is a personal cloud storage service from Google that lets users store and synchronize digital content across computers, laptops and mobile devices, including Android-powered tablet and smartphone devices. If you delete a file — whether intentionally or by accident — it's gone.

Dropbox

A cloud storage service that enables users to store files on remote cloud servers with the ability to share files within a synchronized format.

Three ways that Secure Business Backup provides more protection and broader features than public cloud storage services:

1. Protects your entire PC or Mac computer - includes the operating system, applications, data, preferences, history, etc. — a full disk image backup protects everything on your computer. And you can restore everything to a new computer quickly by protecting it with built in anti-ransomware capability.

2. Preserves all your mobile device content - includes pictures, videos, contacts, and events on your iPhones, iPads, and Android devices.

3. Manages all computers and devices from one place - backup and restore all your PCs, laptops, and mobile devices from a single dashboard. Replace and restore devices any time from any place.

Secure business backup by Acronis

Full device protection through cloud backup. Safeguarding your business data against accidental data loss, cyberattacks, hardware failure and theft.



Why it's great

1 Unique security

Evolving threats mean traditional solutions are no longer enough. We're the only provider to deliver a combination of cyber protection solutions using AI-based technology, to keep you guarded from even the latest threats.

2 Total protection

Doesn't need to be complicated. Quickly view any file within your backup, access our powerful tools or even see the status of anti-malware protection for all your devices.

3 Simple and solid

A single solution that protects your digital business against all types of threats. From hardware failure to lost and stolen devices, to the latest cyberattacks.

4 Award-winning AI-based protection

Safeguard everything on your device and in your backups from the latest cyberthreats.

5 Everything you need, all-in-one

Have peace of mind with flexible backup options that are innovative, effective and affordable.

Resources for customers

For more information visit the app store

Now available on 24 month contract, available with 10 workstations and up to 2TB of data allowance.



What's Included

1 File and folder backups

Control the nature of your backups. Select individual files and folders that you want specific replicas of when you don't want a full image copy.

2 Active disk cloning

Make a replica of a Windows or Mac system while it's in use, without having to stop and reboot. Streamlines migrate all of your data – OS, files, applications, and settings – to a larger or faster disk.

3 Cloud restore

Retrieve any file or folder you need from your cloud backup, from any computer or mobile device - wherever and whenever you want.

4 Universal restore

Easily restore your system to the same or new hardware with our bootable media and driver injection technology. Your data is quickly loaded on the machine of your choice.

5 Automatic mobile backups

Safeguard mobile data simply by coming home. Backup to your PC, Mac, and NAS to start automatically when your smartphone or tablet connects to your Wi-Fi network.

6 Real-time protection

Keep your device and backup files safe from malicious activities. It blocks even never-seen-before threats – by checking every file you interact with in real-time.

7 Unlimited mobile devices

Cover all of your smartphones and tablets with one license. Remotely manage the protection plan for each Android and iOS device using a single dashboard. Protect every photo, video, contact, and calendar appointment so they're never lost – even if the device is lost or stolen.

Good questions to start the sale

How do you currently protect your devices?

If one of your company's devices became infected with ransomware encrypting all of your data, how would you get your data back and resume business as usual?

How do you safeguard your business data against accidental data loss, cyberattacks, hardware failure and theft?



5 Workstations

Data Allowance	1 month rolling contract	12/24 month contracts	Annual savings on 12/24 month contracts
250GB	£4.99 per month	£4.99 per month	£0
500GB	£6.99 per month	£5.99 per month	£12
1TB	£9.99 per month	£7.99 per month	£24

Don't forget

- Customers can get 500GB for only £5.99 per month if they purchase a 12 month contract.

10 Workstations

Data Allowance	1 month rolling contract	12/24 month contracts	Annual savings on 12/24 month contracts
1TB	£11.99 per month	£9.99 per month	£24
2TB	£15.99 per month	£12.99 per month	£36



Business Antivirus Protection

Antivirus Protection is the first and foremost layer of security that we expect a customer to have on their devices. Business Antivirus Protection protects the customer's devices from the majority of cyber threats and prevents the spread of malware across customers' end point devices (PC, Mac, mobile).



Why it's great

1 Comprehensive Security

Anti-Malware, Vulnerability Scanner, Firewall, Anti-phishing, anti-spam and safe web surfing.
Multi-device protection across IOS, Android and Windows
Guard your PCs, Macs, smartphones and tablets against viruses, malware and the latest online threats.

2 Single pane of glass

Flexible licensing allows you to scale to 25 fixed devices as your business grows, to ensure you and your employees stay protected. All at an affordable price.

3 All under one roof

When a customer contacts or buys broadband from BT as a core product to run their business, they may not have time to research other value-added services to protect their business. Here, BT provides all the solutions under one roof.

Resources for customers

Don't forget

- You can sell to **Apple Mac users, Windows users, IOS and Android Users.**
- Available from £4.99 and covers up to 5 desktop devices and **unlimited mobile devices.**

Customers can purchase as stand alone as well as at the time of the broadband/mobile order. One license costs £4.99 and covers up five fixed devices (unlimited mobile). The customer can buy up to five licenses. Business Antivirus Protection will be available to new and existing BT customers..



Customers can work anywhere, any time with Microsoft 365

The smarter way to create,
communicate and collaborate on
the go, with business-grade apps
they know and trust.

Why it's great

- 1 It has all the tools customers need**
They can create, edit and share work with all the apps businesses rely on, including Microsoft Office Word, Excel, PowerPoint, Teams and more.
- 2 It's on every device**
Microsoft 365 works across desktop, mobile and tablet, while 1TB of cloud storage for each user means customers can access their work files from anywhere.
- 3 It's always up to date**
Customers get the latest Office updates monthly, both on desktop and mobile, including new features and added security protection.
- 4 Email made for business**
From 50GB mailbox per user, Microsoft Outlook allows customers to add their domain name for professional-looking emails.
- 5 Stay in touch**
Microsoft 365 keeps customers connected and collaborating on the go with Microsoft Teams HD video and audio conferencing, Instant messaging, group chat and more.
- 6 Technical support**
Free 24/7 technical support comes as standard, while our engineers can also help migrate existing inboxes for a small fee.

Overview

Resources for customers

To find out about the full suite of applications available with Microsoft 365 visit the business apps portal

**Apps included****Services included**

	Microsoft 365 Apps for Business	Microsoft 365 Standard	Microsoft 365 Basic
Outlook	✓	✓	
Word	✓	✓	(Web and mobile versions)
Excel	✓	✓	(Web and mobile versions)
PowerPoint	✓	✓	(Web and mobile versions)
Publisher (PC only)	✓	✓	
Access (PC only)	✓	✓	
OneDrive	✓	✓	✓
Exchange		✓	✓
SharePoint		✓	✓
Teams		✓	✓

Don't forget

- Tell customers about Microsoft 365 Professional Setup from BT. They can get help setting up or migrating email to Microsoft 365 for £149.



	Microsoft 365 Basic		Microsoft 365 Standard		Microsoft 365 Premium		Microsoft 365 Apps for Business	
Description	Best for businesses that need Microsoft Teams and cloud storage. Desktop version of Office apps not included.		Best for businesses that need business email, Office apps, and other business services on PC, Mac, or mobile.		Best for businesses that need business email, Teams, Office apps, and other business services on PC, Mac, or mobile, advanced threat protection and security, and device management across PC, Mac, and mobile devices.		Best for businesses that need Office apps plus cloud file storage and sharing on PC, Mac, or mobile. Business email not included.	
Monthly cost – per user	1 month contract	1 year contract	1 month contract	1 year contract	1 month contract	1 year contract	1 month contract	1 year contract
Full Office applications on up to five devices (desktops, smartphone and tablets), which work even when offline			✓	✓	✓	✓	✓	✓
Online versions of Office applications accessible through a web browser	✓	✓	✓	✓	✓	✓	✓	✓
Business-class calendar, contacts and email with 50GB mailbox	✓	✓	✓	✓	✓	✓		
1TB cloud storage for important files with OneDrive for Business	✓	✓	✓	✓	✓	✓	✓	✓
Customers can keep teams connected with Microsoft Yammer's social network and build intranet sites with SharePoint	✓	✓	✓	✓	✓	✓		
Instant messaging, online meetings, conferencing, and a hub for teamwork with Microsoft Teams	✓	✓	✓	✓	✓	✓		
Security and compliance	✓	✓	✓	✓	✓	✓	✓	✓
Advanced Threat Protection and Security					✓	✓		
PC and Mobile device management					✓	✓		
24/7 frefone technical support	✓	✓	✓	✓	✓	✓	✓	✓

Don't forget

- Tell customers about Microsoft 365 Professional Setup from BT. They can get help setting up or migrating email to Microsoft 365 for £149.



Website Builder provides customers with everything they need to create, publish, and manage their website(s)

The easy-to-use site editor provides all of the tools required to build a beautiful and fully-working website that functions on all devices.

Customers can easily add and remove pages, change templates, colours, and fonts, edit images and more.

Why it's great

- 1 Professional Website Templates**
The templates gallery contains 150+ templates designed to cover the needs of every industry. All templates are designed with a business's needs in mind, giving additional single-page, multi-page, and online store template versions.
- 2 Pre-designed building blocks**
Customers won't have to waste time messing around with content layouts. Website Builder features a collection of 350+ content blocks that will help them build professional websites without any technical skills.
- 3 Drag and drop editor**
Customers can add and arrange any of the website features directly onto the page by predicting and highlighting placement areas.
- 4 Contact us form builder**
The Contact Form Builder lets the customer create custom forms with opt-in consent options, drop-down selection options, currency, date, and more.
- 5 Photo gallery**
By adding galleries, customers can showcase their portfolio, products, or any type of photos on any page.

Resources for customers

We have a whole suit of handy 'how to' videos if your customers need help using Website Builder.



Website Builder includes domain registration, account manager and site editor equipped with hundreds of professional website templates – providing everything the customers need to create, publish and manage their website.

How much is it?

It's available for £14 a month (min 12 month contract).

Existing customers can download it directly from BT Business Apps.

Includes up to 1500 pages and 2GB file storage limit.

Site editor

The drag and drop editor lets customers design their website directly on the page.

Account manager

Easy-to-use, central dashboard for customer to manage their websites and accounts.

Website templates

150+ professional website templates designed to cover the needs of every industry.

Important

Tell customers that Website Builder collects stats about website visits, unique visitors, and page views immediately after publishing.

So customers can get insight to the top traffic sources, device types, browsers, and operating systems of their visitors.

Don't forget

Includes SSL

An SSL checker (Secure Sockets Layer) is a tool that verifies proper installation of an SSL certificate on a Web server. An SSL checker is a useful tool for making sure that an SSL certificate is valid, trusted and will work properly for its users.

Secure Sockets Layer (SSL) is a standard security technology for establishing an encrypted link between a server and a client. Typically a web server (website) and a browser, or a mail server and a mail client (e.g., Outlook).

Includes Domain Registration

A domain that relates to your business and is memorable. Website Builder will help you choose. It also gives you some copyright and trademark protection - and back it up with a matching email address your customers can trust.

WHEN IT COUNTS, CUSTOMERS CAN COUNT ON US

Unbeatable 5G on the UK's best network. We're also the fastest and the best network for business collaboration. So customers can access everything they need quickly, on the move.



UK RootMetrics® Report H1 2022

UK'S BEST NETWORK 9 YEARS IN A ROW: Rankings based on the RootMetrics® UK RootScore® Report: From H2 2013 to H1 2022. Tested with best commercially available smartphones on 4 national mobile networks across all available network types. Your experiences may vary. The RootMetrics award is not an endorsement of EE. Visit ee.co.uk/claims for more details.

Why it's great

- 1 **We're the UK's most reliable network** – so you can work with confidence, wherever your job takes you.
- 2 **We're the fastest** – with average download speeds of 58Mbps, we're twice as fast as any other network. So customers can download huge files in seconds.
- 3 **We have 5G in more places than anyone else** – so whether customers work in a busy city, or rural area, they won't be out of touch.
- 4 **We're ahead of the curve** – improving our network's speed, reliability and call quality, so we can continue to offer customers the best.
- 5 **Stay connected** – we're the network your business can rely on. Our Stay Connected Data promise ensures you'll never be out of reach, even when you exceed your data usage.

Resources for customers

Resources for you

OUR BUSINESS PLANS

Whatever plan a customer chooses, they'll get a range of benefits that add up to big value and will support their business needs.

Business Essential

Our entry level plan. Customers enjoy unlimited minutes and texts and the fastest 5G speeds. Plus, they get peace of mind with Stay Connected Data, WiFi Coverage Boost, an Annual Device Check-Up, and an Extended Warranty that covers manufacturer faults for the length of their contract.

Business All Rounder

Along with everything in our Business Essential Plan, customers can choose one Inclusive Extra that suits their needs. This includes the option of adding Microsoft 365 Personal, an Apple Service, 500 minutes to call Europe or Business Zone countries or our Roam Abroad Pass.

Business Full Works

Yes, it gets even better. Customers get the best of everything we have to offer and then some. Android users can add three Inclusive Extras. While the Apple Full Works plan includes Apple One and a choice of one Inclusive Extra.

PLANS ON A PAGE

Plan	Business Essential	Business All Rounder	Business Full Works
Handsets (iPhone)	<ul style="list-style-type: none"> • Fastest uncapped 5G speeds • Stay Connected Data • 10GB – Unlimited data • Lifetime Warranty • Unlimited mins and texts • Annual Device Check-Up 	<p>All the Business Essential benefits, plus:</p> <ul style="list-style-type: none"> • Upgrade Anytime • One Inclusive Extra <p>Inclusive Extras: Apple Music, Apple TV+, Apple Arcade, BT Sport Ultimate, M365P, Roam Abroad Pass, Entertainment Pass (excl. Unlimited plans), McAfee Antivirus Protection or 500 IDD minutes to the EU and Business Zone from UK.</p>	<p>All the Business All Rounder benefits, plus:</p> <ul style="list-style-type: none"> • Apple One • One Inclusive Extra <p>Apple One: Apple TV+, Apple Music, Apple Arcade & 50GB iCloud storage. Inclusive Extras: BT Sport Ultimate, M365P, Roam Abroad Pass, McAfee Antivirus Protection or 500 IDD minutes to the EU and Business Zone from UK.</p>
Handsets (Android)	<ul style="list-style-type: none"> • Fastest uncapped 5G speeds • Stay Connected Data • 10GB – Unlimited data • Lifetime Warranty • Unlimited mins and texts • Annual Device Check-Up 	<p>All the Business Essential benefits, plus:</p> <ul style="list-style-type: none"> • Upgrade Anytime • One Inclusive Extra <p>Inclusive Extras: Apple Music, BT Sport Ultimate, M365P, Roam Abroad Pass, Entertainment Pass (excl. Unlimited plans), McAfee Antivirus Protection or 500 IDD minutes to the EU and Business Zone from UK.</p>	<p>All the Business All Rounder benefits, plus:</p> <ul style="list-style-type: none"> • Three Inclusive Extras <p>Inclusive Extras: Apple Music, BT Sport Ultimate, M365P, Roam Abroad Pass, McAfee Antivirus Protection or 500 IDD minutes to the EU and Business Zone from UK.</p>
SIMO (iPhone)	<ul style="list-style-type: none"> • Fastest uncapped 5G speeds • Stay Connected Data • 10GB – Unlimited data • Unlimited mins and texts • Annual Device Check-Up 	<p>All the Business Essential benefits, plus:</p> <ul style="list-style-type: none"> • One Inclusive Extra <p>Inclusive Extras: Apple Music, Apple TV+, Apple Arcade, BT Sport Ultimate, M365P, Roam Abroad Pass, Entertainment Pass (excl. Unlimited plans), McAfee Antivirus Protection or 500 IDD minutes to the EU and Business Zone from UK.</p>	<p>All the Business All Rounder benefits, plus:</p> <ul style="list-style-type: none"> • Apple One • One Inclusive Extra <p>Apple One: Apple TV+, Apple Music, Apple Arcade & 50GB iCloud storage. Inclusive Extras: BT Sport Ultimate, M365P, Roam Abroad Pass, McAfee Antivirus Protection or 500 IDD minutes to the EU and Business Zone from UK.</p>
SIMO (Android)	<ul style="list-style-type: none"> • Fastest uncapped 5G speeds • Stay Connected Data • 10GB – Unlimited data • Unlimited mins and texts • Annual Device Check-Up 	<p>All the Business Essential benefits, plus:</p> <ul style="list-style-type: none"> • One Inclusive Extra <p>Inclusive Extras: Apple Music, BT Sport Ultimate, M365P, Roam Abroad Pass, Entertainment Pass (excl. Unlimited plans), McAfee Antivirus Protection or 500 IDD minutes to the EU and Business Zone from UK.</p>	<p>All the Business All Rounder benefits, plus:</p> <ul style="list-style-type: none"> • Three Inclusive Extras <p>Inclusive Extras: Apple Music, BT Sport Ultimate, M365P, Roam Abroad Pass, McAfee Antivirus Protection or 500 IDD minutes to the EU and Business Zone from UK.</p>

PLANS ON A PAGE

Plan	Business Essential	Business All Rounder	Business Full Works
Connected Devices (iPad)	<ul style="list-style-type: none"> Fastest uncapped 5G speeds Stay Connected Data 10GB – Unlimited data Annual Device Check-Up 	<p>All the Business Essential benefits, plus:</p> <ul style="list-style-type: none"> One Inclusive Extra <p>Inclusive Extras: Apple Music, Apple TV+, Apple Arcade, BT Sport Ultimate, M365P, Roam Abroad Pass, Entertainment Pass (excl. Unlimited plans), McAfee Antivirus Protection or 500 IDD minutes to the EU and Business Zone from UK.</p>	<p>All the Business All Rounder benefits, plus:</p> <ul style="list-style-type: none"> Apple One One Inclusive Extra <p>Apple One: Apple TV+, Apple Music, Apple Arcade & 50GB iCloud storage. Inclusive Extras: BT Sport Ultimate, M365P, Roam Abroad Pass or McAfee Antivirus Protection.</p>
Connected Devices (Android)	<ul style="list-style-type: none"> Fastest uncapped 5G speeds Stay Connected Data 10GB – Unlimited data Annual Device Check-Up 	<p>All the Business Essential benefits, plus:</p> <ul style="list-style-type: none"> One Inclusive Extra <p>Inclusive Extras: Apple Music, BT Sport Ultimate, M365P, Roam Abroad Pass, Entertainment Pass (excl. Unlimited plans), McAfee Antivirus Protection or 500 IDD minutes to the EU and Business Zone from UK.</p>	<p>All the Business All Rounder benefits, plus:</p> <ul style="list-style-type: none"> Three Inclusive Extras <p>Inclusive Extras: Apple Music, BT Sport Ultimate, M365P, Roam Abroad Pass, McAfee Antivirus Protection or 500 IDD minutes to the EU and Business Zone from UK.</p>

*IDD stands for international direct dialling, for making calls to the EU from the UK.

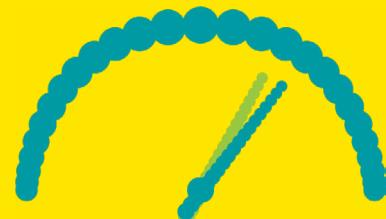
EE lifetime warranty - get peace of mind knowing most of our plans include a device lifetime warranty and next day replacement service at no extra cost. No other UK network or manufacturer offers this. So you can rely on business-grade service support if anything goes wrong with your device – even if the manufacturer's guarantee has expired.

Upgrade anytime - you can get your hands on the latest handset after only 15 days.

A NETWORK THAT UPGRADE CUSTOMERS' BUSINESS POTENTIAL

With 5G in more major cities than any other UK network and continual investment in improving our network, customers can rely on us to keep their business moving.

Best uncapped 5G speeds



We offer the fastest 5G speeds and unlimited minutes and texts, so customers can respond instantly to changing business needs.

Stay Connected Data



We promise customers will always be able to stay in touch. They can send an email, use WhatsApp and location services, even if they exceed their data usage.

WiFi Coverage Boost



Every customer gets free, automatic access to over 160,000 BT WiFi hotspots, so they can stay connected even if coverage is congested.

WiFi Coverage Boost – extra info

Offering access to 200-300K BT WiFi hotspots to all customers, alongside London Underground WiFi experience.

Customers on PAYM will have access to this service.

Mobile customers on Apple devices will join seamlessly. Mobile customers on Android devices will have to adjust their settings before getting a seamless experience.

Only Connected Devices with EAP-SIM capabilities will be able to benefit. Eligible Connected Devices today include Apple Watch with scope to potentially extend further to Android connected devices if the PKI development is complete.

STAY CONNECTED DATA

Customers will never be out of touch,
even if they run out of data.

We're the only network that promises even if a customer exceeds
their data usage, we'll keep them connected.

While Stay Connected Data (SCD) operates at a reduced speed, it's
enough for customers to keep using business-critical apps like:

Email
WhatsApp
Google Maps

Existing customer experience



I use my data allowance freely.



I receive alerts when I run
out of data.



SCD means I can still use phone
(at slower network speed).



I can get back to full speed
with a data add-on.



My plan allowances refresh
to normal speeds.

WIFI COVERAGE BOOST

Customers can stay connected even in areas where coverage is more congested.

Two networks for the price of one. On top of the UK's best mobile network, all our business plan customers can use over 160,000 BT WiFi hubs nationwide to make sure they're always connected.

This isn't just any old public WiFi. As these are BT's own hotspots, customers get the speed they need and secure encryption they can count on.

Instant access. Customers phones will detect the hotspots as they come into range, and seamlessly connect. All of this happens behind the scenes and in the blink of an eye with no notifications, so customers can keep working.

Existing customer experience



User comes in range of a WiFi Coverage Boost hotspots (150k overground hotspots and 260 stations on the London Underground).



Customers with the SOC will connect. Apple customer auto-connects. Android customer manually connects (first time only and then gets seamless access to full estate in the future).



Experience:
Unlimited data (with fair usage policy).
Speeds will be 'fibre' (likely 15-50 Mbps)
Parental Controls will replicate MyEE settings.



User automatically returns to 4G/5G when they move out of the hotspot range.

INCLUSIVE EXTRAS

Apple One

Customers can get even more enjoyment out of their Apple device with Apple One. This all-in-one subscription that bundles up to four Apple services, with a choice of:

- Apple Music** Customers can play over 90 million songs and 30,000 playlists. Download their favourite tracks and play them offline. Enjoy anything in the Apple Music catalogue just by asking Siri.
- Apple TV+** Watch new Apple Originals every month. Stream on the Apple TV app on Apple devices, smart TVs, consoles and more.
- Apple Arcade** Access to the best collection of 200+ games with more added all the time. No ads. No in-app purchases.
- iCloud+** Get 50GB storage and an even more powerful and connected experience across their devices. It's everything customers already love about iCloud — along with enhanced privacy protections for web browsing and email.

Microsoft 365 Personal

Microsoft 365 Personal gives customers one convenient subscription that works across all of your devices. So they can access their premium Office apps like Word, Excel, PowerPoint, and OneNote – **as well as 1TB of OneDrive cloud storage, advanced security protection, 24/7 customer support and more.**

500 mins to call Europe from the UK

Call abroad to standard mobile and landline numbers in our Europe Zone and Business Zone countries (as per our Non-Standard Price Guide for EE Small Business, available at www.ee.co.uk/businessterms) when you're in the UK.

Roam Abroad Pass

Customers can use their minutes, texts and data in our Europe Zone and 7 Rest of the World destinations when you travel outside of the UK.

Entertainment Data Pass

The Entertainment Data Pass will cover the data customers use when they're streaming content and music, rather than use their plan allowance. This means they can endlessly stream music from Apple Music, Deezer, Spotify and BBC Sounds, and video from Netflix, BT Sport, iPlayer, Britbox, YouTube, YouTube Kids and Prime Video.

INCLUSIVE EXTRAS ON BUSINESS FULL WORKS PLANS

Business All Rounder customers will get a choice of one Inclusive Extra.

iPhone plans

Apple Music
Apple Tv+
Apple Arcade
500 Mins To Call Europe from the UK
Microsoft Office 365
Entertainment Data Pass
Roam Abroad (EU & RoW)
BT Sport

Android plans

Apple Music
500 Mins To Call Europe from the UK
Microsoft Office 365
Entertainment Data Pass
Roam Abroad (EU & RoW)
BT Sport

Entertainment data pass qualifying apps (link to be supplied)

NB: BT Sport will be chargeable from Aug 23.

INCLUSIVE EXTRAS ON BUSINESS FULL WORKS PLANS

Customers on Business Full Works plans will get a choice of:

Our iPhone customers get our network exclusive Apple One Package, plus 1 Inclusive Extra

Apple One Package:

Apple Music
Apple TV+
Apple Arcade
iCloud+

**Our Android customers can choose from:
3 Inclusive Extras**

Apple Music

500 Mins To Call Europe from the UK

Microsoft Office 365

Roam abroad (EU & RoW)

BT Sport

Plus 1

SMALL SIMS. MASSIVE NETWORK. HUGE BENEFITS

Customers can keep their existing device or number, while still getting the benefits of the UK's best 5G network with a SIM Only plan.

SIM Only plans that work harder for you

With Business Essential, customers choose the data allowance they need. They can enjoy unlimited minutes and texts, the fastest 5G speeds, and the reassurance that we'll keep them connected to critical services like email, WhatsApp and maps, even if they run out of data. Business All Rounder includes one Inclusive Extra to suit them in or out of the office. Or Business Full Works for iPhone with Apple One and an Inclusive Extra or Business Full Works for Android, with up to three Inclusive Extras to choose from Microsoft 365 Personal, 500 minutes to call Europe from the UK, Roam Abroad Pass, or BT Sport Ultimate.

Stay Connected

Our SIM Only business plans come with Stay Connected Data which ensures customers will never be out of touch or out of reach, even if they exceed your data usage. If they use up their allowance, we'll keep them connected so they can always access essentials like email, WhatsApp and maps.

WiFi Coverage Boost

All our SIM Only business plans give customers WiFi Coverage Boost. So they can seamlessly connect to over 160,000 BT WiFi hubs in areas where coverage could be congested.

LAPTOP AND TABLET PLANS TO HELP CUSTOMERS WORK SMARTER, NOT HARDER

Customers can work the way they want, wherever they want with the right business plan.

Business Essential plans

Customers can choose the data allowance that's right for them. Enjoy the fastest 5G speeds, and the reassurance that we'll keep you connected to critical services like email and maps, even if you run out of data.

Further peace of mind comes from WiFi Coverage Boost, an Annual Device Check-up to ensure their device runs as well as it did when it was new. And our Lifetime Warranty offers repairs for any manufacturer faults for the lifetime of their plan.

Business All Rounder plans

These include an Inclusive Extra that can help boost customers' productivity, or make the most of their free time. This includes Microsoft 365 Personal, Apple One, 500 minutes to call Europe from the UK, Roam Abroad Pass, or BT Sport Ultimate.

Stay Connected

Our Connected Device business plans come with Stay Connected Data which ensures customers will never be out of touch or out of reach, even if you exceed your data usage. If they use up their allowance, we'll keep you connected so they can always access essentials like email, WhatsApp and maps.

WiFi Coverage Boost

All our Connected Device business plans give you WiFi Coverage Boost. So they can seamlessly connect to over 160,000 BT WiFi hubs in areas where coverage could be congested.

BUSINESS HANDSET & SIMO TARIFF STRUCTURE & INCLUSIONS

	Business Essential	Business All Rounder	Business Full Works
Our 'best' speeds. Uncapped 5G speeds	✓	✓	✓
WiFi Coverage Boost. Seamless access to 160k WiFi hotspots where cellular network is congested	✓	✓	✓
Stay Connected Data	✓	✓	
Service benefits. Extended Warranty, Annual Device Check-Up & Local Repairs	✓	✓	✓
Service benefits. Upgrade Anytime		✓	✓
1 Inclusive Extra		✓	
Apple One +1 Inclusive Extra			✓
3 Inclusive Extras. (Android)			✓
10GB	✓	✓	
50GB	✓	✓	
100GB	✓	✓	
Unlimited Data	✓	✓	✓

BUSINESS TABLET & LAPTOP TARIFF STRUCTURE & INCLUSIONS

	Business Essential	Business All Rounder	Business Full Works
Our 'best' speeds. Uncapped 5G speeds	✓	✓	✓
WiFi Coverage Boost. Seamless access to 160k WiFi hotspots where cellular network is congested	✓	✓	✓
Service benefits. Extended Warranty, Annual Device Check-Up & Local Repairs	✓	✓	✓
Stay Connected Data	✓	✓	
1 Inclusive Extra		✓	
Apple One +1 Inclusive Extra			✓
3 Inclusive Extras. (Android)			✓
10GB	✓	✓	
50GB	✓	✓	
Unlimited Data	✓	✓	✓

BUSINESS WATCH TARIFF STRUCTURE & INCLUSIONS

	Business Essential Pair Plan	Business Fitness Pair Plan
'Best' speeds. Uncapped 4G speeds	✓	✓
WiFi Coverage Boost	✓	✓
Benefits. Apple: Fitness+		✓
Paired data	✓	
Paired mins & texts	✓	
4GB data		✓
Paired mins & texts		✓

BUSINESS MBB TARIFF STRUCTURE & INCLUSIONS

	Business Essential
Our 'Best' speeds. Uncapped 5G speeds	✓
WiFi Coverage Boost	✓
Service benefits. Extended Warranty	✓
Stay Connected Data	✓
10GB	✓
50GB	✓
100GB	✓
Unlimited Data	✓

MAKE MANAGING BUSINESS MOBILES A DODDLE

With all their 4G and 5G-enabled devices on one shared plan, Business Connect is the simple, secure way for customers to manage them.

Overview

Why it's great

Flexibility where it's needed - a single bucket of data to easily share across

- 1 the team. Customers can simply choose a data allowance and how many users will share it, so everyone gets the amount they need. Add more data and devices as they need them (stackable account level data up to 950GB).

Simplicity - Business Connect is the simple way to connect and manage any

- 2 combination of eligible plans together in one shared plan, onto the one bill. Pick and mix from our 4G and 5G devices – or go SIM only.

Monthly costs, under control - no more wasted data, or unexpected costs, we

- 3 don't increase our prices during the contract and we'll let you know when you've used 80% and 100% of your data, and give you the option to add a spend limit on each connection.

Unlimited UK and EU minutes and texts - we cover roaming in our Europe

- 4 Zone as part of our Tariffs. So your data, minutes and text allowances will work in our Europe Zone, just like they do at home.

Optional international allowances - one bundle for roaming minutes and texts in key global business destinations, and calling abroad from the UK.

- 5 **Service Benefit** - this includes a free annual device MOT and Lifetime Device Guarantee.

Important

Business Connect account requires at least five connections and one of them should be at least on a 24- or 36-month contract and the account should have at least one active account-level data add-on.

If a customer who has an old account level data add-on applied requests to add more data in-life, the customer should be offered one of the new add-ons from the current range. Any old account level data discounts for Business Connect are not applicable with the new range of plans.

Data limit alerts need to be set up by the customer before they start working. Customers can receive them via a specified mobile number or by email. They won't receive the alerts if this step isn't completed.

Account level

Shared data plans to share across all devices from subscription level

Shared data options

Term	24 and 36 months					30 days	
Allowances	5GB	10GB	20GB	50GB	100GB	5GB	10GB
Monthly Charge	£15	£30	£60	£150	£300		
	£12.50	£25	£50	£125	£250	£20	£40
	£10	£20	£40	£100	£200		

IDD and Roaming add-ons

Term	24 and 36 months					30 days	
Allowance	500 IDD minutes and texts to EU and BZ*	1000 IDD minutes and texts to EU and BZ*	500 IDD minutes and texts to EU and BZ*	500 roaming Business Zone minutes and texts	1000 roaming Business Zone minutes and texts	500 roaming Business Zone minutes and texts	
Monthly charge	£50	£100	£100				

*Business Zone countries: Australia, Canada, China, India, Israel, New Zealand, Singapore, Turkey, USA and US Virgin Islands

**Upgrade Anytime is not available in Indirect channels.

Subscriptions level

with access to shared data

Handset plans

Term	24 and 36 months								
Monthly charge	£10	£15	£20	£25	£30	£35	£40	£45	£50
Mins and text allowances	Unlimited calls and texts in the UK and EU								
Data	Access to any account level data allowances at 5G speeds								

Connected Devices plans

Term	24 and 36 months								
Monthly charge	£10	£15	£20	£30	£40	£50			
Allowances	Access to any account level data allowances at 5G speeds								

SIMO plans

Term	24 months		30 days	
Monthly charge	£8	£10		
Mins and text allowances	Unlimited calls and texts in the UK and EU			
Data	Access to any account level data allowances at 5G speeds			

Data SIMO plans

Term	24 months		30 days	
Monthly charge	£8	£10		
Mins and text allowances	Access to any account level data allowances at 5G speeds			
Data				

Individual extras**Individual add-ons**

Term	30 days		
Allowance	5GB	10GB	20GB
Monthly charge	£10	£15	£20

IDD

Term	24 months	36 months	30 days
Monthly charge	£3	£2.50	£10
Allowance	180 minutes from UK to EU & USA		

Roaming

Term	30 days	
Monthly charge	£10	
Allowance	250 mins/250 text/250 MB data in BZ*	

MOBILE INSURANCE FOR PHONES AND TABLETS

Mobile and tablet insurance that comes in two levels, so you can find cover that best suits your needs. Without fuss. Relax, we've got you covered.

Plus Full Cover and Damage Cover with AppleCare Services for iPhones.

Overview

Why it's great

- 1 Be prepared for anything** – with protection against damage, loss and theft. Don't let a broken device hold you back.
- 2 Rest assured** – with protection against accidental damage. Accidents happen and we're here to fix them.
- 3 Keep it simple** – with 24 month fault cover, which can be cancelled at any time. And iPhones are covered too with Full Cover and Damage Cover with AppleCare Services.
- 4 Protected anywhere, any time** – with worldwide cover. You can relax knowing that you're protected no matter where you are. And next day replacement means even if your device is damaged, you'll be back up and running in no time.

Insurance Benefits – Full Cover and Damage Cover

What's included

	Full Cover from £9 per month	Damage Cover from £5 per month
Next day replacement – for loss and theft	✓	
Next day replacement – for accidental damage	✓	✓
Device repair (subject to eligibility)	✓	✓
Worldwide cover	✓	✓
Cover for loss	✓	
Cover for theft	✓	
Cover for accidental damage	✓	✓
Cover for breakdown – for the duration of your policy, following expiry of manufacturer's warranty	✓	✓
Multi-policy discount	✓	✓
Cover for in-box manufacturer-provided charging accessories	✓	✓
Free Minute One Accessories Bundle – worth £24.99 on selected devices		✓
Free Minute One Premium Accessories Bundle – worth £39.99 on selected devices (Or free Minute One Accessories Bundle worth £24.99 when a Premium Bundle is not available)	✓	

The monthly premium will vary depending on your device. The premiums displayed in the table above are for our lowest devices.

Insurance Benefits – Full Cover and Damage Cover with AppleCare Services

What's included

	Full Cover from £9.49 per month	Damage Cover from £5.99 per month
Next day replacement – for loss and theft	✓	
Next day replacement – for accidental damage	✓	✓
Device repair (subject to eligibility)	✓	✓
Worldwide cover	✓	✓
Cover for loss	✓	
Cover for theft	✓	
Cover for accidental damage	✓	✓
Cover for breakdown – for the duration of your policy, following expiry of manufacturer's warranty	✓	✓
AppleCare Services • Repair service at Apple Stores and Apple Authorised Service Providers • 24/7 priority access to Apple experts by chat or phone • Software support for iOS, iCloud and Apple-branded iPhone apps • Apple-certified repair or replacement with genuine Apple parts • Battery replacement service	✓	✓
Multi-policy discount	✓	✓
Cover for in-box manufacturer-provided charging accessories	✓	✓
Free Minute One Accessories Bundle – worth £24.99 on selected devices		✓
Free Minute One Premium Accessories Bundle – worth £39.99 on selected devices (Or free Minute One Accessories Bundle worth £24.99 when a Premium Bundle is not available)	✓	

The monthly premium will vary depending on your device. The premiums displayed in the table above are for our lowest devices.

FLEXIBLE ADD-ON ROAMING OPTIONS FOR BUSINESSES WORKING ABROAD

with our roaming options
customers can use their phone
abroad in some of the most
popular destinations.

Why it's great

- Coverage where customers need it** – our roaming options offer around 98% global coverage. So customers have the flexibility to do business, wherever it takes them.
- Roam like at home in 54 countries** – with our Roam Abroad Pass, customers can use their allowances abroad like they do at home – in our Europe Zone, and seven Rest of the World destinations.
- Unlimited calls, texts and data abroad** – if customers choose one of our Roaming Passports they can get unlimited calls, unlimited texts and a massive 1GB of data for a fixed price per day, in up to 59 of our most popular destinations outside of the EU.
- No unexpected bills** – with our fixed monthly or daily price options, customers don't ever have to worry about going over their allowances.

Important

- Customers can activate the **Roam Abroad Pass** via text services texting ROAMING PASS by texting ROAMING PASS to 150. They can opt out at any time after 30 days by texting STOP ROAMING PASS to 150.
- To get **Business Passport**, customers can text PASSPORT to 150. And for **World Passport**, text WORLD PASSPORT to 150. To opt out of either at any time, they simply have to text STOP PASSPORT or STOP WORLD PASSPORT to 150, and they'll go back to our standard roaming rates.

Roaming Passports

	Business Daily Passport (13 countries)	Business Monthly Passport (13 countries)	World Daily Passport (57 countries)	World Monthly Passport (57 countries)	Roam Abroad Pass New (EU + 7 ROW)
Term	1 day	12 months	1 day	12 months	30 days
Cost	£6.85 per day	£34.26 per month	£8.56 per day	£51.39 per month	£10
Allowance	Unlimited calls, unlimited texts, 1GB data	Unlimited calls, unlimited texts, 10GB data	Unlimited calls, unlimited texts, 1GB data	Unlimited calls, unlimited texts, 10GB data	Roam like at home

Calling abroad add-ons

	UK to EU			UK to USA & Canada	UK to Rest of World			UK to Ireland
Allowance	50 minutes	100 minutes	250 minutes	500 minutes	50 minutes	100 minutes	250 minutes	Unlimited calls and texts
Term	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days
Cost	£2.85	£4.56	£10.27	£5.70	£4.55	£9.13	£20.55	£5.70

Important

- To opt in to the Business Daily Passport customers just need to text PASSPORT to 150 and they're ready to go.
- To opt into the World Daily Passport customers just need to text WORLD PASSPORT to 150 and they're all set up.

Resources for you

Countries included

Business Passport countries:

Australia	Canada	Israel	Singapore	Turkey (Inc.
New Zealand	China	Qatar	South Africa	Northern Cyprus)
USA	India	Russia	Thailand	

World Passport countries

Albania	Canada	Israel	Nigeria	Taiwan
Argentina	Chile	Jamaica	Oman	Thailand
Armenia	China	Japan	Pakistan	Turkey (Inc.
Australia	Colombia	Kenya	Peru	Northern Cyprus)
Bahrain	Costa Rica	Kuwait	Philippines	Ukraine
Bangladesh	Dominican Republic	Macedonia	Qatar	United Arab
Barbados	Ecuador	Malaysia	Russia	Emirates
Belize	Egypt	Mexico	Saudi Arabia	USA
Bermuda	Georgia	Moldova	Serbia	Uruguay
Bosnia	Ghana	Montenegro	Singapore	Venezuela
Herzegovina	Hong Kong	Morocco	South Africa	
Brazil	India	New Zealand	South Korea	
Cambodia	Indonesia	Nicaragua	Sri Lanka	

Calling abroad add-ons

Europe Zone countries:

Austria	French Guiana	Ireland	Monaco	Sweden
Belgium	France	Isle of Man	Norway	Switzerland
Bulgaria	Germany	Italy	Poland	Vatican City
Croatia	Gibraltar	Jersey	Portugal	
Cyprus	Greece	Latvia	Reunion Island	
Czech Republic	Guadeloupe	Liechtenstein	Romania	
Denmark	Holland	Lithuania	San Marino	
Estonia	Hungary	Luxembourg	Slovakia	
Finland	Iceland	Malta	Slovenia	
		Martinique	Spain	

*Registered account address in Northern Ireland with a postcode prefixed with 'BT' required.

Roam Abroad

Europe Zone (47 countries):

Austria	Germany	Martinique	Sweden
Azores	Gibraltar	Mayotte	Switzerland
Belgium	Greece	Monaco	Vatican City (Italy).
Bulgaria	Guadeloupe	Netherlands	
Croatia	Guernsey	Norway	
Cyprus (excludes northern Cyprus)	Hungary	Poland	
Denmark	Iceland	Portugal	
Estonia	Isle of Man	Reunion Islands	
Finland	Italy	Romania	
France	Jersey	San Marino	
French Guiana	Canary Islands	Saint Martin	
	Denmark	Lichtenstein	
	Estonia	Lithuania	
	Finland	Luxembourg	
	France	Madeira	
	French Guiana	Malta	

ROW (7 countries):

USA
Canada
Australia
New Zealand
Mexico
China
South Africa

Rest of World countries

Nigeria	Jamaica	Philippines	Singapore	Taiwan
South Africa	New Zealand	Malaysia	Indonesia	Antigua &
India	Russia	Ukraine	Colombia	Barbuda
Australia	Saudi Arabia	Barbados	Dominican	
Turkey	Kenya	Bermuda	Republic	
UAE	Mauritius	Republ	Oman	
Pakistan	Sri Lanka	Trinidad &	Kuwait	
China	Egypt	Tobago	St Lucia	
Bangladesh	Hong Kong	Thailand	Vietnam	
	Qatar	South Korea	Bahrain	

Resources for you

MANAGE AND SECURE ANY DEVICE, ANYWHERE

With ivanti's unified endpoint management your customers can see, manage and secure all their devices on one simple but powerful user interface. Enforcing policies and privileges in a few clicks, discovering and patching threats predictively and quickly. For better user experiences, and zero compromise on protection.

Why it's great

- 1 Device management** - allows administrators to manage device security across the organisation, from a single console. Plus set up and configure apps, to guarantee the security of company data.
- 2 Protect business information** - and give your customers the freedom to be mobile while staying in control of their business information. Put simple security policies in place, like enforced device passcode login - or even lock and wipe content.
- 3 App distribution** - lets your customers push out useful apps to their employees devices. From Apple or Android App stores or in-house Apps.
- 4 Content distribution** - means customers can publish selected business files to multiple devices or users. Things like price books / catalogues, marketing collateral, contracts. Max 25 files (2MB per file).
- 5 No upfront or infrastructure cost** - customers can manage everything through an online portal, with no need to integrate into existing IT systems.
- 6 Multiple devices** - Ivante is multi-platform (Apple, Android, Windows MAC OS), so your customer won't be locked down to a particular device manufacturer. Plus it covers the entire lifecycle - from onboarding, provisioning and securing to decommissioning.

Important

Customers can get ivanti as an add-on with SME Handset plans.

There are two Ivanti products available for Small Business:

- Ivanti Secure UEM (MDM solution) which manages security for all devices within the organisation. Allowing customers to provide the apps, settings and configurations needed to guarantee the security of company data.
- Ivanti Threat Defense, an Add-on to Secure UEM detects and remediates known and zero-day threats. Protects iOS and Android devices against attacks that occur at device, network and application level. And prevents phishing attacks.

MobileIron was acquired by Ivanti in Dec 2020

**With Ivanti customers can manage and monitor endpoints, apps, and content
– keeping business data highly secure**

		Monthly cost	Secure UEM	MTD
Monthly cost	Per device price.		£3.50	£3.50
	Per user price (up to five devices).		£5	£5
Device management and security	Secure and manage mobile devices running iOS and Android (MDM).	✓		
	Configure email and wi-fi and distribute apps for your entire mobile estate remotely.	✓		
	Protect passwords, lock and wipe lost devices instantly online.	✓		
	Secure and manage all endpoints - mobile and PC/laptop (iOS, macOS, Androis and Windows 10 devices).	✓		
	Easy on boarding through integrations with Apple Business Manager, Google Zero Touch Enrolment, Samsung Knox Mobile Enrolment and Windows Autopilot.	✓		
Scale IT operations	Provide a secure content hub for users to access, edit and share documents (Apps@Work).	✓		
	Can also selectively wipe data from lost or stolen devices.	✓		
	Separate personal and business data to maintain user privacy and security.	✓		
	Connects to Directory services for easier user management (Connector).	✓		
	Helpdesk tools to provide remote support by allowing IT to view and control user screen (Help@Work) meaning more efficiency.	✓		
	Allow remote workers to use any mobile device or PC to securely connect to the intranet, on-premises email and on-premises apps with real-time security (Sentry).	✓		
	Secure access to authorised apps for both managed and unmanaged devices - with or without MobileIron MDM (App Station).	✓		
	User-based licensing provides a cost effective option for customers with multiple devices per user.	✓	✓	
Protect mobile devices from Cyber Threats	Threat detection - protect against phishing attacks, device vulnerabilities, malicious apps and network exploits such as man-in-the-middle attacks (protecting against spoof/fake wi-fi e.g. when accessing public wi-fi like in an airport or a café) using sophisticated machine learning and behaviour-based detection on the mobile endpoint.		✓	
	Threat remediation - limit time of exposure for possible exploitation and stop zero-day attacks with policy-based compliance actions that provide alerts of risky behaviours, proactively shuts down attack on the endpoint with or without network connectivity.		✓	
	Gain visibility into risky app usage and leverage basic app policies to whitelist or blacklist apps.		✓	

Business rules

- Each managed device requires one licence.
- Bundles of licences are applied at account level.
- Compatible with all Small Business price plans on a minimum 12-month contract.
- After the minimum commitment term of 12 months, the Ivanti SOCs will remain on the customer's account until the customer requests the deactivation of the service.
- If a customer changes tariff plan, the Ivanti SOCs will remain on their account.
- Each managed device requires 1 licence for Secure UEM, Mobile Threat Defense, user-based or device based licensing is available.
- The same SOC can be applied multiple times to same account (customers can buy 5 or 1 Ivanti licences multiple times).

HELP CUSTOMERS POCKET FREE CARD PAYMENTS

With a pocket-sized card reader worth £19 (+ VAT) and their first £1000 worth of transactions, free. In partnership with Square.



Why it's great

- 1 Exclusive to EE customers** – so they can take face-to-face payments over the counter or on the go, free up to the first £1000.
- 2 Pocket-sized, portable payments** – the card reader accepts debit, credit and contactless payments from anywhere at 1.75% per transaction. And processes next business day deposits as standard.
- 3 More than one secure way to pay** – Square's Virtual Terminal turns customers' laptops into payment devices. For secure over-the-phone transitions at 2.5% per transaction. And processes next business day deposits as standard.
- 4 Free Square Online Store** - these professionally designed websites sync online and in-person payments. They help shop owners organise click and collect or local deliveries through their Square account, too.
- 5 Makes invoicing easy** – Square Invoices let customers create, send and track branded invoices, with automatic payments and on demand payment statement updates, for free.
- 6 Tracks sales in real-time** – Square Dashboard makes it easy to see which products are flying off the shelves and which take longer to shift. So customers know what to stock up on, when.

Updated

STANDARD MRC TRADE-IN

Customers can get money off their monthly plan by trading in their old phone.

Why it's great

- 1 It's quick and easy** – Customers just have to post their devices to us free of charge. We handle the rest.
- 2 Save money** – The value of a customer's trade in will be applied as a monthly credit that'll make their new monthly plan even cheaper.
- 3 Saving the planet** – Customers can reduce their environmental impact, as we refurbish 95% of the devices we receive and recycle the rest.
- 4 Price Promise** – Customers aren't penalised for minor blemishes. They'll get the device's full value if they answer the grading questions and return within 14 days.
- 5 Completely secure** – All devices are expertly wiped before being refurbished or refurnished. So customers can be sure their data isn't at risk.
- 6 Get support** – Customer can get all the help they need from us or our trading partner Likewize.

Important

- Available in Desk Upgrades and Acquisition.
- Please make the customer aware that the trade in credit is applicable for 24 months, even when on a contract longer than 24 months.
- Pre-Order & Back-Order devices must be flagged in the trade-in portal.
- Trade-in monthly credit must be applied using the appropriate Business trade in SOC credit.
- Upfront trade-in discounts will no longer be available.

The digital phone line that goes wherever your customers go

Cloud Voice Express lets customers make and take calls on their business number from anywhere. So they can stay in touch, and in control, wherever they go.



Why it's great

1 Business on the move

When a customer downloads the Cloud Voice Express app on their smartphone, they can connect with clients and colleagues using their business number, wherever they are.

2 Keep your number with you

Your customer's phone number is part of their local business identity. With Cloud Voice Express, customers can keep the same number for life – even if they move location.

3 Not today thank you

Our filters automatically block nuisance calls from tens of thousands of known numbers. So customers can focus on what really matters.

4 Savvy voicemail

Voice-mail messages are converted to text and sent straight to the app. Saving customers time, so they can respond faster.

5 All set with a handset

To access their digital phone line when back at the office, customers will need a new handset. We include one with every Cloud Voice Express line.

6 Don't let them slip through the net

Customers will never miss an important call again. If they're up against it, the call divert feature sends unanswered calls through to other colleagues, so their business will never miss out on new opportunities.

Resources for customers

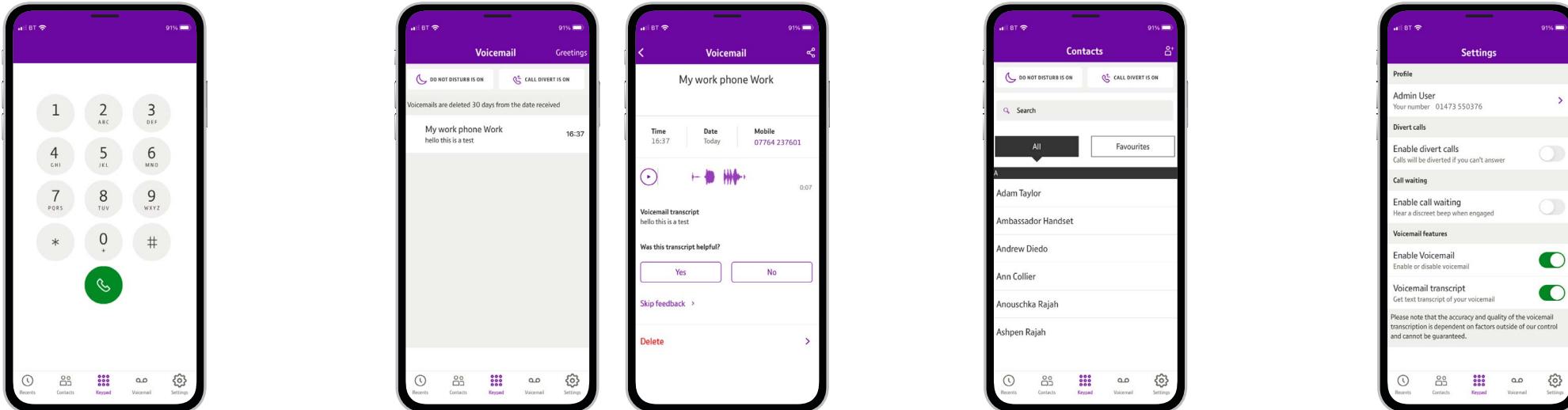
Resources for you



	Feature	Description
Headline features	Cloud Voice Express app	Customers can make and receive calls from their fixed office number on their smartphone; access voicemail, contacts, call history and more.
	Voicemail	Customers can access their voicemail on the app or online from anywhere. Voicemails are converted to text and can be viewed on the app, online or sent to an email address. They can also dial 1571 to access their mailbox.
	Block nuisance calls	We can automatically block calls from our Nuisance Numbers List (over 18 thousand numbers). Customers can add new numbers to their own blacklist and also block calls from withheld numbers.
	Keep your number for life	Because Cloud Voice Express is an IP voice service and not tied to local exchanges, customers can keep their number even if they move to another area.
	IP phone included	Because Cloud Voice Express is an IP voice service it needs an IP phone to work. We include one with every Cloud Voice Express line.
Incoming call features	Call divert	Customers can divert calls to another number or voicemail if they don't answer, they're on another call, or if there's a fault.
	Call waiting	Lets customers know if there's another call waiting, if they're already on a call.
	Caller display	Displays the name and number of an incoming caller.
In-call features	Call transfer	While on a call, transfer it to another number. Choose from transfer with an announcement (warm transfer) or transfer and end the call (cold transfer).
	Call hold	Place a current call on hold.
	Three-way calling	Set up a conference call with two other numbers.
Outgoing call features	Call barring	Prevent calls being made to all numbers, premium numbers or international numbers.
	Withhold number	Choose to always hide your number for outbound calls.
General features	Contacts	Customers can import contacts from their mobile on to their Cloud Voice Express service. They can access and edit their contacts on the app, online and on the IP phone.
	Call history	View call history on the app, online and on the IP phone.



The Cloud Voice Express app



Make and take calls

When anyone calls a customer's business landline number, their mobile will ring at the same time. So they can answer business calls wherever they're working from. Customers can also make calls from the app using their landline number and call plan. So they can take their business identity with them.

Voicemail just got better

Customers get notifications for voicemail messages. Rather than call an automated mailbox, they can access all their messages from the app. These messages appear as a list, so they can go straight to the one they want to listen to – and delete those they don't. All messages are also converted to text, so they can quickly read them rather than waste time pressing options one, two or three.

Contacts and call history

The Cloud Voice Express app syncs with the customer's contacts, so all their numbers are only a tap away. It also syncs the customer's complete call history – whether they rang someone using the app or their office phone.

Quick access to key features

Customers can easily manage key features straight from the app, like call divert and do not disturb. All other features are managed online through 'My Account' on bt.com



Cloud Voice Express sales exceptions checklist

Services powered by PSTN lines don't work with Cloud Voice Express. So it's really important to check if customers use any of the following or they won't be eligible for our cloud solution.

Alarm lines	Alarms send their signals to remote monitoring centres. This includes security alarms (everything from fire to intrusion), panic alarms, plus security doors and fire doors.
Telecare pendants	A version of a panic alarm, the customer presses a button on this wearable device to alert a monitoring centre when they need help.
PDQ machines	Short for 'Process Data Quickly', a PDQ machine is another name for a cash machine. It uses the PSTN to communicate with a bank when you withdraw money.
CCTV	While local authorities and larger businesses may send camera footage back to a control room using the PSTN, it's unlikely SMEs will have the same surveillance set-up. It's worth asking though.
Fax machines	Many businesses still use fax, especially law firms as its fast, secure and faxed files can be used as evidence in court.
Franking machines	These devices calculate the price of postage by weighing parcels and communicating with Royal Mail to get the latest prices.
Lift lines	This service connects lifts to telephone lines so users can call for emergency help if the lift breaks down.
MAG bells	A type of external bells, commonly used in yards to alert people to their phone ringing.
Auto-diallers	Call centres use this automated system so they can queue up customers and process more calls in a day.
EPoS	Restaurants and takeaways use this system to identify customers and their past orders based on their telephone number.
Oyster Card machines	Like a PDQ machine, but for topping-up your Oyster Card credit when using the London Underground.
PayPoint	Like a PDQ machine, but for paying bills, topping-up gas and electric keys and more.
Just Eat machines	Restaurants and takeaways use this terminal to process customer orders from the Just Eat app.
Wired extensions	Any system that uses extension cables won't work with our cloud solution.
Door entry systems	This remote control for letting customers and colleagues in (and keep unwanted visitors out) without going to the door often uses PSTN.



How it compares

	Cloud Voice Express	Cloud Phone	Cloud Voice (Sold by BTLB)
What is it?			
How is it described?	The digital phone line that goes where you go.	A hosted VoIP phone system for small businesses - get the features of a traditional system with the cost savings of the Cloud.	All the functionality of a traditional office-based phone system, but with the flexibility to do so much more.
Who is it aimed at?	Customers with simple voice needs, who have either PSTN or Featureline Compact.	Customers with simple to moderate voice needs who might have phone lines or a traditional phone system.	Customers with moderate to advanced voice needs who are most likely to have a traditional phone system.
Who can get it?			
How can you buy it?	Only available bundled with our fibre broadband (and customers can then have additional lines).	Bought as a standalone service, but customers must have our broadband or BTnet.	Bought as a standalone service, but customers must have our broadband or BTnet.
How many lines can you have?	Up to four Cloud Voice Express lines maximum per site.	Aimed at 1-9 users, but can scale higher.	Aimed at 5-250+ users.
How many sites can you have it at?	Single or multiple site.	Single or multiple site.	Single or multiple site.
What broadband will it work over?	SOGEA & FTTP only.	All BT Business broadband and BTnet.	All BT Business broadband and BTnet.
What lines can I convert from?	Can convert from PSTN or Featureline Compact.	Can convert from any line type.	Can convert from any line type.
What are the options?			
Line/licence types	One line type.	Three licence types (Basic, Connect, Collaborate).	Three licence types (Basic, Connect, Collaborate).
UK call plans	PAYG or Unlimited.	Inclusive 500 mins or Unlimited.	PAYG, Unlimited or shared minutes allowance.
International call plans	PAYG only.	PAYG only.	PAYG or shared minutes allowance.
Phone numbers	Number included per line, can't have more than one number per line.	Number included with each licence and can buy additional numbers.	Numbers not included, but can buy as many as needed.
Phones	One phone type, included within line rental price.	Not included. But there's a range of phones available.	Not included. But there's a range of phones available.
How is it installed?			
Order provision	Automated.	Order managed by a person.	Order managed by a person.
Phone set up	Plug and play self install.	Plug and play self install.	Self install or engineer install.
Number transfer	Customer controlled by plugging in the phone.	Order managed by a person.	Order managed by a person.
Training	No options (no training required).	Welcome to service call included.	Range of training packages available.



How it compares

	Cloud Voice Express	Cloud Phone	Cloud Voice (Sold by BTLB)
Key features			
Mobile app Make and receive calls from a smartphone. And access voicemail and popular features with our new best-in-class app.	Yes Smartphone only	Yes Smartphone + desktop apps available	Yes Smartphone + desktop apps available
Call Filter Block unwanted calls from known nuisance numbers and withheld numbers.	Yes Automatic blocking from BT's blacklist	Yes But customer needs to input the numbers themselves	Yes But customer needs to input the numbers themselves
Voice mail Voicemails converted to text. Messages and notifications available on mobile app.	Yes	Yes But not converted to text	Yes But not converted to text
Other features			
Portal Online portal to manage features and settings.	Yes Managed within BT My Account	Yes But separate portal not on My Account	Yes But separate portal not on My Account
Simple call handling Call transfer, 3 way call, call divert, call hold, call barring, caller ID.	Yes	Yes	Yes
Advanced call handling Auto attendant (IVR), call queues (e.g. hunt groups), music on hold, simultaneous/sequential ringing, hot desking.	Yes	Yes	Yes
Admin tools Call recording, call monitoring, corporate directory, receptionist console, fax support, integrations with CRM, call logs.	Yes	Yes	Yes
Collaboration Audio/video/web conferencing, presence, instant messaging.	Yes	Yes	Yes



CVE Number Portability

Make sure you use number check on the technology checker first.

Supported:

- PSTN
- Featureline Compact
- BT Range holders shown as BT001
- Most BT non range holders

Not supported:

- Residential
- Legacy
- Featureline Standard
- ISDN2e
- IP Comms

Technology Check Number Check

Select required Input type: * Enter Input value: * Check Clear

S.No	Search Parameter	Available Lines	Working Broadband	Available Technology	Speed (Mbps)	Hybrid Speed Boost(Mbps)	RAG	Line Clear	Mobile Coverage	FTTP Installation Type
1	01277353948	NA	Yes	<input type="text" value="SOGEA"/>	Download :36-49 Upload :5-8 MGALS :32	NA	 	Y (Line Clear).. i	NA	

Enter Telephone number : * Check Clear

Number Details

Telephone number :	<input type="text" value="01277353948"/>	Range Holder :	<input type="text" value="BT (001)"/>
Number Status :	<input type="text" value="WORKING"/>	Current CP ID :	<input type="text"/>
Product :	<input type="text" value="PSTN"/>	Routing Prefix :	<input type="text"/>
Line Of Business :	<input type="text" value="OpenReach"/>	Mastered by :	<input type="text" value="CSS"/>
Number Type :	<input type="text" value="Geographic"/>		

iThis number is not currently working with B&PS.



Important checks and reminders

- Use **tech check before pitching Cloud Voice Express (CVE)**. Make sure the customer's premises support the SOGEA product and there are sufficient speeds **i.e. download speeds are more than 15mbps**.
- Make sure the customer **activates and uses the online profile ID selected within the CVE order journey** as this same ID is used for CVE registration and lets the customer successfully set up and use the CVE app and online portal. (If there are multiple existing online profile IDs it's important to check with the customer which is the right one and select it.)
- It's important that the customer uses the same email address for both the service admin and the contact email address. This will need to be the same as the contact email address for KCIs.
- Change the **delivery address for equipment** if you need to.
- Check that you've captured a **secondary or site contact** as it might be different from the person placing the order.
- Customer appointment **CRD should be a minimum of 10 working days**.
- Discuss **lead times** around **number porting** with the customer where applicable. Including the potential impacts on downtime.
- CRD should be aligned in both parts of the bundle order.
- The **address details must be exactly the same in both parts of the bundle** order or it won't go through.
- Advise customers to follow the instructions sent to them by email and plug in their new digital phone(s) on the confirmed installation date to avoid any loss of service.
- **Remind customers to activate their online portal** so they can use CVE service features. There is a guide on how to do this in their KCIs.
- Remind the customer that they can check the progress of their order online with the order reference and/or via their online profile.
- Remember to **add any relevant notes to your interaction on AD**, especially if the customer has services on the line but still wants to go ahead. This will help to avoid complaints and mis-sale discussions in the future.



PSTN lines

Pricing

- A standard phone line for voice calls.
- For small businesses that need one or two lines, and basic call features.

	Term	Connection charge Only if engineer is needed	Monthly upgrade to					
			Take-over charge	Monthly rental	Quarterly rental	Prompt Care	Total Care	Critical Care
Critical line								
• Comes with Critical Care • Target fault fix time is six hours • 24/7 engineering cover (including Bank Holidays) contactable 365 days a year • Single or multi lines	2 years	£75	£40	£39.24	£117.72			
	1 year	£100	£40	£40.77	£122.31			
Standard line								
• Comes with Prompt Care • Target fault fix time is end of next working day • Engineering cover Monday–Saturday 08:00–18:00 (excluding Bank Holidays) contactable 365 days a year • Single or multi lines	2 years	£75	£40	£32.14	£96.42		£6.49	£8.70
	1 year	£100	£40	£33.89	£101.67		£6.49	£8.70
Value line								
• Comes with Standard Care • Target fault fix time is end of second working day • Engineering cover Monday–Friday 08:00–18:00 (excluding Bank Holidays) contactable 365 days a year • Single lines only • Can't be connected to a switch	2 years	£75	£40	£24.27	£72.81	£3.50	£6.49	£8.70
	1 year	£100	£40	£27.55	£82.65	£3.50	£6.49	£8.70

Important

- The £40 take-over charge will be reduced to £20 if the customer has Call Essentials.

Resources for you



PSTN lines

Calling features

Calling features

BT Answer 1571 – personalised answering service which tells you to check your mailbox when a new message arrives

Included as standard



Call return – gives the number of the last person who called and you can call them back



Withhold number service – withholds your number so it can't be seen by the number you're calling



Caller display – displays the number of an incoming caller (phone with a display needed)



Call diversion – diverts calls to any number

Calling features pack



Call waiting – tells you if there's another call waiting when you're already on a call. You can even switch between the calls



Three-way calling – set up a conference call with two other callers



Unlimited ring back – calls to let you know when an engaged number becomes free



Call sign – a call sign number rings with a distinctive ring tone when it's called – so you can easily distinguish it from normal calls



Reminder call – sets an alarm call



Call barring – stops certain incoming and outgoing calls (e.g. premium rate services and international calls)



Important

Customers can order Caller Display separately – it's now free of charge.

- One feature: £5.03 per month
- Two to four features: £9.19 per month
- Five to seven features: £12.79 per month

Resources for you

Resources for customers

Remember: you can share these links with your customers if they need help with their calling features.

Featureline**Pricing**

- A phone line with handy call management features.
- Perfect for small to medium-sized sites that want the call handling capabilities of an advanced phone system without costly network set-up.
- We take care of the technology, the updates and the maintenance – there's no hassle with maintenance contracts or insurance. The customer just pays a low monthly rental fee.

	Term	Connection charge with a discount plan	Connection charge without discount plan	Conversion charge	Take-over charge	Monthly cost	Quarterly charge	Quarterly upgrade to	
		Total Care	Critical Care						
Featureline Compact									
• Comes with Prompt Care Features include: Client diversion, call waiting, call transfer, call pick up, ring back, call barring, three-way calling, reminder call, call return, withhold number, call offer and call sign	5 years					£31.59	£94.77	£6.49	£8.70
	3 years	n/a	n/a	n/a	n/a	£33.34	£100.02	£6.49	£8.70
	1 year	£140	£140	£15	£20	£35.09	£105.27	£6.49	£8.70
Featureline Standard									
• Comes with Prompt Care You get all the Compact features plus: Hunt group, ring back when next used, code calling and repeat last call	5 years					£37.17	£111.51	£6.49	£8.70
	3 years	n/a	n/a	n/a	n/a	£40.34	£121.02	£6.49	£8.70
	1 year	£140	£140	£15	£20	£42.63	£127.89	£6.49	£8.70

Important

- 5 year contracts withdrawn from new supply on 1 November 2020.
- 3 year contracts withdrawn from new supply on 1 September 2022.

Resources for you



Featureline

Calling features

Calling features

	Featureline Compact	Featureline Standard
Call diversion – diverts calls to any number	✓	✓
Call waiting – tells you if there's another call waiting when you're already on a call. You can even switch between the calls	✓	✓
Caller display – displays the number of an incoming caller (phone with a display needed)	✓	✓
Call transfer – transfer a call to any other number	✓	✓
Call pick up – answer a call on your own phone that's ringing on another Featureline extension	✓	✓
Ring back – calls to let you know when an engaged number becomes free	✓	✓
Call barring – stops certain incoming and outgoing calls	✓	✓
Three-way calling – set up a conference call with two other callers	✓	✓
Reminder call – sets an alarm call	✓	✓
Call return – gives the number of the last person who called and you can call them back	✓	✓
Withhold number – withholds your number so it can't be seen by the number you're calling	✓	✓
Call offer – if you call an internal extension that's busy, it lets them know that you're trying to get hold of them	✓	
Hunt group – incoming calls are routed to the next available extension, making sure calls are answered	✓	
Ring back when next used – if you call a Featureline extension but don't get an answer, this calls you back and connects you when the extension is next used	✓	✓
Code calling – assign short codes to your most frequently dialled numbers	✓	
Repeat last call – redials the last number you called	✓	
General Interrogation – reminds you which features you have set up	✓	✓



An optional unlimited call plan with free calls up to one hour each to UK landlines and UK mobiles per line, every month

It's for 1–50 lines.

Why it's great

1 Easy to predict spending

Get unlimited calls to UK landlines and UK mobiles for up to one hour each with a UK unlimited calls package.

2 Simplify international call costs

An additional £10 per line, per month, gets 2500 minutes of calls to the international numbers most businesses need.

3 Perfect for small and growing SMEs

No minimum spend commitment makes it ideal for customers whose call volumes vary.

4 Pay only for calls

There's no charge for Call Essentials itself.

5 Extra calls won't break the bank

Low rates for calls outside the customer's allowance keep costs manageable.

Resources for you

**Call packages****Call Essentials****Pricing****Updated****UK Unlimited package**

- Package can be added to 1 to 50 lines
- Unlimited calls to UK landlines (excluding 0845 and 0870 numbers)
- Unlimited calls from Northern Ireland to fixed destinations in the Republic of Ireland
- Unlimited fixed to unlimited UK mobiles – excludes calls to certain charge bands and wi-fi specialised services
- Calls are limited to 60 minutes – after which there's a charge (see charges under Pay As You Go minutes)

	Term	Cost per month
	2, 3 or 5 years	£16.29

Pay As You Go minutes

	Pence per minute	Set-up fee
UK Inland	15p	10p
0870/0845	15p	10p
Standard UK mobiles (fm 1–6, 8, 12, 14, 16)	19p	10p
Specialist mobiles (fm 7, 9, 10, 15, 17)	23p	10p
Specialist mobiles (fm 11, 13)	28p	10p
International – dependant on charge band		
USA	5p	10p
Most of Europe	5p	10p

Important

- Total customer inventory can't exceed 50 fixed lines.
- Customers must take a two, three or five year term.
- If call package is ended before the minimum period, early termination charges apply.
- When the contract minimum term ends, the calls package will continue until terminated.

Don't forget

- Just three calls to UK mobiles, for three minutes each working day, more than covers the cost of the UK Unlimited Package cost.

Resources for you



Call packages

Call Essentials

Countries
Included**Countries included:**

Andorra	Croatia	Italy	New Zealand	St Kitts & Nevis
Angola	Cyprus (North and South)	Jamaica	Nigeria	(formerly
Anguilla	Czech Republic	Japan	Norfolk Islands	St Christopher)
Antigua & Barbuda	Denmark	Jordan	Northern Marianas	St Lucia
Antilles (Netherlands)	Dominica	Kazakhstan	Norway	St Pierre & Miquelon
Argentina	Dominican Republic	Kenya	Oman	St Vincent &
Aruba	Ecuador	Korea Republic (South)	Pakistan	The Grenadines
Australia	Egypt	Kuwait	Palestinian National	Sudan
Austria	El Salvador	Kyrgyz Republic	Authority	Swaziland
Azores	Equatorial Guinea	Laos	Panama	Sweden
Bahamas	Estonia	Latvia	Paraguay	Switzerland
Bahrain	Faroe Islands	Lebanon	Peru	Syria
Bangladesh	Finland	Lesotho	Philippines	Taiwan
Barbados	France	Liechtenstein	Poland	Tajikistan
Belgium	French Guiana	Lithuania	Portugal	Tanzania
Bermuda	French Polynesia	Luxembourg	Puerto Rico	Thailand
Bhutan	Georgia	Macao	Qatar	Trinidad & Tobago
Bolivia	Germany	Madeira	Reunion	Turkey
Botswana	Gibraltar	Malawi (The Republic of)	Rodriguez Islands	Turkmenistan
Brazil	Greece	Malaysia	Romania	Turks & Caicos Is
Brunei Darussalam	Grenada (inc. Carriacou)	Malta	Russia	Uganda
Bulgaria	Guadeloupe	Martinique	Samoa (US)	Ukraine
Burundi	Guam	Mauritius	San Marino	United Arab Emirates
Cambodia (Kingdom of)	Guatemala	Mayotte	Saudi Arabia	Uruguay
Cameroon	Honduras	Mexico	Senegal	USA
Canada	Hong Kong	Mongolia	Singapore	Uzbekistan
Canary Islands	Hungary	Montenegro	Sint Maarten	Vatican City
Cayman Islands	Iceland	Montserrat	Slovak Republic	Venezuela
Chile	India	Morocco	Slovenia	Vietnam
China	Indonesia	Mozambique	South Africa	Virgin Islands (UK)
Christmas Island	Iran	Namibia	South Sudan	Virgin Islands (USA)
Cocos Islands	Iraq	Nepal	Spain	Wallis & Futuna
Colombia	Ireland (Republic of)	Netherlands	(inc. Balearic Islands)	Zambia
Costa Rica	Israel	New Caledonia		Zimbabwe



Call packages

Business Complete

- Brings together calls, lines, broadband and mobile into one simple 24 month package.

Monthly cost with Business Complete	
Call package with broadband or mobile	£15.85
Call package with just a landline	£25.69

Calls

Important

- Total customer inventory can't exceed 50 fixed lines.
- A committed spend applies per annum and is based on recurring charges.
- Charges may apply if a customer doesn't meet 80% of their committed spend.
- Includes all lines (PSTN, ISDN, Featureline and VoIP).
- Intra-business calls must not exceed 75% of the total calls.
- When the contract's minimum term ends, unless the customer resigns a new contract term they won't benefit from the inclusive calls anymore.
- When the contract minimum term ends, the calls package will continue until terminated.

Resources for you



Lines care

What's included

	Standard Care	Prompt Care	Total Care	Critical Care
	Customers who don't have a critical reliance on their line	Customers whose lines are important and need a quick fix	Customers who operate seven days a week or who need an urgent fix	Customers whose lines are vital for their business and need them up and running as soon as possible
Fault reporting	24/7/365	24/7/365	24/7/365	24/7/365
Response	4 hours	4 hours	4 hours	4 hours
Target fix time	End of second working day (up to 23:59)	End of next working day (up to 23:59)	24 hours	6 hours
Hours of service (engineer visit)	Monday–Friday 08:00–18:00 excludes Bank Holidays	Monday–Saturday 08:00–18:00 excludes Bank Holidays	Monday–Sunday 08:00–18:00 includes Bank Holidays	24/7/365
What it all means	Aim to fix a fault reported at midday Friday by 23:59 on the following Tuesday	Aim to fix a fault reported at midday Friday by 23:59 on the Saturday	Aim to fix a fault reported at midday Friday by midday on the Saturday	Aim to fix a fault reported at midday Friday by 6pm that day
Care level included as standard	Value PSTN lines	Standard PSTN lines, Featurelines		Critical PSTN lines

Important

Care options can be tailored to fit in with the customer's business as long as they have the same care level across a single installation. Here's an example:

- A customer has two separate installations – one installation of 10 channels for the customer service team and a different installation of 10 channels for the warehouse.
- Both installations are on separate telephone numbers so they can use Critical Care for their customer service line and Prompt Care for their warehouse.

Resources for you

For pricing information see the [PSTN Lines page](#).



Cloud Phone

Overview

The VoIP phone system for small businesses

All the features of a traditional phone system, but with the flexibility, agility, and cost-savings you get from the cloud.

Why it's great

- 1 Control costs and make savings**
No maintenance fees, free calls between internal users and an unlimited UK calls option.
- 2 Work more efficiently**
With tools like conferencing, desk sharing, IM and presence.
- 3 Work from anywhere**
With the online portal and mobile app, it's easy to manage calls from the office, home and on the move.
- 4 Support when it's needed**
With free training calls and expert support through our service team.
- 5 Flexibility**
New users can be added instantly via the online portal. It's easy for customers to take their phones and business numbers with them if they move offices.



What's included

Benefits	Key features	Feature pack		
		Basic	Connect	Collaborate
Great if they need to work in the office and out on the road	Hunt Groups – allows multiple phones to ring when a number is called	✓	✓	✓
	Calls logs – see a detailed view of all call activity	✓	✓	✓
	Single and multi-level Auto Attendant – a frontline, auto-receptionist that can answer calls with a default or custom greeting. With multi-level, customers can do even more with their call handling and routing rules	✓	✓	✓
	Voice-mail and fax – voicemails can go to email, the app or portal for easy access	✓	✓	✓
	Call Queues – share incoming calls with a specific group of users	✓	✓	✓
	Call recording on-demand – record calls as and when you need to	✓	✓	✓
	Call Flip – transfer conversations from one device to another	✓	✓	✓
	Desktop and mobile apps (Android and iOS) – use and manage the phone system from a smartphone	✓	✓	✓
	Audio conferencing – set up and join any calls at any time from anywhere	✓	✓	✓
	Intercom – allows hands-free, peer to peer conversations between users on desk phones	✓	✓	✓
Can help to improve customer service	Business app integration – with Microsoft 365, Google and Skype for Business	✓	✓	✓
	Call recording automatic – record incoming and outgoing calls automatically	✓	✓	✓
	Call monitoring – allows authorised users to access calls in real time	✓	✓	✓
	CRM integration – with Salesforce.com, Microsoft Dynamics, Zendesk and desk.com	✓	✓	✓
	Developer API – allows customers to link Cloud Phone to their own systems and processes	✓	✓	✓
Helps colleagues work together online – saving time and travel costs	Live reports and dashboards – inbound and outbound call status. Additional charges apply.	Optional bolt-on		
	Web meetings and video conferencing – deliver presentations, share screens and documents, all in the cloud	£5 extra per month		✓
	Large meetings – additional licence to extend meetings to 200/300/500 participants	Optional bolt-on		

Important

- Using our broadband means customers get a BT Smart Hub, which comes with QoS (Quality of Service). This means voice traffic takes priority over everything else and keeps call quality high.
- Make sure your customer's internet access will support their voice and data needs. And if they are moving, check it for their new address.

**Pricing**

			1 – 19 Users		20 users and above	
			500 UK minutes	Unlimited UK calls	500 UK minutes	Unlimited UK calls
Basic <small>Support Mon-Fri 8am-6pm</small>	5 years	Free	10%	£14.21		
	3 years	Free	10%	£14.21		
	2 years	£100	No discount	£14.21		
	1 year	£100	No discount	£16.40		
Connect <small>Support 24/7</small>	5 years	Free	10%	£19.68	£22.96	£17.49
	3 years	Free	10%	£19.68	£22.96	£17.49
	2 years	£100	No discount	£19.68	£22.96	£17.49
	1 year	£100	No discount	£21.86	£25.14	£19.68
Collaborate <small>Support 24/7</small>	5 years	Free	10%	£25.14	£28.42	£22.96
	3 years	Free	10%	£25.14	£28.42	£22.96
	2 years	£100	No discount	£25.14	£28.42	£22.96
	1 year	£100	No discount	£27.33	£30.61	£25.14

Important

- Minutes include calls to UK landlines and mobiles (charged at FM rates).
- Inland calls are to numbers starting with 01, 02, 03, 05 (where charged at g21 rates) and fixed destinations in the Republic of Ireland. Fixed to UK mobile calls – to all FM charge rates (excludes calls to specialised numbers at other rates).
- Cloud Phone cannot make calls to 09 premium rate numbers.
- Payphone calls can't be made to a Cloud Phone.
- Customers get main telephone and fax numbers. Each license added to the account will get an additional direct dialling number. Extra geographic numbers are available at 50p per number per month.

Cloud Phone

Cloud Phone
IP Handsets**Yealink W60P**

A cordless handset that works with an IP connection. Base station supports up to four handsets but only one Cloud Phone user licence.

**BT Poly VVX250**

Entry level IP phone. Ideal for general office use and anyone handling a low to moderate number of calls. Dual-port 10/100 Ethernet.

**BT Poly VVX450**

Mid-range business phone with a colour screen. Ideal for SoHo, office staff and call centre workers. Dual-port 10/100/1000 Ethernet.

**Poly VVX601**

Premium business phone with a 4.5" colour touchscreen. Ideal for corporate executives and business managers. Dual-port 10/100/1000 Ethernet.

**Poly Trio 8500**

IP conference phone that's designed for midsize rooms.

**Poly OBi302**

Enables customers to use an analogue device.

**1 or 2 year term** **3 or 5 year term**

1 handset
£100

1 or 2 year term **3 or 5 year term**

1 handset
£90

1 or 2 year term **3 or 5 year term**

1 handset
£170.50

1 or 2 year term **3 or 5 year term**

1 handset
£153.45

1 or 2 year term **3 or 5 year term**

1 handset
£230

1 or 2 year term **3 or 5 year term**

Cost
£104

2 handsets
£165

2 handsets
£148.50

With expansion module
£315.50

With expansion module
£283.95

1 handset
£599

Cost
£93.60

3 handsets
£240

3 handsets
£216

With expansion module
£375

With expansion module
£337.50

4 handsets
£315

4 handsets
£283.50

Important

Delivery charges:

- Up to four handsets – £8.50
- Up to 10 handsets – £18.00



Wireless

Jabra Wireless

Jabra's wireless headsets let customers roam over 100 metres from their desks without missing a call. Available in styles to fit every workplace. The Engage 65 can be hooked over one ear or worn with a sturdy headband.



Pro 920 mono Desk phone only
1 headset
£125



Pro 920 duo Desk phone only
1 headset
£145



Engage 65 convertible
Desk phone and USB
1 headset
£165

Plantronics Wireless

Plantronics' CS Series includes the lightest DECT headset on the market, while offering reliable hands-free chatting and improved performance. The C5540 and Savi W740 works as both an earpiece or headset.



CS540
1 headset
£125



CS520
1 headset
£154



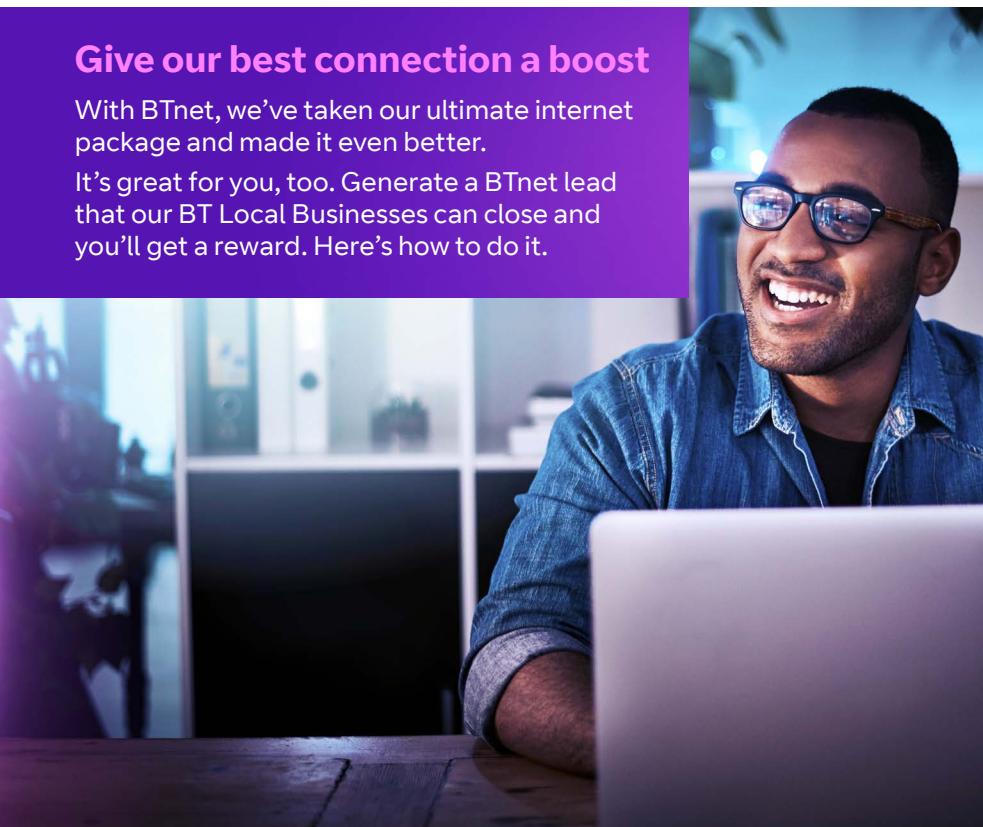
Savi W740 Desk phone,
Bluetooth and USB
1 headset
£190



Give our best connection a boost

With BTnet, we've taken our ultimate internet package and made it even better.

It's great for you, too. Generate a BTnet lead that our BT Local Businesses can close and you'll get a reward. Here's how to do it.



Get the conversation started

Ask these questions to help spot leads.

- How many people rely on your internet connection?
- Is it mission-critical to your business?
- What would happen if it went down?

Test the water

BTnet is a step up when it comes to internet connectivity, which means it can be pricier than your customer's current option.

Before you go too far, check the customer is comfortable by mentioning the starting price.

Why it's great

- Your customer won't have to share it with anyone.
- It's ridiculously reliable with a market leading 100% service availability.
- They can get speeds of up to 10Gbps, and it's unlimited.
- And if they add Cisco Meraki your customer will get free Wi-Fi, Guest Wi-Fi and simple LAN included.
- Plus the option of BTnet security services which are continually updated for a fixed monthly charge.