

# Help cut your business call costs

You don't have to be a finance expert to see that BT Business Plan 5000 could make sense for your business.

By its very nature, business is often unpredictable. It's also time-consuming and frequently stressful. As well as trying to keep your costs to a minimum, it can often feel as if you have to know about all kinds of things that might be outside your immediate area of expertise – like IT, communications and finance.

That's why BT Business Plan 5000 is designed for complete simplicity. It keeps your pence-per-minute rates for UK<sup>1</sup> landline and most mobile calls capped at a low level, so you can predict the cost of these calls easily and clearly. And, it also provides dedicated, professional care right around the clock. That means you can spend more of your time doing what really matters – making a success of your business.

Signing up to BT Business Plan 5000 means your business will commit to spend £5,000 or more on calls over the year, across all your sites. If you meet your committed spend, you'll receive a 5% reward<sup>2</sup> on that spend. Your business can also set a stretch target. Meeting this increased spend means you qualify for an even larger credit. As your needs grow, so does your reward.

## BT Business Plan 5000 – the facts and figures speak for themselves

### Facts

- You can customise Business Plan from a menu of options, to suit the way you do business.
- Sign up to Business Plan and you can opt for an upgrade at no extra charge to Featureline Compact<sup>3</sup> which offers functionality similar to a small telephone system, but without the cost and complexity of buying any additional equipment. Advanced Call Features include diverting calls to your mobile or to a colleague, transferring calls within your office and holding meetings with three-way calling.
- To ensure you can actively monitor your BT Business Plan account, we regularly send you a review of your calling patterns and call volume.
- To help ensure your business is effectively handling calls, opt in to receive a quarterly Network Call Performance<sup>4</sup> report for six months, identifying missed calls, engaged calls and call waiting times. So you can understand and help improve your call handling.

### Figures

- Choose from UK<sup>1</sup> Local and National calls capped at 10p for up to an hour<sup>5</sup> or pence-per-minute rates from just 1.89p.
- Choose from Landline calls to most UK mobiles capped at 25p for up to an hour<sup>6</sup>; or our straightforward low cost pence-per-minute package.
- Meet your spend target and you could enjoy a 5% reward on your annual call costs, including calls made with Broadband Voice.
- In the event of a fault, service professionals will be immediately available. Calls are answered, on average, within 15 seconds, 24/7. We will endeavour to resolve the problem remotely. If this is not possible, an engineer will visit the next working day to remedy the situation.<sup>7</sup>
- Our Business Support Team is there to help you on a Freefone number from 8am to 6pm, Monday to Saturday.

**For UK calls, International calls and calls to mobiles, BT Business Plan 5000 could give you a clear financial benefit**

The following table shows you exactly how little your business calls will cost with BT Business Plan 5000 and how you can tailor the plan to fit the needs of your business. If you want to discuss your options, we can help you make the right choices.

**Low cost UK<sup>1</sup> calls**

If you're frequently making long calls, know exactly what you're spending by opting for our low capped rate on calls for up to an hour long. Alternatively, if you're mostly making short calls, choose our low pence-per-minute rates instead. Either way, you simply choose the option which suits your business best.

Choose	BT Business Plan	Capped rate	Local and National rates per minute (for short calls below capped rate)
or	<b>BT Business Plan 5000</b>	10p for up to an hour (including 2p set-up fee)	2.6p
	<b>Tailored Option 5000</b>	20p for up to an hour (including 1p set-up fee)	1.89p

**Low cost calls to most UK mobiles**

Keep the cost of your business' landline calls to mobiles under control. Either choose our capped fixed-to-mobile rate, which gives you our best value on calls up to an hour long. Or, to keep the cost of shorter calls to a minimum, choose our low pence-per-minute package.

Choose	BT Business Plan	O <sub>2</sub>	T Mobile	Orange	Vodafone	
or	<b>Fixed to Mobile capped 5000</b>	25p for up to 60 minutes (including 7p set-up fee)	25p for up to 60 minutes (including 7p set-up fee)	25p for up to 60 minutes (including 7p set-up fee)	25p for up to 60 minutes (including 7p set-up fee)	
	For short calls that do not reach the capped rate, pence-per-minute is 9.9p at any time of the day.					
	BT Business Plan	O <sub>2</sub>	T Mobile	Orange	Vodafone	
	<b>Low pence-per-minute package 5000</b>	<b>Day</b>	8.85p	9.95p	9.55p	10.49p
		<b>Evening</b>	8.15p	8.72p	8.33p	7.18p
		<b>Weekend</b>	6.77p	8.65p	7.66p	6.90p

**Low cost International Calls**

Our low capped rate option could eliminate the uncertainty of how much your International business calls are costing you. This enables anyone in your business to call 33 popular international destinations for up to an hour, at a fixed cost<sup>8</sup>.

Alternatively, you can stick with our uncapped pence-per-minute rates – just ask for details.

BT Business Plan	USA	Canada & EU countries <sup>9</sup>	Other EU countries <sup>10</sup>	Pacific Rim <sup>11</sup> , Australia and Norway <sup>9</sup>
<b>Capped rate</b>	10p for up to 60 minutes (including 3p set-up fee)	20p for up to 60 minutes (including 3p set-up fee)	20p for up to 60 minutes (including 3p set-up fee)	20p for up to 60 minutes (including 3p set-up fee)

For short calls that do not reach the capped rate, pence-per-minute rates below apply.

<b>Pence-per-minute rates</b>	2.9p	4.9p	15p	6.9p
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## We recognise that every business has unique needs

No two businesses are alike. That's why Business Plan can be customised to your specific needs. Based on the type, amount and duration of your calls, we can work with you to create a plan to meet your requirements.

Business Plan has no joining or annual fee. What's more, if your call spend meets the agreed amount, you'll receive a 5% reward on the eligible calls you've made.

## The obvious choice for business

BT is trusted by companies of all sizes to deliver their communications solutions. And with over 100,000 staff, you can rely on our powerful resources, including access to 14,000 engineers. You can trust us with your long-term future needs too. That's because we invest £1.5 billion a year to help keep the UK at the forefront of communications technology. All of which helps make BT the obvious choice for your business needs.

**“We swapped to a third-party carrier a few years ago, because we were offered savings on call charges. But when BT introduced BT Business Plan we came back.”**

Dawn Gibbins, Flowcrete

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### Terms and Conditions

All prices correct at time of going to print (1st December 2007) but may vary from time to time. BT's Standard Conditions of Telephony apply. All prices are exclusive of VAT. View the latest prices at [www.bt.com/btbpinfo](http://www.bt.com/btbpinfo). 1. Applies to 01, 02 and 03 numbers only. 2. The 5% reward credit is based on your eligible call spend. To find out which calls are eligible, see [www.bt.com/business](http://www.bt.com/business). If 90% of your annual committed spend is reached, 5% will be rewarded on your commitment tier. Reconciliation fees may apply if annual spend threshold is not met. 3. Featureline Compact minimum 12-month term. Connection/installation costs will apply for contract commitment under five years. General interrogation and charge advice features not available from a number of exchanges. 4. Opt-in required. NCP is included for six months (six monthly reports) with call spend commitment under £5,000. For call spend commitment over £5,000, NCP is inclusive with unlimited reports. Terms and conditions apply. 5. Annual minimum call spend and reconciliation fees may apply (except with BT Business Plan Lite). Pence-per-minute rates apply after 60 minutes on each call. 2p call set-up fee applies. Call exclusions apply. Pence-per-minute rates apply once the total number of capped calls from any one line to a single number exceeds an average of four hours per day in any calendar month. Terms and conditions apply. 6. Opt-in required. 7p set-up fee applies. Pence-per-minute rates apply after 60 minutes. Applies to calls to number ranges owned by the four main mobile operators only. Certain mobile numbers (e.g. original 3G numbers) excluded. Pence-per-minute rates apply once the total number of capped calls from any single line to any one mobile exceeds an average of four hours per day in any calendar month. Terms and conditions apply. See [www.bt.com/businessplan](http://www.bt.com/businessplan). 7. Where remote fix is not possible, BT will report the fault to a BT engineer. For faults reported before 5pm, an engineer visit will be arranged for the next working day (excludes Sundays). Mobile office solutions will be provided subject to availability and at BT's discretion. 8. Annual minimum call spend and reconciliation fees may apply (except with BT Business Plan Lite). Pence-per-minute rates apply after 60 minutes on each call. 2p call set-up fee applies. Call exclusions apply. Pence-per-minute rates apply once the total number of capped calls from any one line to a single number exceeds an average of four hours per day in any calendar month. Terms and conditions apply. 9. Mainland Europe countries are Austria, Belgium, Denmark, Finland, France, Germany, Republic of Ireland, Italy (excluding Vatican City), Luxembourg, Netherlands, Portugal, Spain (including Balearic Islands), Sweden and Switzerland. 10. Selected European countries are Czech Republic, Slovenia, Poland, Estonia, Latvia, Lithuania, Slovakia, Hungary, Malta and Cyprus. 11. Pacific Rim countries are Hong Kong, Japan, Malaysia and Singapore.

### Offices Worldwide

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