

# BT Business Total Broadband Designed just for business

## ...how business broadband should be

What you really need is one, cost-effective, great value answer that sets you free to focus on what's really important to you: growing your business – and growing your profits.

Now you can have it with BT Business Total Broadband – our most complete solution ever.

Because in today's highly competitive marketplaces, there are enough demands on your time without having to concern yourself with organising and managing all your different IT and communications needs as well.



## Total service

### Support whenever you want it – night and day

You can't imagine being able to operate without your broadband connection or IT systems. Neither can we. That's why you can rely on having an expert and friendly support team on call 24 hours a day, 7 days a week, available to you on a free number and by email. They're people who are dedicated to business customers and know about business issues and they'll take ownership of your problem until it's resolved. So whenever you need an answer to a question, advice or prompt diagnostics, you can be sure of getting it when you want it – whatever time is showing on your clock.

For those customers that need a higher level of service cover, from the exchange to your printer and everything in between, we offer the Enhanced Care package at £17.00 per month. It provides a whole host of benefits; these include Monday to Saturday fixes<sup>1</sup>, a dedicated support team with named trouble shooter and prioritisation should an engineer visit be required<sup>2</sup>.



## Internet security

### Security protection for every one of your PCs<sup>3</sup>

With an 'always-on' internet connection via broadband, it's essential that every PC has a minimum level of security and protection.

So no matter how many PCs your business has, this basic security is covered by BT Business Total Broadband<sup>3</sup>. It comes complete with anti-virus and personal firewall. You also have the assurance of knowing that the protection will be automatically updated too, giving you real peace of mind.

## Total flexibility

### A choice of Options to suit your needs – and your budget

From start-up venture to established company: there's a variety of BT Business Total Broadband Options to choose from to match your needs and grow with your business – particularly when you consider that a number of important business 'must-haves' are included.

### Fast internet access at up to 8Mb<sup>4</sup> – naturally

To compete effectively in today's fast-paced business world, you need to be sure of fast access to the internet and streamlined downloads.

BT Business Total Broadband offers a maximum speed download of 8Mb<sup>4</sup>.

You can connect up to 4 PCs and use many more wirelessly. (Top speeds depend on a number of factors including distance from the exchange.)



# And there's more

## An additional 'virtual' phone line – yours with BT Business Total Broadband Voice

Make and receive your calls over your BT Business Total Broadband connection by simply plugging a standard phone into your broadband hub or router. Imagine all the extra things your business could do with an additional phone line:

- Use it for outgoing calls so your incoming lines are freed up for important customer calls<sup>5</sup>.
- Dedicate a special direct line for people responding to your marketing promotions.

By choosing BT Business Total Broadband, you can look forward to achieving any one of these – and without the cost or hassle of installing a new line. That's because a VoIP line with its own number is included – with no connection charge and no rental fee. All Broadband Voice users can also download BT Office Communicator for free and select geographical numbers<sup>6</sup>.

You could also save on the cost of calls. BT Business Total Broadband brings you fantastic capped rates for UK<sup>7</sup>, international and most landline to UK mobile calls. You can also make calls to other BT Business Broadband Voice users at no extra charge. And you can upgrade your VoIP phone line to our Broadband Voice Plus<sup>8</sup> package to benefit from unlimited local and national UK<sup>9</sup> calls for just £19.99 a month. So this is a great opportunity to help reduce your phone bill too.



## ...and more

### Freedom to share an internet connection round the office – and beyond

Your PCs or Macs can share one BT Business Total Broadband connection. Equipped with a WiFi broadband hub you can look forward to accessing the internet from any desktop PC or laptop around the office. If you have got people working on the move outside the office too, BT Business Total Broadband is the ideal choice again. All options now come with an offer of BT Openzone WiFi minutes; for example Option 3 offers an advantageous 500 minutes per month. This gives you internet access at thousands of hotspots around the UK, whether you are on a 12 month or 24 month contract.

### The online business essentials you need – included

With BT Business Total Broadband, both of these business essentials are included in the standard price you pay:

- 10 email accounts with the easy-to-use Microsoft Outlook web user interface.
- 50Mb web space enabling you to have a web presence to generate online enquiries and sales.

### Facilitate team-work – with BT Workspace Lite<sup>10</sup>

You get a centralised, secure, always available online space where your team can store information and work together. BT Workspace Lite includes two project workspaces where you can keep teams, customers and partners informed and on track. It's 'always on' and available anywhere you have an internet connection.

### A free 0800 or 0844 number with every new Total Broadband you buy

Buy BT Business Total Broadband and receive an 0800 Freephone number or an 0844 Contactcall number for 12 months, worth £120. You'll never need to change your number and you'll have more control of your call costs – or even no costs at all, while your customer gets the reassurance of using a non-geographic number. Both numbers offer you a win/win opportunity by keeping your costs low and helping to make your company money.

Choose between an 0800 number which is charged to you at our standard basic rate of 4.98ppm – your customers' calls are free. Or, an 0844 number where call charges are charged at 5ppm to the caller at all times (set-up fee of 6p applies). Whatever number you go for, it's free for the first 12 months – an offer we've now extended until November 30th 2007<sup>11</sup>.

### Get the total story on BT Business Total Broadband

BT Business Total Broadband requires BT Business line/similar and is subject to availability, minimum term and conditions.

See [www.bt.com/business/totalbroadband](http://www.bt.com/business/totalbroadband) for more details.

1. We aim to fix line problems the next working day, and that includes Saturday. If an engineer visit is required and the fault is reported between 8am and 5pm on Saturday, we aim to fix it before the end of the day on Monday.
2. This is not available to Network Premium customers, and you must have a BT Business phone line. There is no minimum contract term.
3. The BT Business Total Broadband Internet Security Pack is not compatible with Mac computers.
4. Up to 8Mb broadband service is subject to availability and survey. 'Up to 8Mb' refers to maximum download speeds only (upload speeds are slower). If your line won't support 8Mb, we'll offer the best available speed on your line. Availability of 8Mb speed is subject to various factors, eg, distance from exchange and line test. See speed checker at [www.bt.com/business/totalbroadband](http://www.bt.com/business/totalbroadband) for details of speeds in your area. BT Business line required. 12 month minimum rental will apply, starting from the date of your regrade. Minimum computer specification applies. Terms and conditions apply.
5. New BT Total Broadband customers only. Requires BT Business telephone line. Conditions and service restrictions apply. Emergency calls (999 or 112) made via BT Broadband Voice may fail during power or broadband connection failure. Location information provided to emergency services limited to details of your primary Business PSTN billing address and may differ to origin of call. Retaining primary telephone line recommended for contacting emergency services. See [www.bt.com/business/broadbandvoice](http://www.bt.com/business/broadbandvoice)
6. Geographic numbers (i.e. that begin with a UK area code e.g. 020 for London) can be ordered via BBV Selfcare once Broadband Voice account has been set up. Cost £2.99 (ex VAT) per month, per geographic number.
7. Applies to 01 and 02 and 03 numbers. Excludes Channel Islands.
8. Activated BT Business Broadband service and telephone adapter required. Calls made via the VoIP service will not count towards BT Business Plan minimum spend. Calls to the internet and Premium Rate services are excluded. Abuse policy applies. The quality of the reception on the phone line may not match that of a normal landline and may vary depending on internet traffic and customer usage. Terms and conditions apply.
9. Applies to calls over the internet of up to an hour to numbers beginning 01, 02 and 03, excluding the Channel Islands and dial-up internet services. Re-dial before one hour to avoid call charges.
10. BT Workspace Lite limited to 5 projects and 10Mb storage. Support provided online. Once a BT Workspace Lite account has been set up, it will be ceased (including associated data) if not accessed after 90 days.
11. Available to business customers who enter into a new contract for BT Business Total Broadband. The offer is limited to one 0800 or 0844 number per customer for the first 12 months, thereafter £30.00 per quarter. Basic Service only is provided. BT line required. All prices quoted exclude VAT. The charges not listed here for any services will be charged in accordance with the BT Price List which can be found at [www.serviceview.bt.com/list/public/homepage.htm](http://www.serviceview.bt.com/list/public/homepage.htm)

For more information, or to place an order contact:

**microcare**  
telecommunications

0870 240 8693

Microcare Systems Ltd  
Hamilton House, Warth Industrial Park  
Warth Road, Bury  
BL9 9NB  
Telephone: 0870 240 8693  
Fax: 0870 240 0181  
Email: [sales@microcare-systems.co.uk](mailto:sales@microcare-systems.co.uk)  
Web: [www.microcare-systems.co.uk](http://www.microcare-systems.co.uk)



The meaning of the word partner or partnership in this communication is governed solely by the terms of the commercial agreement(s) and/or arrangements in place between BT and its partners. It does not give rise to a partnership in the Partnership Act 1890 and any such meaning is expressly rejected by BT and its partners.

All BT sales and marketing activity is conducted ethically following the BT Code of Practice on Sales and Marketing. To view or order a copy of the Code, please visit [www.bt.com/codeofpractice](http://www.bt.com/codeofpractice) or call 152 (business customers) or 150 (consumer customers).

**Offices Worldwide** The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2007 Registered office: 81 Newgate Street, London EC1A 7AJ Registered in England No. 1800000. BT and the connected world logo are registered trademarks of British Telecommunications plc. Designed by H&P Graphics Limited.

PHME 51927/11/07

Bringing it all together **BT**