

# Not just another broadband package. Simply great service with BT Business Mobile Broadband.

We have now brought together all our expertise to give you broadband internet access on the move. This means you can get on with doing what you do best – running your business successfully wherever you happen to be working.

The delivery of excellent service is important to us and it's this commitment that makes BT Business Total Broadband a truly efficient and reliable broadband service. BT Business Total Broadband Option 3 includes Mobile Broadband as standard when you sign up for 24 months, making it the complete service for your business. And now Option 1 sees our great Total Broadband service permanently fixed at an outstanding £15 per month when you sign up for 24 months.

BT Business Total Broadband is 99.99% reliable but if you do need help you have peace of mind in knowing our Freephone team of business broadband experts are on hand day and night, seven days a week.

What's more, included with all options is a VoIP<sup>3</sup> line, worth £5 per month, anti-virus and spam protection, email and web space worth £99 per year, Workspace Lite<sup>4</sup> worth £45 per year and a free 0800 or 0844<sup>5</sup> number for the first year, saving you £10 a month. So as well as superb service, you can be confident you're getting great value too.



## The benefits of our BT Business Total Broadband service



### Why have 'customer support' when you could have first class service – 24/7?

Our friendly support team are on Freephone call or email 24/7 to instantly take ownership of your problem and dedicate themselves to getting it resolved. Whether it's simply advice you need or a more in-depth diagnostic check-up – whatever you ask, you'll get an answer.

If it's an even higher level of service you need, you can have Enhanced Care at less than 60p a day that includes everything from the exchange to your printer. Plus you'll get your own named troubleshooter who'll sort out all your problems Monday to Saturday.



### Why settle for 'internet security' when you could have automatic online protection?

Because BT Business Total Broadband gives you an 'always-on' link to the internet, a minimum level of security and protection is essential. Anti-virus and firewall gives you peace of mind in knowing that your protection is automatically reviewed with online updates.



### Why be locked to one download speed when there's an option to suit you?

You'll need fast access to the internet with streamlined downloads in order to compete. Our broadband options have a maximum download speed of up to 8Mb<sup>6</sup> though our top speeds depend on a number of factors, including distance from the exchange. So we offer three different options, one of which is sure to match your needs and grow as your business does.



### Why buy an extra line when you can have one for free?

Your VoIP<sup>3</sup> line is an extra 'virtual' phone line with no connection charge and no rental fee. Simply plug a phone into your hub or router to make outgoing calls so your incoming lines are freed up. Or, because it has its own number, you can use it as a dedicated line into your office for potential customers responding to marketing promotions. In addition to all the practical benefits, BT VoIP calls could also save you money. We offer fantastic capped rates for many UK and international calls, while calls to other BT Business Total Broadband VoIP users are free.



### Why pay for a personalised business number when you could have one free for a year?

Total Broadband includes a Freephone (0800) or Contactcall (0844) number<sup>5</sup> for the first year, worth £120. This is ideal if you're frequently changing premises or looking to have a national presence even when you're a local company.



### Why have 'built for business' web space when Workspace Lite<sup>4</sup> can tailor one for you?

Workspace Lite is a centralised and secure area on the web that enables you to store and share information. It's accessible to any of your employees or customers who have an internet connection.



## Why not switch to BT Business Total Broadband?

There's no longer any argument about the importance of a reliable broadband connection for your business. Smooth, fast communications are critical. If you've decided to leave your current supplier for a better service, the full assistance of our Broadband Switchers Team is on hand to make the process seamless, simple and hassle free.

### Total support

Our Enhanced Migration Support Team will be on hand to help with any issues arising during the changeover, such as a connection problem, email set-up, website transfer, IP addressing or network configuration. And, to make switching easier still, we'll provide the service to you at no charge for one month<sup>7</sup>. Once you're up and running, you can then rely on friendly and expert IT support 24 hours a day, seven days a week.

### Total satisfaction

You'll need fast access to the internet with streamlined downloads in order to compete. Our By switching to us you could make real savings on what you're currently paying. Once you've obtained your MAC code from your existing supplier, you can take advantage of our great offer of 12 months rental for the price of 11<sup>8</sup>.

BT Business Total Broadband. It isn't only our most complete broadband business solution. It's also proof that everything we do is geared to helping your business.

	Option 1	Option 2	Option 3
Monthly payment	£15 per month for a 2 year contract £20 per month for a 1 year contract <sup>2</sup>	£26.99 per month for a 2 year contract £29.99 per month for a 1 year contract <sup>2</sup>	£40.50 per month for a 2 year contract £45 per month for a 1 year contract <sup>2</sup>
Broadband usage allowance	10GB/month	Unlimited <sup>11</sup>	Unlimited <sup>11</sup>
Mobile Broadband payment	Optional £17.50 per month <sup>9</sup>	Optional £17.50 per month <sup>9</sup>	Inclusive as detailed below
Mobile Broadband usage	Unlimited <sup>10</sup>	Unlimited	1GB of data usage and 2,000 BT Openzone minutes per month
Router/hub and datastick	Wired router – £49 Wireless hub – £79 Datastick <sup>12</sup> – inclusive with 24 month term, £60 with 18 month term and £120 with 12 month term	Inclusive wireless hub worth £79 Datastick <sup>12</sup> – inclusive with 24 month term, £60 with 18 month term and £120 with 12 month term	Inclusive wireless hub worth £79 Inclusive datastick <sup>1</sup>
Connection	Free	Free	Free
Download speed (subject to distance from exchange)	Up to 8Mbps <sup>6</sup>	Up to 8Mbps <sup>6</sup>	Up to 8Mbps <sup>6</sup>
Upload speed	Up to 448k	Up to 448k	Up to 448k
Basic security included	For full term of contract	For full term of contract	For full term of contract
Advanced Internet Security Pack (£4.99 a month per PC)	Option available	Option available	5 PC licences included
IT Support Manager <sup>11</sup> (£10 per month per PC)	Optional	Optional	One licence included
VoIP line <sup>3</sup>	Included	Included	Included
Upgrade to Broadband Voice Plus <sup>12</sup>	£19.99 per month for unlimited local and national UK calls	£19.99 per month for unlimited local and national UK calls	£19.99 per month for unlimited local and national UK calls
Workspace Lite <sup>4</sup>	Included	Included	Included
Business essentials (10 email addresses and 20Mb web space)	Included	Included	Included
Openzone <sup>13</sup> minutes per month during minimum term	50	250	500
All services are self installable	An engineer install is available at a charge of £99 per computer	An engineer install is available at a charge of £99 per computer	An engineer install is available at a charge of £99 per computer
24/7 technical helpdesk (Available via email and 0800)	Included	Included	Included
Enhanced care package at £17 per month	Optional	Optional	Optional
0800/0844 number <sup>5</sup>	Included	Included	Included

For more information, or to place an order contact:

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## Terms and Conditions

1. One mobile broadband E170 USB data stick per connection available to new and existing BT Business Total Broadband customers taking 24 month minimum term contract on Option 3 (£40.50 a month). Opt-in required. A charge of £12.50 a month for mobile broadband will apply after the 24 month minimum term. Monthly usage limits apply: Data Usage Allowance – 1 Gb; BT Openzone Minute Allowance – 2000 minutes. If exceeded charges apply: 10p per extra MB data usage; 10p per extra wi-fi minute (£40 per month cap applies). Unused allowances cannot be rolled over to the next month. Conditions apply. 2. Available to new and existing re-contracting BT Business Total Broadband Option 1 customers. 24 month minimum term, (otherwise £20 per month on a 12 month term) contract applies. Activation required within one month of order. BT's standard terms and conditions for the relevant service will apply. 3. New BT Business 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) 4. 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. 5. Opt-in required. Available to new or existing BT Business Total Broadband customers who re-sign or upgrade to BT Business Total Broadband. One 0800 or 0844 number per customer. Line rental only included. Basic Service only is provided. BT line or similar required. The charges not listed here for any services will be charged in accordance with the BT Price List. 0800 and 0844 Telemarketing Services are provided subject to BT's standard Conditions for BT Business Communications Service (Telemarketing Services) [www.bt.com/business/broadband/0800-0844-offer/terms](http://www.bt.com/business/broadband/0800-0844-offer/terms) 6. 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, e.g. 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. See [www.bt.com/biztandc](http://www.bt.com/biztandc) for more details. 7. The Enhanced Service Desk is inclusive for the first month only. IT Support Manager is then available as an optional service for £10 a month (exc. VAT). 8. BT Business Broadband is subject to availability, BT line/similar and conditions. Offer available to existing DSL customers switching (via MAC code only) to BT Business Total Broadband Options 2, 3 or Network from another DSL provider only who sign up for 12 months. After 90 days, 1 month standard monthly rental will be credited to your next or subsequent bill. Standard monthly rental charges apply. Conditions apply. 9. Minimum 12 month term – 18 and 24 month options available. USB datastick included with 24 month term, £60 with 18 month term and £120 with 12 month term. 10. The unlimited BT Mobile Data and BT Openzone Wi-Fi minutes are subject to a fair use policy. Under the fair use policy if your BT Mobile data usage exceeds 3072MB of BT Mobile data (GPRS/3G/HSDPA networks) sent and received per connection per month or 4,000 BT Openzone Wi-Fi minutes per connection per month, we may ask you to moderate your usage. If you fail to do so, we may suspend or terminate the agreement or move you to a more suitable tariff. 11. Subject to minimum 12 term contract. Conditions apply. See [www.bt.com/broadbandoffice.com/products/terms\\_and\\_conditions](http://www.bt.com/broadbandoffice.com/products/terms_and_conditions) 12. New BT Business 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) 13. Opt-in required. Minimum 12 or 24 month term. One-off voucher provides for all minutes available during the minimum term (600 to 12000). Wireless-enabled equipment required. Minutes can be used in hotspots, subject to coverage. Conditions apply.

## 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.

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