

### BtL Hosted IP Telephony

BtL Hosted IP Telephony utilises Voice over Internet Protocol (VoIP) to provide businesses with a network based communication service, providing a comprehensive range of hosted telephony features monthly user fee including maintenance and support from £6 per month.

BtL Hosted IP Telephony delivers a converged voice service, eliminating the need to make significant capital investments in a PBX or IP-PBX. Businesses can gain access to a wide range of Centrex/PBX features, meaning that organisations with traditional PBXs systems can now have the same features without the cost and complexity of purchasing equipment.



### BtL's Hosted IP Telephony Includes:

- **Broadband connectivity dedicated for VoIP, with direct connections to BtL for high quality calls.**
- **LAN equipment to run both voice and data across your company network saving you maintenance and service costs.**
- **All maintenance and support elements are included, with one contact telephone number and on service line agreement.**

### Key Customer Benefits:

- **No capital requirement** with a Hosted Solution, organisations can gain access to advanced telephony applications without requiring capital investment.
- **Reduce support charges** integrated support and maintenance contributes to lower costs.
- **Lower Connectivity Charges** eliminates ISDN and analogue line charges
- **Security** BtL can provide VPN services, delivering secure, remote access over public IP networks, ensuring that communications remain secure.
- **Access to Advanced Features** including meet me conferencing, video calling, call recording, call logging, attendant console etc.
- **Reliability** all elements of BtL's hosted service are designed to achieve 99.999% carrier grade availability supported by a single comprehensive SLA.
- **Flexibility** you choose the functions you want and pay only for those.

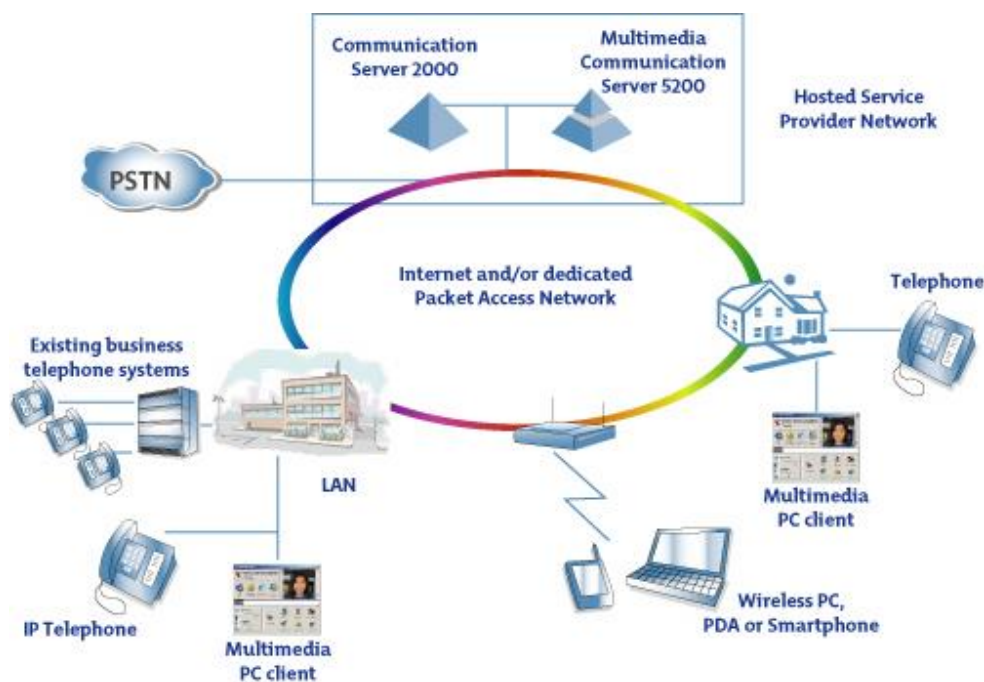
BtL's Hosted IP Telephony service can be rolled out to a single site or across multiple sites to replace and/or complement existing premises equipment.

### Small Business Solutions

BtL delivers large company telephony features to small businesses over a secure ADSL broadband connection, enabling smaller businesses to operate like large corporate businesses. BtL packages the services with number portability and LAN installation, thereby providing a complete end to end solution for small companies, reducing cost and complexity.

### Multi Sites and Homeworkers

Companies with multiple sites can be connected to BtL via an IP network, either by a DSL or Ethernet connection, for all users to benefit from identical services, no matter where they are located.



### BtL's Hosted IP Mobility:

BtL's hosted services can be used in conjunction with mobile SIP clients, enabling services over Wi-Fi and mobile IP networks. This means only one contact number is needed, with calls received and made wherever there is a Wi-Fi service, using a choice of fixed or mobile devices i.e. iPhone and Blackberry

## Licence Type

### Business Plus

The service is provided on a per user per month basis, enabling up to 10 multiple devices, such as IP phones, PC Client, smartphone etc. to register to the user's account to make and receive calls. This service includes maintenance and support.

### Business Lite

The Business Lite service is aimed at a telephony user that does not need the features and multimedia capabilities of the PC Client on their PC or laptop, but only requires the ability to make and receive calls on an approved BtL IP phone. Business Lite is provided on a per user per month basis.

### Office

Office provides a restricted set of features for low usage environments such as a warehouse, stores etc. Office is provided on a per user per month basis.

Feature	Office	Company Number	Business Lite	Business Plus
Outbound Calling	✓	✗	✓	✓
Ad Hoc Conferencing	✗	✓	✓	✓
Personal Agent	✗	✓	✓	✓
Call Forwarding Busy (CFB)	✓	✓	✓	✓
Call Forwarding Do Not Answer Business Sets (CFD)	✓	✓	✓	✓
Call Forwarding Intra-group (CFI)	✓	✓	✓	✓
Call Transfer (CXR)	✓	✓	✓	✓
Call Waiting (CWT)	✓	✓	✓	✓
Call Waiting Intra-group (CWI)	✓	✓	✓	✓
Calling Name Delivery (CNAMD)	✓	✓	✓	✓
Dialable Directory Number (DDN)	✓	✓	✓	✓
Message Waiting (MWT)	✗	✓	✓	✓
Meet Me Audio Conferencing	✗	✗	✗	✓
Multiple Logins	✗	✓	✗	✓
Music On Hold	✓	✓	✓	✓
Name Display (NAME)	✓	✓	✓	✓
Three-Way Calling (3WC)	✓	✓	✓	✓
Voicemail with unified messaging	✗	✓	✓	✓
Personal Communicator Client	✗	✗	✗	✓