



# Wholesale Hosted Communications (WHC)

Let your customers call, share and collaborate from a single cloud-based platform

Wholesale Hosted Communications (WHC) gives you the flexibility to offer all-IP voice services – no matter where your customers are on their digital journey.

It's made up of two key parts: Hosted PBX and Hosted SIP Trunking. Here's how they work:

- **Hosted PBX:** Perfect for customers who want a future-proof phone service right now. You replace your customer's existing analogue phone system with a cloud alternative, switching to IP phones, and apps for computers and mobile devices – all connected directly to the internet.
- **Hosted SIP Trunking:** For those who want to delay or stagger their transition to all-IP. It acts like a bridge between analogue and digital systems. Working as a replacement for ISDN, it means your customer can continue using their on-site PBX device while still getting the big benefits of the cloud.

Whichever option your customers choose, WHC gives them all the calling features they've come to expect from their phone line. That includes call forwarding, call transfers, last number redial and more.



## The big benefits

- Get your customers ready for the PSTN switch-off and all-IP.
- A single, scalable and flexible solution, with a wide range of features and applications.
- A range of licences, so you can appeal to businesses of various sizes and with different needs.
- APIs to make working with us easier and reduce your cost to serve.
- Support with compliance and security.
- Highly resilient, as it's built on two of our datacentres.
- Easy management of new and ported phone numbers.
- Improved total cost of ownership.
- Fraud management as standard, protecting you and your customers.
- Personalise the WHC portal with your own branding.

## Why choose WHC?

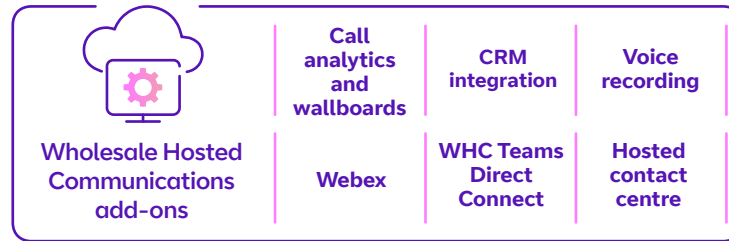
- There are two rate cards to choose from (PAYG/PAYM).
- It's a mix-and-match hybrid solution.
- Our daily and two-year licence terms give you flexibility on what to deploy.
- Low-cost porting charges.
- No postage and packaging costs.
- We're agnostic on connectivity.
- You can bring your own devices to the platform.
- Enhanced fraud tools as standard.
- Our Hosted SIP Trunking offers dynamic registration, making it simpler to deploy.

## Easy compatibility

WHC is compatible with a wide range of hardware including IP desk phones and conference phones. You can source your own equipment, but we also offer a varied selection of phones and accessories at competitive prices.

## Customise with WHC add-ons

Expand your portfolio and find new opportunities, with WHC's range of add-ons. These let you add more functionality, so you can reach new markets and increase your revenue.



### Featured add-on: Webex

WHC with Webex offers high-quality videoconferencing, instant messaging and secure file sharing – everything your customers need to embrace remote and hybrid working.

As with WHC, you can choose from a range of WHC packages: Softphone, Basic, Standard and Premium. This means you can offer anything from simple IP phone calls to meetings for up to 1,000 people.

Learn more at [btwholesale.com/ciscowebe](https://btwholesale.com/ciscowebe)

### Featured add-on: WHC Teams Direct Connect

If you have customers who are already using Microsoft Teams, you can easily add WHC's external calling with WHC Teams Direct Connect.

Ordering it is simple, and you don't need any advanced or expensive IT skills to set it up. You can even mix and match Hosted PBX, Hosted SIP Trunking and Microsoft Teams at each site.

Visit [btwholesale.com/whc-tdc](https://btwholesale.com/whc-tdc)

## Branding and marketing

Because it's a white-label solution, you can add your branding to the WHC portal to make it your own. You can even have a personalised web domain.

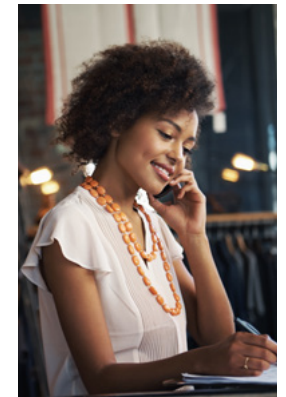
And to help you promote WHC, we offer a range of ready-made marketing resources, including a full campaign-in-a-box – exclusive to our Partner Plus members. To find out more, contact [partner.plus@bt.com](mailto:partner.plus@bt.com).

## For smaller businesses, try WHC Express

As well as WHC, we offer WHC Express. It's a simple, reliable digital phone line that's affordable and easy to set up – giving your customers all the essential calling services they need, including a handy mobile app.

WHC Express also pairs perfectly with our Broadband One data connectivity. It lets you offer speeds of up to 1Gbps, with options including SoGEA and FTTP.

Find out more at [btwholesale.com/whc-express](https://btwholesale.com/whc-express)



Learn more

Call: **0800 671 045**

Email: [clientreception@bt.com](mailto:clientreception@bt.com)

Visit: [btwholesale.com/whc](https://btwholesale.com/whc)

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