



WHC Express

Get the ultimate flexibility to make and take calls, anywhere, anytime

By January 2027, traditional phone lines will be phased out. Businesses of every size will need to find a new way to connect. That's millions of lines and channels. With WHC Express, you'll have a way to lead your customers into a digital future.

It uses VoIP technology, so your customers can make and take calls over their broadband network. It's a simple way to move away from traditional landlines– and all at a very competitive price.



Growth through better connections

Small businesses = big opportunities

WHC Express is our simplest way for you to support small business owners. 99.8% of UK businesses are SMEs, and 74.5% are single-person enterprises. 21% have between one and nine employees¹. Extend your reach to include everyone from hairdressers to florists, and you can grow revenue ahead of 2027.

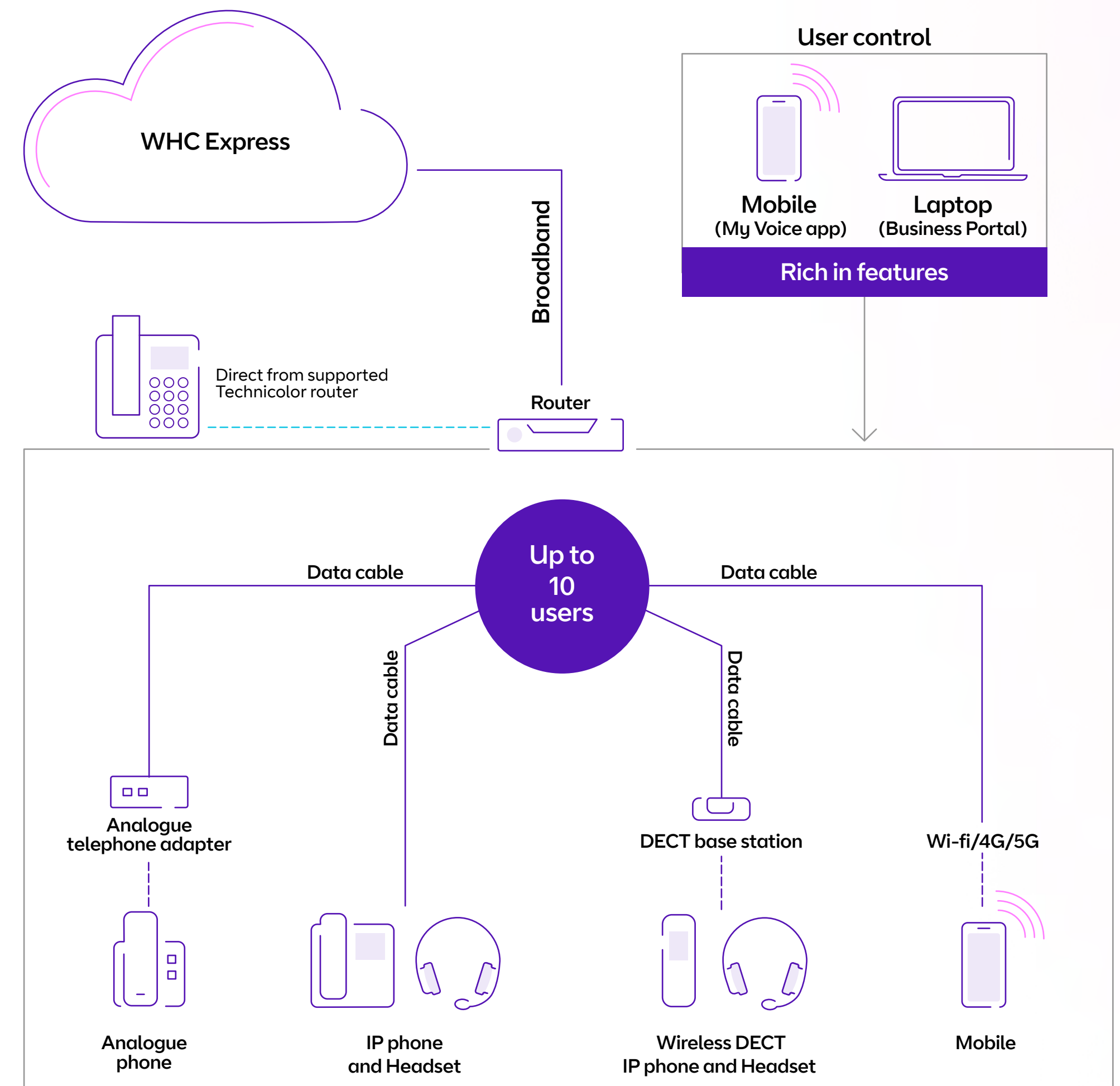
Easy self-service for you and your customers

Save time, work smarter. Ordering WHC Express takes less than two minutes on Business Zone. And you can plug our APIs into your business system to make ordering in volume even quicker.

Your customers can self-manage up to 10 users on the white-label Business Portal. With our mobile app, they can handle calls using the same business number on any device. And they can use it to control some settings, such as call diverting, call waiting and 'do not disturb'.

Broad range, quick start

Give your customers the best possible experience, with a simple solution that brings immediate benefits. Give them a great choice of IP phones, with our enhanced range of cordless, wired and analogue telephone adaptor (ATA) options. We can also support certain Technicolor routers that come with an ATA built in. Their number will automatically transfer to the new broadband line when they plug in their new handset. No fuss, no delays.



Freedom to work anywhere

Do more on the move

Small businesses can't afford to miss a call. With WHC Express, your customers can stay connected across mobile and office phones. They can also manage users and numbers remotely. And if they move premises, they can take their number with them. Freeing them up to work anywhere. They don't have to worry about call usage either with our built-in bundled rates.

Features at their fingertips

Using our mobile app, your customers can move seamlessly between devices, with the same call features across them all. Voicemail, call divert, call hold. All set up at the touch of a button and automatically saved. Plus, they'll have call controls on every device, giving them the tools they need to deliver exceptional customer service. Every time.

Unleash new opportunities

Help your customers expand nationwide, without having to worry about location costs. You can offer them a new business number that's not limited to where they work. Whether they want a new geographic or non-geographic number, you can set them up in a snap. All you have to do is update their details on our easy-to-use online portal and we'll handle the rest.

Why partner with us?

Combine your knowledge and experience with our market-leading network, extensive portfolio, world-class partners, and ready-to-use sales and marketing assets.

There's no other network like ours

It's the biggest in the UK and brings connectivity to places that other providers simply can't reach. It's the only network in the UK that offers 99.999% availability. We invest £3.7bn in our network every year, to make sure we stay ahead. It means your customers' calls stay clear and connected, wherever they are.









Flexible service and support

As a single supplier for voice, broadband and equipment, we're the ideal partner for any digital transformation journey. We're experts in your business working with more than 300 trusted partners to bring the best solutions. We'll help you deliver the kind of customer experience that makes sure your business thrives.

Our Partner programme

With Partner Plus, you'll be among the first to access the cutting-edge products and services we create. We'll be there to support you through your digital journey with dedicated account managers, marketing specialists, accredited online training courses and exclusive partner events. So you have everything you need to know, so that we can grow, together.

Benefits

-  Digital phone service ready for the future.
-  Make and take calls on mobile and desk phones.
-  Adjust call settings on the mobile app or online portal.
-  Easy to setup and manage user accounts.
-  No geographical number restrictions.
-  Dedicated numbers for every user.
-  Simple to transfer and retain existing numbers.
-  Customers can still use their analogue phones or go fully digital with the My Voice app.

Speak to your account manager today, or visit:

btwholesale.com/whc-express

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 2025. Registered office: BT Group plc, 1 Braham Street, London, E1 8EE. Registered in England No. 1800000.