



Going beyond to help your customers

In response to the evolving situation around Coronavirus, we have taken your feedback, assessed the situation and are putting in place support packages for you and your customers to help through these unprecedented times.

Pause and Maintain

Allows you to nominate end customers and sites to pause without changing the service so it's ready when your end customers want to restart. The SIP and Centrex solution service will be maintained and attract only 20 per cent of the monthly rental charge. This facility will be available for April 2020, May 2020 and June 2020. A condition of this option is that the service is not used. A maximum of 20 per cent of your end customers can use this facility.

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Flex and Optimise

Flex up and down your WHC SIP and WHC Centrex solutions dynamically.

SIP

- The majority of SIP channels have a 30-day minimum term so can be flexed down with no penalty.
- Trunk users and SIP Functional Licences are not chargeable so can be left in place or flexed without penalty.
- SIP Fixed and SIP Mobile users and all other add-ons are on daily terms so can be flexed up or down without penalty.

Please be aware that if you cease services, configuration, setup and user details will be lost.

Centrex

- More than 50 per cent of WHC Centrex user licences are beyond their minimum term or on daily minimum terms and can be flexed down without penalty.
- The remaining have penalty charges for early termination due to associated handsets. These penalties will be enforced and we recommend using the Pause and Maintain option in this scenario or checking the early termination charge due by looking at the product start date on your bill backup file for the licence before potentially ceasing.
- All Centrex add-ons are on a daily term so can be flexed up or down without penalty.

Please be aware that if you cease services, configuration, setup and user details will be lost.

Optimise services for your existing customers using these offers we have put in place

Remote Worker Offer – allows you to add a Foundation Licence plus UC Desktop or UC Tablet or UC Smartphone app to your existing solution or a new solution to enable remote working free of charge until 30 September 2020.

SIP Mobile User Offer – allows you to upgrade existing SIP users or add new SIP users to an existing solution with a SIP Mobile User Licence. This allows users to work remotely with access to the UC Tablet and UC Smartphone app. The SIP Mobile User will be reduced to £1 per month until 30 September 2020.

New WHC SIP Channel Offer – New Basic SIP Channel licences excluding Calls Bundle will be free from 1 May 2020 until 30 September 2020 and will allow you:

- to expand existing SIP channel capacity to cope with increased demand
- to add SIP and a calls capability to MS Teams solutions
- to move legacy solutions to a new IP solution saving your end customer costs.

Expand to Legacy

We don't know if this situation will last for three weeks, three months or the next three years. Your customers need to be able to flex their business to cope with the changing world. They are looking at rationalising costs to weather the storm and have greater business flexibility moving forward.

Now is the time to save your customers' legacy costs and move to flexible cloud-based solutions using our offers.

Full details of the offer can be found in the Offer terms and conditions.

[Download terms](#)

To take advantage of the Pause and Maintain Offer in April 2020 you must sign-up to the offer before 30 April 2020 and provide the April nominations to whc.offer@bt.com.

Get in touch to find out more

To find out more information on any of our launched support offerings:

- Remote Worker Offer
- Pause and Maintain for SIP & Centrex
- New SIP Channel Offer
- SIP Mobile User offer.

Get in touch with your account manager or our WHC expert, [Paul Enright](#) to find out more.

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Offices worldwide

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