



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Hosted PBX: All-IP is here, and WHC with a hosted PBX makes it easy to upgrade from outdated analogue systems to a modern, cloud-based phone service. With IP phones and intuitive desktop and mobile apps, your customers get reliable voice services over IP, flexibility for remote and hybrid working, and a consistent experience across devices. It delivers a simple, future-ready solution built for today's all-IP world.

Hosted SIP Trunking: A solution for those who want to delay or stagger their transition to all-IP, acting like a bridge between analogue and digital systems.

Working as a replacement for ISDN, it means your customers can continue using their on-site PBX device while still getting the big benefits of the cloud.

Whichever licence your customers choose, WHC ensures they get the calling features they expect – and more.

From essential telephony functions like call forwarding, call transfer, and last number redial, to more advanced capabilities such as hunt groups and auto attendants, each licence tier is designed to meet different business needs.

Whether it's a simple set-up for everyday calling or a fully featured solution for complex call management, WHC provides the flexibility to scale with your customers.



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 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 data centres.
- 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.
- Add-ons include call analytics, voice recording, CRM integration, and more.

Why choose WHC?

- There are two rate cards to choose from (PAYG/PAYM).
- It's a mix-and-match hybrid solution.
- Flexible licensing options let you choose the deployment that best fits your needs.
- 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.



Wholesale Hosted Communications add-ons

- Call analytics and wallboards
- CRM integration
- Voice recording
- Webex
- WHC Teams Direct Connect
- Call centre application

Featured add-on: Webex

WHC with Webex offers high-quality video conferencing, 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 Webex 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/ciscowebex.**

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 company. **Visit btwholesale.com/whc-tdc.**

Learn more

Call: **0800 671 045** | Email: clientreception@bt.com | Visit: btwholesale.com/whc

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.**

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.**

Offices worldwide

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