

# Two numbers, one mobile, only with BT smartnumbers.



BT smartnumbers mobile is a true GSM service that enables individuals to have two mobile numbers on one device.

By using a separate mobile number for personal and business calls, individuals can manage their communication preferences for two distinct identities. This avoids the individual having to carry two mobile phones – one for business, one for personal use.

This is achieved without any change to the handset, the SIM or the user's existing mobile network.

BT smartnumbers has been widely adopted by many of the UK's largest public and private sector organisations; including most major financial businesses, defence and other government departments.

## Features overview

**GSM quality calls:** A true GSM service, delivering mobile call quality and availability wherever there is a mobile signal.

**Dual persona:** Manage communications to your separate business and personal identities on one mobile.

**Expense management:** Ensure that the user is charged for personal calls, while business calls are automatically charged to the company.

**Business call recording:** Record calls to your smartnumber for personal convenience, note-taking or dispute resolution.

**Call redirection:** Answer calls to your smartnumber on any phone.

**SMS to email:** Store text messages in the corporate email account.

**Multiple call greetings:** Greetings can be recorded to inform callers when you are unavailable, travelling or on holiday.

**Contacts:** Business and personal contacts are kept separate.

# Two numbers, one mobile.

## Features in depth

### GSM quality calls

- A true business class GSM service, in bundle with all UK mobile operators.
- Ensures the highest call quality and availability wherever there is a mobile signal.
- Avoids the need for softphones, VoIP or other low quality call services.

### Dual persona

- Manage communications to your separate business and personal identities on one mobile.
- Keeps personal calls personal, while adding business class services to business calls.
- 'Call Whispering' allows you to identify whether a call is being made to your personal or business mobile number before you accept the call.

### Expense management

- Separate billing for each of the two numbers.
- Ensures the user is charged for personal calls, while business calls are automatically charged to the company.

### Business call recording

- Choose to record calls to your business BT smartnumbers mobile for personal convenience, note-taking or dispute-resolution.
- Call recordings are automatically sent to a subscriber's business email account.
- Call recording may be initiated at any point during the conversation, and the entire conversation will be recorded.

### Call redirection

- Redirect calls to any phone (fixed, mobile, VoIP) when out-of-range or roaming.
- Protects against failures in the mobile network and Access Overload Control (ACCOLC).
- Guaranteed call delivery, wherever you are.

### Call greetings and delegation

- Manage different answering policies when your BT smartnumbers mobile cannot be answered in person.
- Delegate calls to a colleague.
- Create different greetings to inform callers when you are busy, travelling or on holiday.

### Contacts

- Access the Contact Directory for making and receiving calls.
- Select a contact to dial or send an SMS message.
- Presents the contact details of all incoming callers.

Available on	Requirements
iPhone	iPhones running iOS 7.0 or above. Available to download from the App Store.
Android	Android devices running 4.0 (Ice Cream Sandwich) and above. Available to download from Google Play.
Network agnostic	BT smartnumbers mobile runs on all UK mobile networks. Calls made using BT smartnumbers mobile are in bundle on all UK mobile networks.

#### Offices worldwide

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