



smartnumbers

# Make sure when you move, your **customers** follow

“Mankind’s greatest achievements have come about by talking. With the technology at our disposal, the possibilities are unbounded.

All we need to do is make sure we keep talking”

Stephen Hawking



# What is BT Voice Continuity Business Mover Service?

It's keeping your number when you move premises, making sure your customers move with you. It's a cost-effective way of making sure you can continue to provide excellent service and get the most from the investment you've made in getting your number known.

You've put a lot of effort into getting your number known and out there. It's in directories. It's on advertising. It's stored in your customers' phones. The last thing you need when you're moving premises or altering where people work is to have to change numbers and then change everything else that goes with it.

With our Business Mover Service your number moves with you. Calls made to your existing numbers are delivered to your new location regardless of where it is, helping you to keep things business as usual in a time of high stress and change. In fact, since for many customers where you do your business is irrelevant, you may choose not to make too much of your relocation. As long as when they call, you answer, customers will be happy.

As well as making sure your customers keep getting through to you, we'll also help you check that service quality has remained high during the change. Our management information lets you check how swiftly and effectively calls are handled before, during and after your move. And because our Business Mover Service uses our flexible call routing solutions, it means that, should you hit a snag that stops you using your premises for a time, we can easily reroute your calls to a different location or to your people at home. So once you've moved, BT **smart**numbers becomes a clever way of protecting your calls, no matter what happens.

We have the services to make sure you keep talking.