



# Do business anywhere

Keep customers connected and protected with Teams Phone Mobile

Working remotely doesn't mean working alone. Keep customers connected and protected with Teams Phone Mobile – now available for the UK wholesale market.

Powered by EE, the UK's best network<sup>1</sup>, and Microsoft Teams, it makes it easy for people to work together, wherever they are, whatever their device.

Teams Phone Mobile is an integrated, ready-to-go solution, which lets you capitalise on growing opportunities in unified communications, digital voice and collaboration



## User benefits

- **Greater reliability:** Calls can be carried over the mobile network or fixed connectivity, leading to greater reliability and quality of service. Users can move seamlessly between devices without dropping calls or losing context.
- **Better collaboration:** Teams Phone Mobile enables users to seamlessly “uplift” mobile calls to Teams on any type of device, giving them more ways to collaborate.
- **A unified experience:** Users can access a combined call history, unified voicemail and status options, across their Teams devices.

Please note, end users will need either a Teams Phone SKU or E5 licence with Teams. This will then allow you to purchase the Teams Phone Mobile on Complete Mobile for it to work as a seamless solution.



## Organisation benefits

- **One number, everywhere:** Users can have one number for mobile, desk and Microsoft Teams, so they can work flexibly and securely from any location, device or network. Teams Phone Mobile users can make and receive calls using their native dialler as well as the Teams app.
- **Security as standard:** Businesses can extend enterprise-grade business policies to voice calls on native mobile devices. Calls from users' devices can also be set up to appear as though they're coming from the organisation, keeping users' mobile numbers hidden.
- **Streamlined communications:** Organisations can consolidate redundant fixed-line and mobile services, as well as reducing the number of devices and hardware to buy, manage and support.

## Why EE?

EE offers fast speeds, superb reliability and excellent coverage. Its 4G already reaches 99% of the UK's population, and its 5G connectivity is growing quickly too. It's also monitored 24/7, protecting you and your customers from potential security breaches.

These are all benefits you can pass on to your customers, helping you close deals and strengthen your brand. No wonder EE has been the UK's best mobile network for over a decade.<sup>1</sup>

## Why Microsoft Teams?

Since its release in 2017, Microsoft Teams has become increasingly popular in the business world, thanks to its ease of use and comprehensive features. Users benefit from the ability to make calls, send instant messages and share content from a single, unified app.

Today, Teams boasts more than 350 million monthly users worldwide, and it shows no signs of stopping. That's a ready-made market, waiting for you to tap into.

## Why now?

The world of business cloud communications is growing. 86% of IT decision-makers endorse at least one day of remote working a week, and digital solutions are a key part of supporting that.<sup>2</sup>

Mobile phones are also vital to anyone who works remotely some or all of the time. 57% of employees say smartphones are essential to their jobs.<sup>3</sup> Among Teams users, 71% rely on the mobile app.<sup>4</sup>

At the same time, the cloud communications market is growing rapidly. By the end of 2028, the global unified communications as a service (UCaaS) market is set to reach more than 131 million users.<sup>5</sup>

With Teams Phone Mobile, you can be ready for all these trends, making it the right product, at the right time, for the right customers.

---

## Discover Teams Phone Mobile today

For more information, visit [btwholesale.com/teamsphonemobile](https://btwholesale.com/teamsphonemobile)

---

<sup>1</sup>EE, BEST NETWORK FOR OVER A DECADE: Based on RootMetrics® UK RootScore® Report: H2 2024. Tested at locations across the UK with the best commercially available smartphones on four national mobile networks across all available network types. Your experiences may vary. The RootMetrics award is not an endorsement of EE. Visit [ee.co.uk/claims](https://ee.co.uk/claims) for more details.

<sup>2</sup>HubbleHQ, 2020.

<sup>3</sup>Maximizing mobile value, 2022, Oxford Economics.

<sup>4</sup>Charterhouse Group.

<sup>5</sup>Cloud Comms Market Reports, 2024, Cavell

## 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: 1 Braham Street, London, E1 8EE. Registered in England No. 1800000.

March 2025

