Launch email

Send on launch day

**We recommend you copy the content below into your internal communication template.**

Subject

**Upgrade: Your <service name> is now live.**

Content

**<service name>** is here. Let’s get started.

Making calls just got easier. **<service name>** now has an enhanced phone capability that is live and ready to use. This makes **<service name>** your single app for collaboration, chat and calling.

**To start using <service name> follow these steps.**

1. **Find your number** which is shown above the dial pad in **<service name>**.
2. **Learn about how our new phone capability works** by visiting the [BT Support Centre](https://www.globalservices.bt.com/en/my-account/bt-support-centre) which includes quick start guides, training videos, top tips and more.
3. **Start making and receiving** all your internal and external phone calls within **<service name>**.
4. **Download the** app to your mobile. Simply go to your app store and search for **<service name>** and download the app.
5. **Update your email signature and everywhere your old number is promoted** with your new **<service name>** number. **<remove if N/A>**

If you have any questions, please contact **<service name>**.

Please look out for emails with **<service name>** in the title for further information.

Thank you in advance for using this new technology.

Kind regards  
**Internal Endorser**