

New Horizon Business VoIP Services



**IP-based services
are more than a
view into the future.**

**The power of VoIP
is a bright reality of
modern business.**

**Let New Horizon
chart your course.**



Voice over IP is already a reliable and popular tool for organizations of all sizes and industries.

Looking to take advantage of VoIP's productivity-enhancing features, compelling economic benefits, and simplified maintenance requirements, companies are rapidly replacing traditional PBXs and TDM networks with IP-based services.

While we have a proud history as a telephone utility, we're also a progressive service provider of emerging voice, data, and Internet services.

New Horizon Communications is proud to offer a portfolio that includes Hosted VoIP, Unified Communications, and SIP Trunking.

Our unique model allows us to offer best-of-breed solutions from a range of underlying carriers with which we maintain longstanding relationships.

As we continuously expand the vital role we play as a communications utility, we've assembled a suite of VoIP, SIP, and Unified Communications solutions that can fit the functional and budget requirements of virtually any business.

Why Hosted VoIP?

- **Scalability:** Easily add & remove users
- **Features:** Basic through advanced call center applications including simultaneous ring, voice mail to email, remote office, sequential ring, hunt groups, auto attendant & more
- **Control:** Carrier-level administrative control of system to make moves/adds/changes as needed; end users can adjust features via a web portal or telephony tool bar residing in Outlook & Internet Explorer, or use NHC Customer Service
- **Redundancy & Disaster Recovery:** Switch-level & end user
- **Economical:** Low start up costs bring new systems from \$1,000-\$1,200 per user for premise-based solutions down to \$250-\$350 per user
- **Empower Remote Workers & Road Warriors:** Easily set up remote workers to appear like they are all in the same room; Road Warriors can be mobile without ever missing a call
- **Unified Multi-Site Communications:** Employees can call across locations using extension dialing in all 50 states with no toll charges

Why New Horizon for VoIP?

- We offer robust, flexible options for Hosted IP PBX, SIP Trunking & Unified Communications (UC)
- Our support model is based on regulated, telecommunications “utility-grade” standards, with 7/24/365 service, backed by proven processes & highly trained industry talent
- You’ll gain access to our robust suite of web-based tools & features—including an intuitive portal for extensive administrative control, plus telecom inventory management, usage trend reporting & analysis, historical data & online billing, among others
- NHC’s flexible solution platforms & leasing options ensure the right fit for each organization
- Service is available anywhere a customer uses an Internet connection
- New Horizon’s live, 24x7x365 Customer Care provides around-the-clock support from live representatives

Broadsoft Platform



Solution Elements:



<p>1 Broadsoft VoIP Switch & Voice Features</p> <ul style="list-style-type: none">• Industry leader in VoIP• “Class 5” softswitch designed for a hosted solution• 40% of all Class 5 & Class 4 VoIP calls worldwide• Over 400 VoIP providers	<p>2 Nationwide Access to DID/DOD Numbers</p> <ul style="list-style-type: none">• DID/DOD numbers available anywhere nationally• Ubiquitous LNP• CNAM, Directory Assistance, E911 capable	<p>3 Edgewater Networks CPE Router & Switch</p> <ul style="list-style-type: none">• Designed for VoIP providers• Easy to install• Flexibility can accommodate any size customer application• Superior monitoring, performance & troubleshooting tools
<p>4 Featuring Polycom Phones</p> <ul style="list-style-type: none">• Leader with 80% of IP phone market• Broad product line including basic, full featured, attendant & conference phones• Other handset options available	<p>5 National Field Support</p> <ul style="list-style-type: none">• Providing detailed site survey, LAN cabling, installation of phones, switches & routers• Phone set training• 24x7x365 field service support	<p>6 CPE Purchase/ Lease through NHC Resources</p> <ul style="list-style-type: none">• Reduce capex by consolidating installation & equipment costs in one easy-to-manage monthly fee• Leases available from 24 to 60 months

Solution Applications & Benefits:

- Enhanced Business Communications with over 100 voice & network features designed to meet any application
- Full featured call center application with detailed management reporting
- Unified Communications package integrates Microsoft® Office access & collaboration tools

For product details including pricing, contact your New Horizon Agent or email us at info@nhcgrp.com.

Highly Customized, Adaptable, Scalable, Resilient Asterisk-Based Platform



Solution Elements:

1 Asterisk-Based VoIP Switch & Features

- World's most popular open source communications software
- Flexible platform makes it easy to create and deploy a wide range of telephony applications & services
- Delivers quality, capability & value

2 Nationwide Access to DID/DOD Numbers

- DID/DOD numbers available anywhere nationally
- Ubiquitous LNP
- CNAM, Directory Assistance, E911 capable

3 Edgewater Networks CPE Router & Switch

- Designed for VoIP providers
- Easy to install
- Flexibility can accommodate any size customer application
- Superior monitoring, performance & troubleshooting tools

4 Featuring Polycom Phones

- Leader with 80% of IP phone market
- Broad product line including basic, full featured, attendant & conference phones
- Other handset options available

5 National Field Support

- Providing detailed site survey, LAN cabling, installation of phones, switches & routers
- Phone set training
- 24x7x365 field service support

6 CPE Purchase/ Lease through NHC Resources

- Reduce capex by consolidating installation & equipment costs in one easy-to-manage monthly fee
- Leases available from 24 to 60 months

Solution Applications & Benefits:

- Cost-effective, business-class system offers essential functionality with flexible options & upgrades for extended feature sets
- Open source platform is designed to enable virtually any type of voice application for business communications, from basic to executive-level feature sets to sophisticated call center requirements
- Eliminate the cost & complexity of maintaining an on-site phone room
- Easy to use with robust capabilities but no extraneous fees
- Future-proof your telecommunications investment with a solution that can grow with your business

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NHC Hosted VoIP: Preparation & Implementation

A Structured & Refined Process Developed by Seasoned Telecommunications Pros



SIP Trunking



Solution Applications & Benefits:

- Reduce monthly telephony & Internet costs by using a single connection for both
- Lower usage-related costs with NHC's competitive domestic, toll-free & international calling, plus free intra-company calls for multi-location businesses
- Eliminate the need for Primary Rate Interface (PRI) connections
- Maximize flexibility & efficiency by purchasing incremental capacity as needed, as opposed to adding a full T1 or paying a premium for fractional T1s
- Further reduce long distance charges in an IP PBX environment by outsourcing PSTN connectivity with NHC
- Service is available anywhere a customer uses an Internet connection
- Establish local telephone numbers from almost any wire center
- Begin leveraging the functional advantages of VoIP without discarding existing investments in a traditional phone system by utilizing NHC's Integrated Access Devices
- Experience improved voice quality over traditional analog lines

KEY ADVANTAGES

- *Cost efficiencies*
- *Optimal bandwidth utilization*
- *Productivity features (IP-enabled)*
- *Clear & reliable call quality*
- *Portability*

According to a Gartner Group report from 2009 entitled "SIP Trunking: Where Are the Savings," SIP can deliver a 30% to 50% reduction in voice and data connectivity costs for branch environments.

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New Horizon's fresh approach to telecom gives you access to all of the products, information & professionals you need to succeed

New Horizon Communications Group was formed by a group of longtime colleagues who've spent their entire careers in telecom—on average, more than a quarter century each. They represent a critical advantage in the marketplace and will continue to give New Horizon a distinct edge over its peers.

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A Brighter Way to Connect Businesses

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