



VOICE • DATA • INTERNET



Management Access Portal (MAP)

Essential Customer Data Accessible Via New Horizon's MAP Tool:

Order Status

Each order is posted by the date we assign it for provisioning. This date then becomes the Order Number. Each order is tracked by Order Type, Location, Billing Telephone Number (BTN), Customer Account Number, Order Status (Open or Closed), Due Date, and Order Description. In addition, a detailed, running commentary on each order is tracked under Notes, including the NHC provisioner's name and time-stamped activity.

Inventory

Customers can view fixed line and features charges delivered in a non-telco jargon format. Multi-location customers can sort by telephone number, account number, or state to locate branch information. Our billing system is extremely flexible, enabling NHC customers to identify locations and departments by general ledger code or other company nomenclature, as well as to label individual telephone lines by function, such as "Fax," "Alarm," and "Reception." We even let you name non-billable items and functions like hunting sequences so you have a complete, accurate, and easy-to-understand picture of your telecommunications inventory.

Repair

When a service issue arises, you aren't left to sit by the phone anxiously awaiting an update on repair activity. NHC customers can view all open tickets, see the service technician assigned to resolve the issue, and read all notes live on a 24x7 basis. In addition, all closed tickets can be viewed and sorted by location and trouble description.

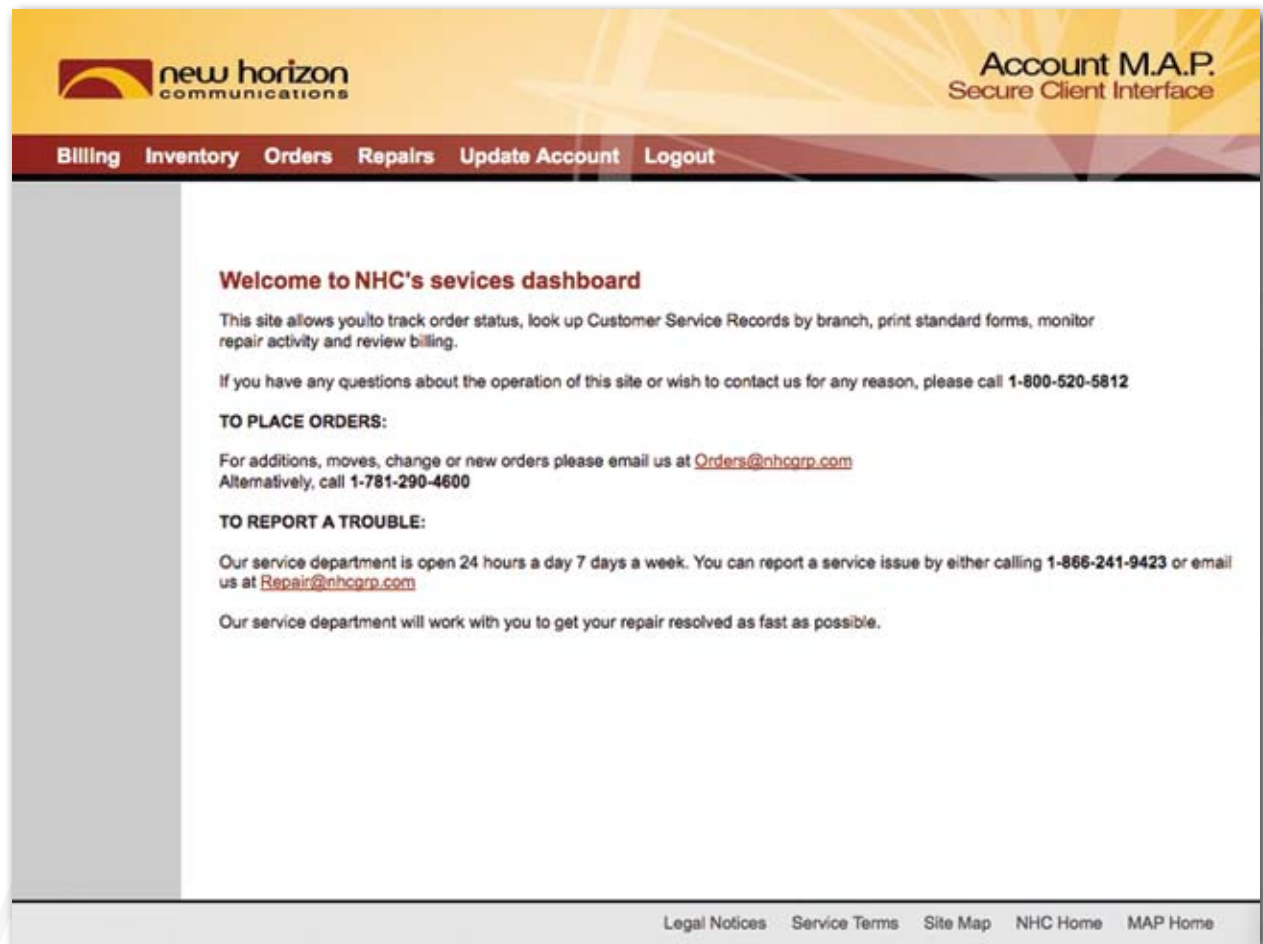
Billing

Customers can access our online bill via MAP at any time from any Internet connection. NHC's Online Billing Tool enables the user to view current and past bills in summary or full billing detail, as well as to download the data to a PDF file. All fixed, usage, and other charges can be easily accessed. Useful reporting includes time-of-day usage, most expensive calls, longest duration, 1-Plus by state, and inbound 800 by state, all of which can be generated by simple point-and-click. Multi-location customers also can view reports for each branch, as well as summary reports aggregating all locations. Additional features exclusive to our MAP system include Line Utilization reports, incoming caller information for POTS lines, and trending tools that let you measure activity and expense over various time periods.

Gain a valuable understanding of your organization's telecom consumption, inventory & investment.

New Horizon's Management Access Portal, or MAP, is a powerful web-based tool that gives you access to—and control of—all current orders, existing line inventory, open and closed repair tickets, and online, real-time billing data.

MAP collects live, up-to-the-minute data from our Operations Provisioning System, Billing Platform, and Trouble Management System, synthesizing and organizing it all in a clear, user-friendly interface.



The screenshot displays the Account M.A.P. Secure Client Interface. At the top left is the New Horizon Communications logo. At the top right, it says "Account M.A.P. Secure Client Interface". Below this is a navigation bar with links for "Billing", "Inventory", "Orders", "Repairs", "Update Account", and "Logout". The main content area features a "Welcome to NHC's services dashboard" section. It includes a brief description of the site's capabilities, contact information for questions (1-800-520-5812), and instructions on how to place orders (via email at Orders@nhcgrp.com or call 1-781-290-4600) and report a trouble (via call at 1-866-241-9423 or email at Repair@nhcgrp.com). A footer at the bottom contains links for "Legal Notices", "Service Terms", "Site Map", "NHC Home", and "MAP Home".

new horizon communications

Account M.A.P.
Secure Client Interface

[Billing](#) [Inventory](#) [Orders](#) [Repairs](#) [Update Account](#) [Logout](#)

Welcome to NHC's services dashboard

This site allows you to track order status, look up Customer Service Records by branch, print standard forms, monitor repair activity and review billing.

If you have any questions about the operation of this site or wish to contact us for any reason, please call **1-800-520-5812**

TO PLACE ORDERS:

For additions, moves, change or new orders please email us at Orders@nhcgrp.com
Alternatively, call **1-781-290-4600**

TO REPORT A TROUBLE:

Our service department is open 24 hours a day 7 days a week. You can report a service issue by either calling **1-866-241-9423** or email us at Repair@nhcgrp.com

Our service department will work with you to get your repair resolved as fast as possible.

[Legal Notices](#) [Service Terms](#) [Site Map](#) [NHC Home](#) [MAP Home](#)

Open Orders

Monitor pending orders as they move through the NHC Provisioning process

- Detailed information about new service & change orders
- Data is searchable by various filters including Telephone Number, Account Number & Location
- Notes updated by individual NHC Provisioners in real-time

Open Orders

Search By: Telephone, Account Number, Location, Order No.

Order #	Order Type	Location	RTN	MTN(s)	Acct #	Status	Created	Modified	Exp Date	Description	Notes
4303	Center Change Request in Process	New Horizon	71187	487F2B2C09FC1618C2 487F2B2C09FC1618C3	4887	Submitted	03/01/2019 03:16:00			487F2B2C09FC1618C2 487F2B2C09FC1618C3	Ass Ass
4319	Change Order ADJUSTMENTS	NHC	71236989	712348676 712348670 712348672 712348674 712348680 712348687 712348688 712348689	1793	Pending	04/21/2019 14:20:00				Ass 712348676 Ass 712348670 Ass 712348672 Ass 712348674 Ass 712348680 Ass 712348687 Ass 712348688 Ass 712348689
4336	Account Modification Communications	New Horizon	21683484	216870716 216834840	7085	Submitted	04/21/2019 04:20:00				Ass 216870716 Ass 216834840
4357	Disconnect Product or Line Service	New Horizon	21681328	216874249 216874208 216874246 216874245 216874211	7085	Submitted	04/21/2019 14:20:00				Disconnect 216874249 Disconnect 216874208 Disconnect 216874246 Disconnect 216874245 Disconnect 216874211
4374	Account Modification Communications	New Horizon	21683484	216870716 216834840	7085	Submitted	04/21/2019 14:20:00				Ass 216870716 Ass 216834840

Closed Orders

Historical view of service orders that have been completed

- Provides same information & sorting options as Open Orders
- Includes up to 100 recent items

Closed Orders (up to 100 records displayed)

Search By: Telephone, Account Number, Location, Order No.

Order #	Order Type	Location	RTN	MTN(s)	Acct #	Status	Created	Exp Date	Description	Notes
4313	Account Modification Communications	New Horizon	81762483	817623361	1087	Completed	06/03/2019	07/11/2019		Ass 817623361
4317	Account Modification Communications	New Horizon	81762483	803986713	1087	Completed	06/03/2019	08/11/2019		Ass 803986713
4339	Center Change Request in Process	New Horizon	81762483	803986761	1087	Completed	04/30/2019	04/30/2019		Ass 803986761
4394	Center Change Request in Process	New Horizon	80398113	803986767	1087	Completed	04/30/2019	04/30/2019		Ass 803986767
4376	Disconnect Product or Line Service	New Horizon	78168002	781680022	1087	Completed	04/22/2019	07/29/2019		Disconnect 781680021 Disconnect 781680022
4468	Account Modification	RIELA	86162426	861624262	3118	Completed	04/03/2019	04/03/2019		Ass 861624262
4423	Disconnect Product or Line Service	New Horizon	21680096	216879663 216879604 216879663 216879663 216879663	3686	Completed	03/29/2019	09/30/2019		Disconnect 216879663 Ass 216879663 Ass 216879663 Ass 216879663 Ass 216879663
4423	Disconnect Product or Line Service	New Horizon	216879663	216879663 216879663 216879663 216879663	3686	Completed	03/29/2019	09/30/2019		Disconnect 216879663 Ass 216879663 Ass 216879663 Ass 216879663
4428	Disconnect Communications Group	New Horizon	78129083	216874218 388874218 86241862	3686	Completed	03/20/2019	09/30/2019		Ass 216874218 Ass 388874218 Ass 86241862

Telecommunications Inventory

Complete, detailed inventory of lines, features & locations using customer-defined language

- Initial view of all locations
- Drill down into each location for a comprehensive breakdown
- Easily exported to Microsoft® Excel
- Line descriptions can be added with customized company nomenclature

Inventory

Search By: Acct Nbr: Phone Nbr: State:

Customer Name	Acct.#	Address	City	State	Zip
NHC ADJUSTMENTS (1793)	1793	335 BEAR HILL RD	Walham	MA	02451
New Horizon Communication (1037)	1037	420 Bedford Street	Lexington	MA	02420
New Horizon Communications (1043)	1043	1 Federal Street Building 101-R	Springfield	MA	01105
New Horizon Communications (4887)	4887	420 Bedford Street Ste 250	Lexington	MA	02420

New Horizon Communications (7020) 7020
6216 Whiskey Creek Dr
Suite B
Fort Myers, FL 33919

Feature Search:

Delete	Service	Phone Number	NHC Rate	Lpic	Pic	Effective Date
	VMAU NHC 0 rated (Default)	2392743261		NHC	NHC	04/30/2009
	VMAU NHC 0 rated (Default)	2392753473		NHC	NHC	04/30/2009
	VMAU NHC 0 rated (Default)	2392756230		NHC	NHC	04/30/2009
	VMAU NHC 0 rated (Default)	2399383757		NHC	NHC	04/27/2009
	VMAU NHC 0 rated (Default)	2399384183		NHC	NHC	05/01/2009
	VCOM Voicemail with Email notification	8002722024		NHC	NHC	04/30/2009
	VMAU NHC 0 rated (Default)			-	-	-
	NHC Toll Free Fee (per Toll Free)	8662037372		NHC	NHC	04/30/2009
	VMAU NHC 0 rated (Default)			-	-	-

Repair Activity

Full log of Open & Closed Trouble Tickets

- Initiate & track issues
- Drill down for additional details & NHC representative notes
- Status of Open items is updated by NHC in real-time, 7x24x365
- Each action automatically receives a time & date stamp

Ticket No.	Location	Description	Journal Type	Assigned To	Resolution Type	Date Closed	Reference Number
18142	New Horizon Communication	cells dropping	Other	slorinc		12/13/2004 11:30:00 AM	6-10213
18159	New Horizon Communication	looking for lot code	Other	slorinc		12/14/2004 10:30:00 AM	6-10239
18150	New Horizon Communication	it down	CircuitDown	slorinc		12/17/2004 12:30:00 PM	6-10243
18181	New Horizon Communication	CALLING VZ REPAIR AND I GET ERROR	Other	slorinc		1/27/2005 6:25:00 AM	6-10266
18228	New Horizon Communication	slowness over AXSNE	Other	CSocule		9/21/2005 11:39:00 AM	6-10891
18661	New Horizon Communication	Bob's lines 6030895773, 6030897732	NDT	CSocule		9/23/2005 1:25:00 PM	20-11161
18652	New Horizon Communication	Web Pabo 603-949-6773	NDT	pwieners	SolutorB	11/9/2005 4:35:00 PM	14-11436
18416	New Horizon Communication	MCI Circuit down hard	Other	CSocule		2/23/2006 5:20:00 PM	21-12541
18265	New Horizon Communication	Internet issue-see notes	Other	CSocule		3/29/2006 1:15:00 PM	20-12266
18225	New Horizon Communication	inbound fast busies	IRBaudLtc	ipottar		5/9/2006 2:33:00 PM	21-12480
18662	New Horizon Communication	Static on in and outbound calls	Static/Notes	pwieners	SolutorC	5/13/2006 2:29:00 PM	14-12521
18243	New Horizon Communication	Circuit Down	CircuitDown	pwieners	NTF	6/13/2006 1:00:00 PM	14-12774
13262	New Horizon Communication	PRE in lockout sc-0em-jk5-0001	CircuitDown	CSocule	SolutorA	8/19/2006 12:00:00 PM	20-13661
18218	New Horizon Communication	sc-0em-jk5-0001 Circuit is Down	CircuitDown	pwieners	SolutorC	4/20/2007 2:10:00 PM	14-15004
18214	New Horizon Communication	after issue 817-607-8277	IRBaudLtc	pwieners	DC	6/25/2007 8:50:00 PM	14-16141
18277	New Horizon Communication	FlexT1 Down 2001924	CircuitDown	pwieners	SolutorC	8/13/2007 12:00:00 PM	14-16870
20240	New Horizon Communication	Techpath down	CircuitDown	JWIENERS	NTF	8/14/2007 12:00:00 PM	11-17048
20286	New Horizon Communication	VMS is NTWK on Line 413 783 2868	Other	swain	SolutorA	10/25/2007 12:00:00 PM	26-17514

Key Benefits of New Horizon's MAP Online Billing System:

- Intuitive web layout & navigation
- User-friendly sorting & filters
- Near-time billing data
- Print & export any report
- Access to master & sub-accounts
- Easy & secure online bill-pay options
- Extensive standard & customizable reporting options
- Supported by NHC's senior-level team

The screenshot displays the 'Account M.A.P. Secure Client Interface' for New Horizon Communications. The navigation menu includes: Invoices, Reports, Payments, Sub Accounts, Switch Account, Update Account, and Logout. The left sidebar lists various report categories such as 'Most Expensive Calls', 'Longest Calls', 'Most Frequent Calls', 'Area Code', 'Area Code Toll Free', 'Call Detail', 'Country', 'State', 'Time Of Day', 'Account Code Summary', 'Service Number Summary', 'Daily Summary', 'Orig State Summary', 'Term LATA', and 'Corp Accounts Trend'. The main content area is titled 'Most Frequent Calls' and provides account details: Account Number: 1037, Customer Account: New Horizon Communication, Invoice Number: 170297, and Invoice Date: 09/01/2009. A 'Print Report' and 'Export CSV' link are available. Below the details, a 'Display Top' dropdown is set to 10. The main data is presented in a table with columns: Branch Code, Frequency, Number Called, Term Location, Total Duration, and Total Charge.

Branch Code	Frequency	Number Called	Term Location	Total Duration	Total Charge
1037	240 (413)	782-9100	Springfld, MA	297.0	\$0.00
4887	66 (617)	507-8277	Boston, MA	275.0	\$0.00
1057	39 (781)	760-4171	Winchester, MA	179.8	\$0.00
1057	36 (724)	267-5748	Luvinos Me, MX	294.5	\$0.00
1057	35 (508)	221-8099	Nantucket, MA	212.6	\$0.00
1037	33 (718)	290-4600	Brooklyn, NY	34.0	\$0.00
1057	28 (781)	290-4618	Waltham, MA	216.5	\$0.00
1057	27 (781)	760-4053	Winchester, MA	23.9	\$0.00
1057	23 (781)	249-8721	Waltham, MA	108.0	\$0.00
1037	23 (516)	680-6603	Mineola, NY	69.2	\$0.00
Total	550			1710.5	\$0.00

Main Summary

Snapshot of your master account invoice:

- Time period
- Total amount due & due date
- Recent balance & payment activity
- Archiving for up to 24 months
- Month-over-month billing summary
- Downloadable to PDF

Invoice Information	
Invoice Date	07/01/2009
Account Number	
Invoice Number	160243
Due Date	07/28/2009
Total Due	\$94,552.05
Responsible for Charges	Yes
Download PDF	

Summary of Charges	
Balance Information	
Previous Balance	87,283.50
Payments Received – Thank You	(84,058.93)
Payment Refusals	0.00
Adjustments	0.00
Past Due Balance	\$3,224.57
New Charges	
<u>Recurring / Non-Recurring Charges</u>	8.99
<u>Taxes</u>	1.08
<u>Finance Charges</u>	3.38
<u>Corporate Charges</u>	91,314.05
Total New Charges	\$91,327.48
Total Amount Due	\$94,552.05

Invoice Details

Summarized breakdown of all charges:

- Usage
- Monthly recurring charges
- Non-recurring charges
- Comprehensive delineation of taxes
- Any applicable finance charges

Detail Description	Additional Info	Amount
Finance Charges		
Finance Charges		\$3.38
Monthly Recurring Charge		
OSS Cost Recovery Charge	20090601 – 20090630	\$8.99
OSG E-Bill Detail	20090601 – 20090630	\$0.00
Taxes		
Interstate Carrier Cost Recovery Charge		\$0.43
Federal Excise Tax		\$0.27
Maintenance and Repair Program		\$0.18
Universal Lifeline Telephone Surcharge		\$0.10
PUC		\$0.02
High Cost Fund B		\$0.02
High Cost Fund A		\$0.01
California Teleconnect Fund (CTF)		\$0.01
California Relay Svcs & Comm. Devices Fund		\$0.02
California Advanced Services Fund		\$0.02
Corporate Charges		
Rollup Summary: Call Usage Total		\$17,673.10
Rollup Summary: Monthly Recurring Charge		\$65,615.56
Rollup Summary: Non-recurring Charge		\$1,620.00
Rollup Summary: Taxes		\$18,405.39
Total All New Charges		\$91,327.48

Reporting Capabilities

Powerful data that you can view, manipulate, print & export

- Several standard reports
- Customized analyses
- Intelligent functions including various filters & markup calculations
- Rows & columns can be modified to your specifications

Most Expensive Calls	List of calls with the largest associated charge
Longest Calls	List of calls with the longest duration
Most Frequent Calls	List of the most frequently called destination numbers
Area Code	Calls listed by each destination number's area code
Area Code Toll Free	Toll Free calls listed by each destination number's area code
Call Detail	List of calls, including number called, date/time, duration & cost
Country	Calls listed by the destination number's country
State	Calls listed by the destination number's state
Time Of Day	Calls listed by each hour of day they were placed
Account Code Summary	Calls organized by customer-defined account code identification
Service Number Summary	Calls listed by service number
Daily Summary	Calls summarized by day
Orig State Summary	Calls summarized by the originating state
Term LATA	Calls summarized by the terminating LATA

Report Format & Functionality

Each report pulls the relevant data & presents it in clear, user-friendly tables

- Clickable row headers enable fast sorting & analysis
- Design makes all data easy to read
- Simple drop-down menu lets you select different service numbers
- Each report can be quickly exported & printed

Area Code	Location	Calls	Total Duration	Total Charge
201	NJ	4297	10180.4	\$267.75
202	DC	426	795.3	\$64.60
203	CT	215	2169.8	\$39.18
205	AL	12	23.5	\$0.43
206	WA	6	32.2	\$0.58
207	ME	1435	3999.2	\$148.73
208	ID	1	1.4	\$0.03
209	CA	1	0.9	\$0.02
210	TX	22	325.9	\$5.98
212	NY	992	2809.5	\$64.32
213	CA	2	1.8	\$0.03
214	TX	28	117.2	\$2.21
215	PA	7836	15905.5	\$568.11



Additional Features

Trending Analysis

- Cost analysis tool showing variance of usage, non-recurring & recurring charges during a period of time you select

Custom Report Capabilities

- You define criteria & save reports for regular or sporadic use
- Drop-down menus let you control variables

Summary Tool

- Captures & presents all charges by BTN in a unified view

Call Detail Report

- Itemizes all calls with their usage type, plan name, date & time, number called, originating number, location called, duration of call & call charge
- Can be viewed by individual service numbers using drop-down menu

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

About New Horizon Communications Group:

- Approximately \$30 million in annual revenues (2008)
- Profitable operations since 2004
- Solid, long-term alliances with bank, credit facility, and carrier partners
- Innovative business model leveraging deep industry expertise & relationships
- Multi-Carrier Platform yields a virtually unlimited product set, enabling maximum flexibility for business customers



A Brighter Way to Connect Businesses

Corporate Headquarters: 781-290-4600

Customer Operations Center: 866-241-9423

www.nhcgrp.com