

NEW HORIZON  
**newVoice**

*Voice over Internet Communications Evolution*



**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.

We continuously expand the vital role we play as a communications utility. So 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 NewVoice, a portfolio that includes Hosted VoIP, Unified Communications, and SIP Trunking.**



NewVoice is a suite of IP-enabled solutions built to deliver the undeniable performance and cost advantages of VoIP while meeting 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 NewVoice?

- NewVoice offers robust, flexible options for Hosted IP PBX, SIP Trunking & Unified Communications (UC)
- New Horizon's 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
- Our 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

# newVoice Hosted VoIP Platform:

Highly Customized, Adaptable, Scalable & Resilient



## 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

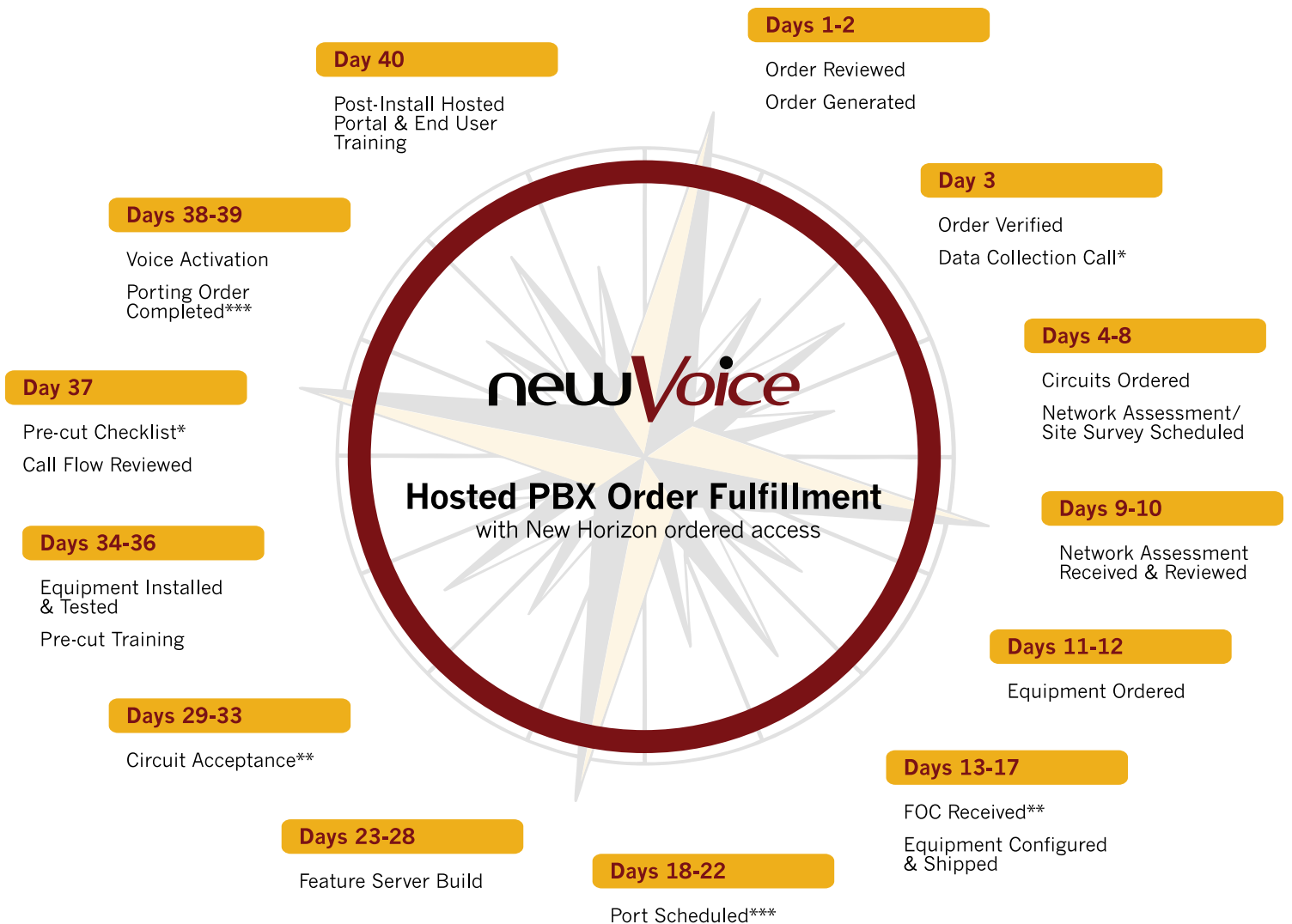
## Solution Applications & Benefits:

- 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

**For product details including pricing, contact your New Horizon Agent or email us at [info@nhcgrp.com](mailto:info@nhcgrp.com).**

# newVoice Hosted VoIP: Preparation & Implementation

A Structured & Refined Process Developed by Seasoned Telecommunications Pros



\* Customer Communication    \*\* LEC Facility issues may delay intervals for circuit install & FOC dates    \*\*\* Record discrepancy with releasing carrier may cause porting delay

# newVoice SIP Trunking

Convenient, Clear & Cost-Effective

## 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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Proud Member of the 2011 *Inc. 5000* List Recognizing the Fastest-Growing Private Companies in the U.S.



## **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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