

## Seat Types:

### Premium Seat

Core NewVoice Hosted IP offering, including a usage plan & deep roster of features

### Metered Premium Seat

Premium Seat with metered usage

### Virtual Seat

A virtual number with no designated phone handset or location

### Outbound Call Restricted Seat

For use with internal phones located in public areas such as cafeterias & lobbies

### Basic Receptionist Seat

Premium Seat plus the ability to monitor extensions using an IP phone with a side car

### Enhanced Receptionist Seat

Premium Seat plus a PC-based tool to monitor extensions

### Call Center Agent Seat

Features for agent positions

### Call Center Supervisor Seat

Features for supervisors managing agents

## Features & Descriptions:

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## Premium Seat Standard Features

Feature	Description
<b>Customer Portal</b>	Web-based user interface that allows users to configure their PBX, create call queues and groups, view call detail records and billing information, listen to and delete voicemail, upload music on hold
<b>Direct Inward Dialing</b>	Set up a telephone number to dial directly to a device or extension
<b>2-, 3-, 4- (or More) Digit Extension Dialing</b>	Your New Horizon Hosted PBX can support multiple-digit extension dialing
<b>Caller ID</b>	Customize the appearance of your outgoing Caller ID by outgoing number or by extension
<b>Call Hold</b>	Place calls on hold, and play music or a commercial on hold
<b>Attended Transfer</b>	Transfer a call to another extension, group, or phone number <i>without</i> announcing the party being transferred
<b>Unattended Transfer (Blind Transfer)</b>	Forward calls via the New Horizon Hosted VoIP Portal, or via your device or SoftPhone; calls may be forwarded to any extension or phone number (device or SoftPhone forwarding functionality may vary by manufacturer)
<b>Call Forwarding</b>	Forward calls to any extension or phone number via the NewVoice portal or another device or smartphone (functionality may vary by manufacturer)
<b>No Answer Call Forwarding</b>	Automatically forward your calls to an extension, group, phone number when you do not answer your phone
<b>Busy Call Forwarding</b>	Automatically forwards your calls to an extension, group, phone number when your phone is busy
<b>Call Routing Based On Business Hours, After Hours &amp; Holiday Hours</b>	Allows routing decisions based on time and date; multiple schedules can be configured, as in the case of departments with different hours of operation
<b>Incoming Call Blocking</b>	“Black List” phone numbers to block them from calling your PBX
<b>Incoming Privacy Screening</b>	Forces callers with “no caller ID” or “blocked caller ID” to enter a number that will be presented as their caller ID
<b>Incoming DID Routing</b>	Route calls based on the number that was dialed; calls may be routed to an Auto Attendant, extension, group, phone number, or ACD or call queue
<b>Incoming Caller ID Routing</b>	Route calls from a unique DID or phone number to any Auto Attendant, extension, group, phone number, or ACD or call queue
<b>Incoming Call Identification</b>	Identify an incoming call on the phone’s LCD display by modifying the Caller ID display indicating how the call was routed

## Premium Seat Standard Features *continued*

Feature	Description
<b>Caller ID Blocking</b>	Disable Caller ID for all outbound calls made from your PBX
<b>Outgoing Call Blocking</b>	Prevent calls to specific numbers or services (e.g., 900 calls)
<b>Speed Dial</b>	Automated dialing of a pre-determined phone number
<b>One Button Redial</b>	A device or SoftPhone feature that redials the last number dialed by the extension user (not all phones support this feature)
<b>Company-Wide Directory</b>	A list of extensions and names from which a caller can look up and connect with a desired extension
<b>Do Not Disturb (DND)</b>	A device or SoftPhone feature that simulates a phone being off-hook, sending calls received directly into voicemail; other routing options are also available
<b>Call Waiting Indicator</b>	Indicates incoming call (and caller ID, if available) while a call is in process
<b>Office Intercom</b>	Dial a user's extension to activate their phone speaker for announcements
<b>Disable Outbound Dialing</b>	Prevent outbound dialing on certain extensions only
<b>Three-Way Conference Call</b>	After making or receiving a call, a user may conference in any third party for a three-way call
<b>Call Detail Records</b>	Real-time call logging is available via the portal; from, to, call duration, date and time, and call type (International, On-Net, etc.); in addition, frequently called numbers can be "tagged" with text descriptions for legibility
<b>Call Volume Graphs</b>	Histograms graphically display calling patterns and trends by time of day, month, year, or custom dates
<b>Call Traffic By Extension</b>	Track number of calls by individual or extension
<b>Detailed Accounting</b>	Track orders, invoices, and all New Horizon Hosted VoIP billing online
<b>Find Me (NHC Digital Assistant)</b>	Set up a personal assistant to "find you" at up to five (5) locations; configured per extension; feature offers extensive number of options to route calls once they have reached intended extension; callers are asked to "announce" themselves and may choose to try additional locations or leave a message
<b>Ring Groups</b>	Enables multiple extensions to be joined as a group and then calls may be routed sequentially or simultaneously to the group

## Premium Seat Optional Features

Feature	Description
<b>Auto Attendant</b>	
<b>Top Level Auto Attendant (Always On)</b>	Allows callers to select from menu options using a standard telephone keypad; through the portal interface, calls can be routed to extensions, mailboxes, groups, conference rooms, call queues, or unlimited depths of additional auto attendants
<b>Multiple Top Level Auto Attendants (Always On)</b>	Allows for separate telephone numbers to be routed to unique Top Level Auto Attendants; each Auto Attendant is individually configurable
<b>Top Level Auto Attendant (Time-Based)</b>	Available after N rings or based on time of day
<b>Sub-Level Auto Attendants</b>	Often used for different departments within an organization; for instance, you may have a main Auto Attendant for the company, and then a sub-level Auto Attendant for Sales, Support, etc.
<b>Auto Attendant Answering</b>	Set up a telephone number to dial directly to an Auto Attendant; callers are then presented with predefined options via the Auto Attendant Feature
<b>Voicemail</b>	
<b>Basic Voicemail</b>	Associate a voicemail box with an extension, or use an announce-only voicemail box to provide customers with a pre-recorded message when they choose an option on an auto attendant or extension
<b>Voicemail to Email</b>	After a voicemail is received, the New Horizon Hosted VoIP PBX sends an email to any valid email account or alias that you enter into the New Horizon Portal; the message includes the call's date and time, as well as its duration, caller ID if provided, and mail box number, plus an attached WAV audio file that can be played on your PC or mobile device (i.e., smartphone or PDA capable of playing WAV files)
<b>Voicemail to Text Message</b>	If you do not have a smartphone or PDA capable of playing WAV files, enter an SMS address in the New Horizon Hosted VoIP Portal and the New Horizon Hosted VoIP PBX will send a shorter text message to your device (third party text messaging rates may apply)

## Premium Seat Optional Features *continued*

Feature	Description
<b>Music On Hold</b>	
<b>Default Music On Hold</b>	Royalty free music provided by New Horizon Hosted VoIP
<b>Custom Music On Hold</b>	Music provided by the customer and uploaded through the Customer Portal
<b>Commercial On Hold</b>	Record your commercial and upload it to your PBX via the New Horizon Hosted VoIP Portal
<b>Commercial On Hold By Location or Queue</b>	Multiple commercials on hold may be uploaded to your New Horizon Hosted VoIP PBX, and they can be unique based on location or queue

## Receptionist Seat Standard Features

Feature	Description
<b>Live Person Answering</b>	
Set up a telephone number to ring a specific extension first, or a group to enable sequential or simultaneous rings; this enables your company to have a live person answer the caller rather than an Auto Attendant	
<b>Basic Live Person Answering</b>	Uses a Polycom or similar phone outfitted with sidecars to monitor NewVoice extensions
<b>Enhanced Live Person Answering</b>	Uses a PC-based software package from iSymphony to provide very sophisticated reception features for enterprise applications

## Call Center Seat Standard Features

Feature	Description
<b>Automatic Call Distribution (ACD)</b>	Used to route calls in a call center environment to the appropriate agents, based on factors such as time availability, behavior, and priority levels
<b>Call Queue</b>	Used to route calls in a first-in-first-out manner to the appropriate extension or group; these extensions can be agents logged into the system; call queues are commonly used with an ACD, where the callers hear an announcement that says something like, "Thank you for calling, all available agents are busy—please hold for the next available agent or press 0 to leave a message"; when the call is ready to be routed, the ACD handles the routing rules
<b>Visual Indicators of Queue Status</b>	Allows an agent to view their current queue status (logged in, logged out, or paused) on the LCD display of their phone
<b>Listen Live &amp; Barge</b>	Listen to (monitor) another user's conversation, or "barge into" the call and speak to one of the parties

## Call Center Seat Optional Features

Feature	Description
<b>Call Recording</b>	Record calls for training or documentation purposes

Feature Group: **Origination & Termination**

Feature	Description
<b>Free Calls to Other NHC Hosted VoIP Voice Subscribers</b>	All “on-net” calls are FREE—you will not be billed for any call to another user on your NHC IP PBX
<b>Domestic Origination</b>	NHC provides local phone numbers or DIDs in most of the LATAs in the United States; we can port your local phone number to our system, and provide your company with the highest quality voice communications and flexibility of VoIP
<b>Domestic Termination</b>	NHC provides competitive outbound call packages ranging from pay-as-you-go to unlimited usage plans; our per-minute rate is competitive, and our quality and reliability is uncompromising
<b>International Termination</b>	NHC offers competitive rates for calls to other countries
<b>SIP Trunking</b>	For businesses that have a PBX and want to realize the flexibility and cost savings of business-quality VoIP, NHC offers ATA and SIP Gateway devices, or you can connect your SIP-enabled PBX to our network and realize the benefits of NHC VoIP
<b>E911 Support, Compliant With All FCC Mandates</b>	Every location and phone number where you utilize a NHC device or SoftPhone must have an associated E911 charge and entry in the NHC Web Portal; the phone number associated with your location is then registered with the national E911 database; you are also responsible to update this information with NHC if you move any device to a new location per the NHC Terms of Service
<b>Toll Free Numbers</b>	Utilize one or multiple toll free numbers which may be routed to a specific local DID, Auto Attendant, group, or queue