



VOICE • DATA • INTERNET • WIRELESS • CONFERENCING • HOSTED PBX • UNIFIED COMMUNICATIONS

A Brighter Way to Connect Businesses

Experience a **bright new concept** in telecommunications.

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. Having seen the good and the bad, they started the company in 2002, acting on a progressive vision for how to achieve truly superior efficiency and account management.

So, dare to imagine this (as they did those years ago):

- A 24x7x365 support line always answered by a live representative
- A user-friendly web-based portal with comprehensive account data and a highly customizable online billing system
- A step-by-step process to guide customers' pre- and post-sale interactions with the company

Talk about a brilliant idea.

And here's the best part: our wholesale model lets us concentrate our resources on managing relationships—not sales funnels or network. We leveraged our industry experience and contacts to negotiate favorable partnerships with more than 20 carriers.

Our singular, Multi-Carrier Platform blends our partners' voice, data and Internet offerings—literally hundreds of products spanning basic local & long distance, high speed Internet, and advanced networking solutions like MPLS VPN—so **we can tailor the best conceivable solution for each customer**. And we're able to offer **more aggressive pricing and more flexible contract terms, all on a single bill with one point-of-contact**.

At the same time, we're far from a simple "reseller." In fact, we're a regulated public utility, approved by state-level authorities. So in addition to certain key responsibilities, like maintaining around-the-clock operations, we're required to meet their long list of standards.

Of course, it's not as long as our own list...

Looking for a telecom company you can count on? You're not alone. But you are on the right track.

Business leaders today are frustrated by impersonal service, rigid policies, and products that don't fit their specific needs.

It's nothing new, but still it seems to be getting worse. And it bleeds over into personal lives, too, making this widespread lack of care and competence even more exasperating.

While this isn't a problem that affects just one or two industries, you could argue that telecommunications is among the worst. It has become an industry plagued by auto-attendants, robotic call center reps, and headcount reductions that perpetuate the downward spiral of service quality deterioration.

So company owners and managers struggle to find a provider they can trust:

- Someone they can contact when they have a question or issue
- A resource that offers recommendations with the customer's interests and objectives in mind—not just the best package of products they can pull together, but the best solution available
- Knowledgeable problem solvers that can provide ideas to improve customers' technology infrastructure, processes, and bottom line
- A vendor that earns—and deserves—the check they ask for every month

New Horizon Communications Group:

- Approximately \$40 million in annual revenues (2010)
- 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

Our senior team's wisdom inspired a business model where we invest in resources that impact the customer experience—period.

We entrust outside experts manage the day-to-day sales and technology. Our staffing revolves around Customer Service and Care functions. And we're willing to pay more for seasoned, top-flight talent to manage our relationships. (We don't believe in running a training camp for people to learn on the job.)

We're aligned with highly skilled, independent telecom agents, and our leaders work closely

alongside them in sales conversations and business development efforts.

As a result, NHC has arguably the leanest, most efficient operations, focused entirely on service delivery and relationships with customers, agents, and carrier partners.

Want proof? How about an **industry-leading revenue-to-employee ratio**.

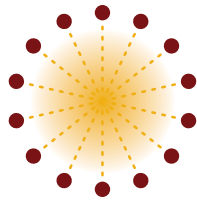


New Horizon provides live, 24x7x365 Customer Care. Truly, around-the-clock support from live representatives.

NHC Relationship Roadmap

We've devised a Customer Service framework to guide our team—so your team can focus on your customers.

- 14-point model sets expectations & helps make sure they're consistently met
- Sales professionals follow a clear-cut action plan—from fact-finding to proposing a solution, through implementation, first billing & regular outreach
- Residual compensation reinforces the model & underscores our ongoing commitment to customer service
- Establishes accountability so you can run your business with confidence



NHC Account M.A.P.

M.A.P. stands for Management Access Portal, our powerful, always-on, and proprietary online tool.

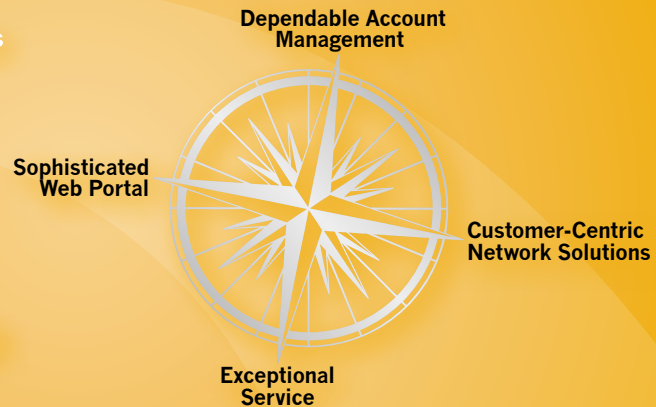
- Up-to-the-minute customer billing, order & repair data including notes
- Complete, detailed inventory of lines, features & locations using customer-defined language
- History of orders, trouble tickets & other transactional activity
- Separate module for sales agents with individual & consolidated customer information, commissions & incentives
- Company & industry updates
- Intuitive layout & navigation



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NHC's

4¹₂³ Points of Differentiation



1. Dependable Account Management

You can count on consistency & accountability from us

2. Customer-Centric Network Solutions

We tailor the best conceivable solution for each business

3. Exceptional Service

Smart policies & personnel ensure uncompromising service delivery

4. Sophisticated Web Portal

Track, monitor & enhance your business' telecom consumption, inventory, performance & investment

Questions? Contact us today at **866-241-9423** or **info@nhcgrp.com**.

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

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