



VOICE • DATA • INTERNET • CONFERENCING • SIP • HOSTED VoIP • UNIFIED COMMUNICATIONS

Agent Opportunities

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

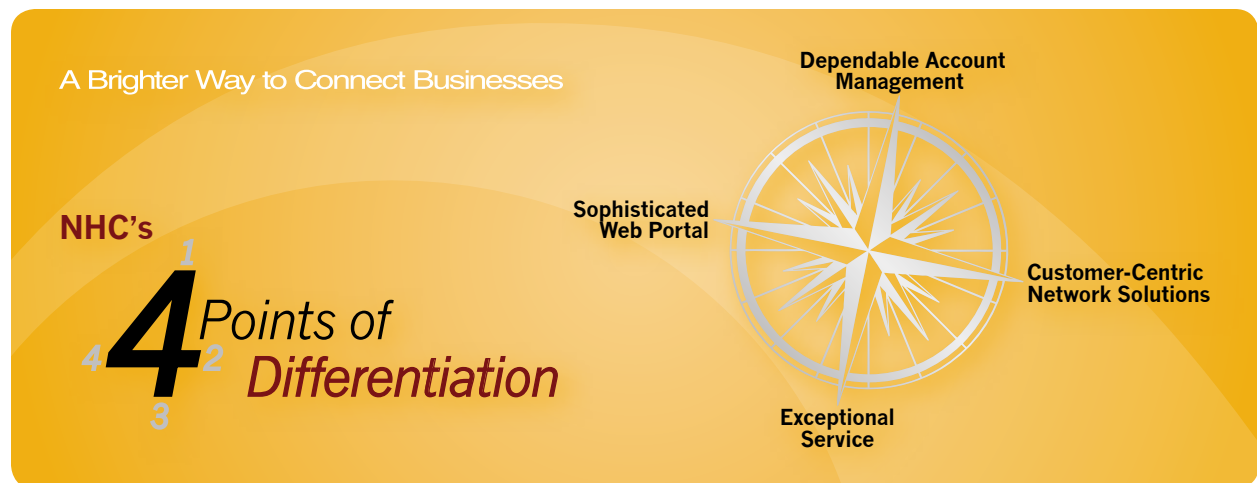
New Horizon Communications Group was formed by a group of longtime colleagues who've spent their entire careers in telecom—on average, more than a quarter century each. They represent a critical advantage in the marketplace and will continue to give New Horizon a distinct edge over its peers.

This senior team started the company in 2002, acting on a progressive vision for how to achieve truly superior efficiency and account management. Their wisdom inspired a business model where we invest in resources that impact the customer experience. As a result, we entrust outside experts to manage the frontline sales and technology.

We're exclusively aligned with highly skilled, independent telecom agents, and our channel managers and executives work closely alongside them in sales conversations and business development efforts.

Our lean, efficient operations are focused entirely on service delivery and relationships with customers, as well as with our agents and carrier partners. A revenue-to-employee ratio among the tops in our industry is just one metric that proves our unique approach works.

New Horizon's model is a perfect fit with independent agents who are highly skilled, respected and motivated.



1. Dependable Account Management

You and your customers can count on consistency & accountability from us

We've devised a comprehensive Account Management framework—our “Relationship Roadmap”—to help set expectations for sales and service professionals. From fact-finding to proposing a solution, through implementation, first billing and regular outreach, NHC agents have a proven model for success. We offer residual compensation to reinforce the activity

we know is valuable, and it also shows our ongoing commitment to customer relations.

This goes to the heart of New Horizon and our founders' vision. It's our focus, every minute of every day. And we proudly invite and encourage you, along with all of our agents, to join us in this pursuit.

2. Customer-Centric Network Solutions

We enable you to tailor the best conceivable solution for each business

Our Multi-Carrier Platform blends partners' voice, data and Internet offerings—literally hundreds of products spanning basic local and long distance, high speed Internet, SIP and Hosted VoIP, and advanced networking solutions like MPLS.

We've negotiated favorable wholesale partnerships with more than 20 Tier 1, Tier 2 and specialized carriers. So, in addition to comprehensive solutions, you can offer your

customers more aggressive pricing and more flexible contract terms, all on a single managed platform (and bill).

Still, we're not just a typical “reseller”—we're a regulated public utility, approved by state authorities. In addition to key responsibilities, like maintaining around-the-clock operations, we're required to meet their long list of quality, financial and reporting standards.

3. Exceptional Service

Smart policies & personnel ensure uncompromising service delivery

When it comes to service and support, you're there for your customers, and we're there for both of you.

NHC believes customers deserve deep resources that they can call on whenever they have a question or issue—a team they can trust, and that earns the check it asks for every month. We stand shoulder to shoulder with you in that mission. We also aim to fulfill a similar role and promise to the agent community, always hearing your voice and responding with earnest and appropriate action.

Our staffing revolves around Customer Service and Care functions, and we pay more for seasoned, top-flight talent because we don't believe in running a training camp for people to learn on the job. As a direct result of these high standards of service, our Provisioning is not only smooth and efficient, it's faster than normal industry intervals. Our Repair team is equally responsive and competent. And if necessary, we have a four-tier escalation process that gives you and your customers direct access to senior-level personnel.

4. Sophisticated Web Portal

Track, monitor & enhance your business' productivity, income & potential

MAP, which stands for Management Access Portal, is our powerful, always-on, and proprietary online tool. MAP helps NHC customers gain a valuable understanding of their telecom consumption, inventory and investment, with up-to-the-minute billing, order and repair data, plus useful trending and variance capabilities.

It's even more valuable to agents. Yes, you have access to individual and aggregate account information about your customers' NHC services. At the same time, MAP's agent modules also let you manage your commissions, get rapid price quotes and proposals, easily download the forms you need, and oversee your forecasting and sales funnel.

“**We’re very happy to be doing business with a company that has so much integrity and obviously respects and values its agents.**”

—Sean O’Connor, P2 Telecom

Of course, no discussion about the virtues of an agent program is complete without touching on **compensation.**

If we depend exclusively on independent agents for frontline sales, clearly it’s a strategic priority to provide compelling incentive for these partners to get to know us and the unique benefits we offer—and ultimately to write significant business with us.

Sure, the partners who are exclusive with New Horizon—that is, independent partners who choose to sell only NHC services—are big believers in how we handle their customers and run our business. Still, these elements of our comp plan and sales support programs constantly reinforce their allegiance to us:

Substantial Income Potential for NHC Partners:

- **Aggressive residual commissions** on more than 20 carriers
- **Aggressive POTS & T-1 Line Bonuses** on more than 20 carriers
- **Greater lifetime value & long-term earning potential** based on our industry-leading low churn rate
- **Comprehensive, near-real-time online commission statements** accessible through our unparalleled MAP Agent Tool
- **Generation & acceleration of new business opportunities** made possible by NHC-provided telemarketing & appointment setting
- **One integrated compensation package** for products & services spanning more than 20 carriers

Key Advantages of New Horizon:

- Comprehensive Account Management framework based on decades of experience
- Multi-Carrier Platform provides an infinitely flexible product set
- MAP lets customers & agents effectively manage telecom usage, inventory, investment & growth
- Service is as efficient & reliable as any provider in the industry
- Consistent revenue, channel & account growth
- Profitable & debt-free, with solid, long-term alliances with bank, credit facility & carrier partners



A Brighter Way to Connect Businesses

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Customer Operations Center: 866-241-9423

www.nhgrp.com