



Horizon Services

SERVICE DESCRIPTION

including Terms & Conditions

HORIZON v5

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SERVICE DESCRIPTION V4

Unless otherwise stated:

Capitalised terms used in this Service Description have the meanings stated in the terms and conditions in the annex to this document (the "Terms").

This Service Description is a generic document which describes in detail the range of Horizon telecommunications Services that may be offered by Vivio. The Services to be provided under a Services Agreement will be specified in the Order Form and (if applicable) a Statement of Work and, for the avoidance of doubt, Vivio will have no obligation to provide Services set out in this Service Description if they are not specified in the Order Form or Statement of Work.

1. What is Horizon?

Horizon is a complete communications service for business that provides an extensive range of fixed and mobile telephony capabilities through easy to use web and mobile interfaces. The service allows you, the administrator, to easily manage your business telephony environment whilst enabling your employees to maximize their productivity. The service offers a range of clever features and an emphasis on control and administration through the web that takes the burden away from your IT team. For administrators, you can quickly configure the system according to your organisation's changing requirements, whilst your employees can manage calls easily and effectively through additional services such as desktop and mobile client software.

Horizon is suitable for any sized business looking to improve their productivity and image, or take a step into the many benefits of Hosted and Cloud Telephony.

2. Horizon Overview

Horizon is made up of a winning formula of industry leading systems and services, and can be built as a complete package, or can be added to preferred suppliers to offer a complete and winning formula for Hosted telephony.



3. Premium Handsets

Horizon is provided using Cisco or Polycom handsets, providing high standards of interoperability and features from manufacturers you know and trust. Unlike other solutions, an installation can combine manufacturers in any configuration to ensure the best handset is used for the customer's requirement.

4. Horizon Web Portal and Clients

Horizon's web portal has been specifically designed by Gamma's in house development teams to provide a positive and intuitive user experience when making and receiving calls, configuring the service and monitoring performance. Through the web portal a wide range of features can be configured and managed either at a company, site (location), or individual user level giving full and easy control of an entire telephony environment, even over multiple sites. A number of mobile and desktop clients extend key functionality to the user's desktop and mobile phone and provide advanced features such as messaging, presence, CRM integration and, specifically for mobile clients, the ability to take an receive calls from anywhere.

5. Gamma Access and Network

The Gamma network is one of the UK's largest Tier 1 providers of voice and data services, switching in excess of 800 million minutes per month over our soft switch infrastructure. Their Next Generation architecture, which

interconnects to BT at 650 local exchanges, has been specifically designed to:

- Support the end to end automation of customer transactions between our Portal and Network platforms
- Facilitate the rapid development and deployment of new product functionality
- Ensure very high levels of system availability through multiple layers of technical and geographic resilience
- Interconnect with a range of ISPs and Community based networks such as JANET

We also strongly recommend that Horizon is provided using Gamma’s wide range of Data products. For small site offices, we offer a range of voice focused and guaranteed connections through our IP Assured range, whereas for head offices or larger deployments requiring data access also, fully converged Ethernet and EFM solutions are available. Through using the Gamma access solutions your voice traffic will never leave the network when making or receiving calls, ensuring focus on quality business IP connections is provided on every call. What’s more, should an issue occur, there is only one phone call needed to a helpdesk who has sight of the entire call route from your site, and is in complete control of resolving your issue.

6. Broadsoft Call Controller platform

At the heart of the Horizon product and combined seamlessly with the Gamma IP network is the world’s leading call controller platform from Broadsoft. Supporting millions of business users worldwide with the broadest feature set and sole focus on delivering the richest user experience in Unified Communications, Horizon has a cutting edge roadmap to ensure all your user requirements are met both now and in the future.

7. Hardware

The choice of end customer hardware will depend on the features required for a particular user, or may just stem from a preference between the brands. All phones used with the Horizon offering are ordered and dispatched through Gamma to ensure the correct configuration is applied. Please note, all hardware is sold with the Horizon settings pre-configured. Gamma does not offer a service to unlock the handset and remove these settings at the end of a customer contract.

Gamma does not support any 3rd party handsets. Please be aware Gamma does not support the use of Fax with an analogue adaptor on Horizon.

8. Subscriptions

Unlike other hosted offerings we don’t break down each component of a customer’s phone system and charge you for each item, but instead provide you a single subscription per user which covers all requirements from Call Forwarding to Call Recording. We then apply a defined set of group capabilities such as Auto Attendants and Hunt Groups, based on the number of users requested. For each order placed with Gamma a recommended amount of Auto Attendants, Hunt Groups and Voicemails will be suggested however can be adjusted as needed for specific customer deployments

Across each subscription, the following feature set is available:

Account codes	Ad Hoc Conferencing
Authentication	Anonymous Call Rejection
Automatic Call Back	Authorisation codes
Call Admission Control	Busy Lamp Fields
Call Forward Busy	Call Forward Always
Call Forward Not Reachable	Call Forward No Answer
Call Log/history (Top 10 missed, received, dialled)	Call From Anywhere (Remote Office)
Call Notify by Email	Call me Anywhere (Twining)
Call Pickup	Call Park
Call Recording Inbound	Call Return
Call Transfer	Call Recording Outbound
Calling Line Id Blocking	Call Waiting
Calling line Id Delivery (Internal)	Calling line id Delivery (External)
Calling Policy	Calling Name Retrieval
Diversion inhibitor	Call Hold

Device Customisation	Do not Disturb
Hot Desk	Group Paging
Hunt Group – Circular	Hunt Group – Regular
Hunt Group – Simultaneous	Hunt Group – Uniform
Hunt Group – Weighted Distribution	Instant Group Call
Last Number Redial	Music on Hold
Music on Hold User	Pre-set availability Profiles
Number Presentation	Scheduling on Auto Attendant
Selective Call Rejection	Scheduling on Hunt Group
Sequential Ring	Speed Dials
Voice Messaging – User and Hunt Group	

For feature explanations for the above, please refer to Appendix 1 of this document.

9. Fair Use Policy

Whilst we do not charge per feature and aim to provide unlimited access to the relevant feature groups, we do have to ensure we provide equal access to services over the Horizon platform for all customers. Gamma may at times perform retrieval projects to re-claim features allocated but not in use, where no justifiable reason has been given for their allocation.

10. Bolt-Ons

Bolt-Ons have been designed outside of the core Horizon service in order to add further and more specialised customisation of the core Horizon service.

The following bolt-Ons are available to all customers:

- Integrator Desktop Client with optional CRM integration
- PC Desktop Softphone
- Smartphone App - Android & iOS
- Receptionist Console
- Live Data Feeds (for Akixi Call Management Reporting Service)
- Call Queue Group
- Call Recording Storage
- Call Centre Agent
- Call Centre Agent Client
- Call Centre Supervisor Client

11. Integrator

Integrator is a powerful piece of software that all allows a user to control their Horizon service from their desktop without having to log in to their Horizon portal or navigate through phone menus. In addition, the software integrates with a user's Outlook program making contacts easily accessible and dial-able from Outlook and the desktop. Accessing key features and settings becomes very quick and easy, and finding and dialling contacts very fast - helping users to work more efficiently and be more productive. Telephony presence (with Click to Dial) is also provided for up to 20 work colleagues, definable by each user. Furthermore, for those businesses who use Microsoft Lync®, they will enjoy the benefit provided by the integration of Horizon's phone status with a user's Lync status (on a call or DND).

Key features provided are:

- Click to Dial from Outlook®
- Screen popping from Outlook® contacts and Horizon Company Directory
- Click to Dial from web pages
- In-call control features – hang up, hold, deflect, consult and transfer
- Desktop feature control – Do Not Disturb and Forward All Calls
- Desktop Address with Click to Dial (searches Horizon Company Directory and Outlook Contacts)
- Desktop Call History
- Desktop Recent Call Search

- Telephony Presence (with Click to Dial)

12. Integration with MS Lync® status (on a call or DND) Integrator CRM

Integrator CRM provides the full functionality and associated benefits of Integrator, as well as providing integration with 20 of the top CRM systems in the UK market today. The additional CRM functionality provides screen popping and click to dial from the chosen CRM and integrates it with certain desktop features such as desktop contacts searching.

The following CRMs are supported:

CRM	Versions Supported
eGroupware	1.0 - 1.8
GoldMine	5.5 - 9.2
LDAP	N/A
Lotus Notes	7 - 8.5
Maximizer	9 - 12
Microsoft Access	2000 - 2013

Microsoft Dynamics CRM	3, 4, 2011 & Office 365
Microsoft Dynamics NAV	4, 5 & 2013
Microsoft Outlook 32 bit	2000 - 2013
Microsoft Outlook 64 bit	2010 - 2013
National Directories	Eniro (SWE), tel.search.ch (SWI), Infobel (BEL)
NetSuite	11
Sage 50 Accounts (UK Edition)	2008 - 2013
Sage 50 Accounts (US Edition)	2012 - 2013
Sage Act!	2008 - 2013
Sage CRM	7.0 - 7.1
Sage SalesLogix	7.2 - 7.5
Salesforce	Enterprise
Sugar CRM	5.0 - 6.6
SuperOffice	6.1 - 7.1
vTiger	5
Zoho	4

13. Desktop Softphone

This desktop client allows user to make and receive calls from their PC (using an appropriate headset), as well as quickly accessing key settings for their Horizon service. This is an ideal bolt-on for users who often work remotely; work from different locations where it is not practical to install a handset or who are regularly on the move with access to Wi-Fi (e.g. hotel stays). In addition to the above the softphone also provides presence and instant messaging between users who also have a softphone (or smartphone app).

The key features provided are as follows:

- Make and receive calls
- Instant messaging and presence (includes Group Chat with up to 4 participants)
- Horizon company directory (with Click to Call from the softphone itself or the user’s desk phone)
- Call history (with Click to Call from softphone or desk phone)
- Desktop dialler
- Settings management
- Twinning
- Remote office
- Forward calls
- DND
- Withhold my number

14. Smartphone App - Android & iOS

The Smartphone app allows a user to make and receive calls on a mobile device, as well accessing key setting for their service. It provides all the same functionality as the desktop client above, with the exception of Click to Call and Group Chat. This is an ideal bolt-on for users who often work remotely or who are regularly on the move with access to Wi-Fi (e.g. hotel stays).

15. Desktop and Mobile Clients Usage Guidelines

Please carefully consider the following advice on the use of mobile and desktop clients:

We cannot guarantee any aspect of setting up and conducting a Horizon call over any mobile network, whether using a Horizon mobile client or desktop client on a tethered laptop. Mobile networks provide no prioritisation of signalling and voice payload packets and some networks will either block or slow down VoIP packets. Using the clients over 3/4G will consume data that may either result in charges being raised by the user’s mobile operator or be counted against the user’s monthly data allowance.

16. Software Client Functional Comparison

The below table compares the features available with each client:

Functionality	Integrator	Integrator – CRM	Desktop Softphone*	Smartphone App **
Click to Dial from Outlook Contact Directory	Yes	Yes	No	No
Click to Dial from a Web Page	Yes	Yes	No	No
Click to Dial from a CRM System	No	Yes ~	No	No
Screen Popping of Contact Name from Outlook Directory	Yes	Yes	No	No
Screen Popping of Contact Name from CRM Directory	No	Yes	No	No
Screen Popping of Contact Name from Horizon Directory	Yes (Company Directory)^	Yes (Company Directory)^	Yes (Company Directory)^	Yes (Company Directory)^

Softphone – make and receive calls from PC (no separate handset required)	No	No	Yes	Yes
Functionality	Integrator	Integrator – CRM	Desktop Softphone*	Smartphone App **
Call Forwarding	Yes	Yes	Yes	Yes
Do Not Disturb	Yes	Yes	Yes	Yes
Twinning	No	No	Yes	Yes
Desktop Collaboration / File Sharing	No	No	No	No
Video Calling	No	No	No	No

* PC only (MAC not supported until later release), ** Android and iOS only, ~ Internet Explorer only, ^ Not available for the External Company or User Directories, ^^ Only when both parties have an active soft client

17. Receptionist Console

To complement the Horizon web interface a dedicated receptionist console is available to manage incoming calls over a single or multiple site. This console provides the ability to:

- Monitor incoming calls to key numbers over all Horizon sites
- Monitor fixed (200) or dynamic (800) users over all Horizon sites
- Monitor call queues and adjust priority of callers within these queues
- Add notes to contacts to show related information such as leave
- Establish and manage conference calls in the site

The receptionist console is provided when this additional bolt on is provisioned and uses the chosen receptionist user subscription therefore does not incur additional subscription costs over and above the cost of the console bolt on.

18. Live Data Feeds

Horizon is designed to enable the attachment of external offerings utilising Horizon data to complement a channel partner's solution. Where this is requested or offered by Gamma, a secure, read only data feed can be provided in order to extract call information.

19. Call Queue Group

This is a basic simultaneous Hunt Group with the ability, should all users be engaged, to queue up to 25 calls at the network level. Each Call Queue Group can be customized with its own Welcome, Comfort, and Hold music/messaging, and has the added capability of a user breakout. Charging is only applied to a user who can be part of a Call Queue Group; therefore you could have 3 users over multiple groups and only be charged for those 3 users, rather than users per group.

20. Call Recording Storage

This is provided in a range of charging tiers and designed for use with the 'on demand' and 'X% of calls recorded' features over both user and also groups.

21. Call Termination and Call Barring

Gamma will support voice calls to all UK, mobile and international destinations. Call barring is available for the following destinations:

- UK national – 01, 02, 03.
- UK mobile – 07
- UK Premium Rate (09)
- International – 00, 155
- Directory Enquiries (118 XXX)
- Allow freephone calls

Coupled with this a full company level bar is available with the option to either bar calls, but allow a primary/secondary number, or transfer all outgoing calls to a primary or secondary number

22. Local Dialling

Local dialling, where you dial a number without the area code, is supported on Horizon and a full area code does not need to be dialled for local calls. Please note that the local area is defined as the user’s DDI, or where not assigned the main site DDI that the user is associated to.

23. DTMF

DTMF is supported over Horizon

24. Non-Geographic numbers

Non-geographic numbers (e.g. 0845, 0844, 0870, and 0871) cannot be added or used within the core Horizon system.

25. CLI Presentation

CLI Presentation is supported on Horizon and allows an administrator to present a choice of either the “Site” number, “Withheld / Private” or “User DDI”. The numbers presented have to be Horizon numbers either allocated at point of order or ported to the Horizon product. Alternative Number Presentation is also available where any number owned by an End User can be presented, as long as it meets Ofcom guidance on CLI Presentation.

This means it must be:

- A number that can be reached / dialled
- A number that has been received, from the public network and passed on unchanged
- It will have been allocated either to the caller or if allocated to a 3rd party only used with the 3rd party’s explicit permission
- It must not be a number that generates an excessive call charge (i.e. one prefixed 090 or 091)
- It is supported by an underlying network number and service

For calls to the Emergency Services Operator, the presentation to the Called Party will always be defaulted to the Site Number allocated to the Company, and where address information is stored. Please note that some combinations of CLI presentation and call recording will result in the call recording not recording calls for the call flow required. Please check the Call Recording Interaction guide for further detail.

26. Call Divert

Where call divert is setup from the Horizon user account to an external number then the following rules will be applied:

User Provided CLI / Outgoing Caller ID	Presentation to Called Party *	CDR Record *
Site Number	Site Number	Site Number
Private	The displayed “presentation” to the called party will be dependent on what is supported within the destination network. For example “Unavailable” or “Private Number” may be presented to the called party.	Site Number

Individual CLI	Individual CLI	Individual CLI
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* Note: In the case of call divert, the Presentation CLI and CDR Record entry will be a number from the HORIZON Platform, not the originating CLI of the calling party.

27. Emergency Services Support

The emergency services can be accessed through Horizon by dialling either 999/112. When provisioning the Horizon service Gamma will ensure that the site CLI is logged in the emergency services database, with a VoIP service type and address information provided to us. This will ensure that where an emergency call is presented the operator will always aim to confirm the address with the customer because of the nomadic capabilities of these numbers. However aside from this, the call will be handled no differently to a traditional analogue call. For outbound CLI presentation to 999/112 the users DDI number will be used. If the user does not have a DDI number then the site DDI number will be used. Horizon also does not operate identically to traditional phone systems and lines when contacting 999 or 112 emergency services, in that if an underlying component of an IP network fails, calls cannot be made.

Scenarios that could impact the ability to make emergency calls are:

- During a service outage, where an end customer loses connectivity, for example owing to a power outage or the failure of DSL routing equipment
- If an end –customer’s account has been suspended
- In such circumstances the end customer should ensure they have an analogue phone available to plug into a PSTN line, however in reality it is likely mobile devices will be available to use.
- Other consideration should be given on design and installation for sites where specific issues are known, e.g. power outages and backup power options.

28. Call Services not supported

Horizon does not at present support the following services:

- Analogue phones and devices, although a terminal adapter box can be used to connect these if required
- ISDN Data calls
- Numbers not allocated to the Horizon platform
- International number presentation (we cannot guarantee presentation of a UK CLI across International carriers)

29. Alpha Tagging

With this feature, the handset will display the inbound and outbound caller name. The data is taken from both the company directory and a user’s personal directory. The provisioning process remains unchanged for this feature to be active. Please be aware, that this will not work for calls originating from the Soft Clients or the Cisco IP323 DECT handset.

30. Network Access

Horizon like all IP offerings needs to be delivered over a voice focused and well managed network, ensuring that the required amount of bandwidth has been provided based on the number of consecutive calls and codec (G729, 711, 722) being used. Gamma’s Data services have been specifically designed to provide this essential connectivity platform on which to run your business communications, and also allow you to run either dedicated pipes for data and voice, or where required a fully converged solution through our Ethernet offerings. Through using Gamma Data services with Horizon you will benefit from:

- Your voice traffic never leaving the Gamma network
- Increased accountability with a provider who can see from your customer’s site, through to termination of the call
- A connection from a UK provider, with a network focused at routing voice over IP
- Flexible offerings, and dedicated/uncontested bandwidth
- 24/7 monitoring and helpdesks, being proactive and easily contactable, rather than raising a ticket and passing it on.
- Service Level Agreements covering performance, delivery, availability and time to fix.

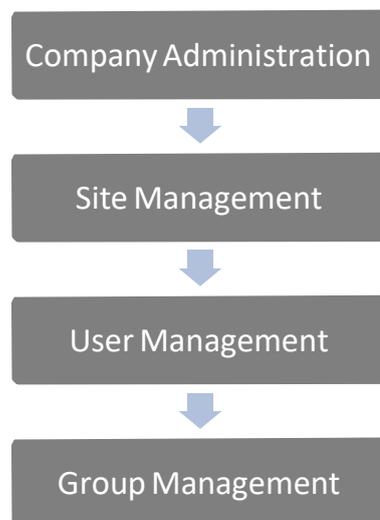
There are a number of key benefits to using Horizon with Gamma’s Data offerings, however Horizon will also work with any 3rd Party data provider, as long as they are able to support the configuration required and detailed in the 3rd Party Access

document available on the external knowledgebase. It should be noted that whilst this document describes the relevant configurations for routers and firewalls, this needs to also be implemented on a provider's network as well, otherwise Horizon will not work. Where a 3rd party provider is being used, Gamma & Vivio will be limited in the support they can offer to investigate issues associated to the Access component.

31. Setting up the Horizon service

The Horizon system is based on offering a customer administrator(s) and user roles within the system, where they can access relevant areas of the product offering.

The basic structure and logic of the system is shown below:



Company Administration – The ability to define for the company the call profiles, service options, company portal, and company voice portal amongst other key information and options.

Site Management – The ability to define per site the main site DDI, and additional key information such as Schedules, Music on Hold, and Call Barring

User Management – The ability to create users of the system and assign them a phone to activate the devices supplied. You can also assign a telephone number, decide on any call barring, and give them optional services such as Voicemail, controlled from the system login provided.

Group Management – The ability to manage incoming calls and present a professional image for your company through the use of Auto Attendants and Hunt Groups.

32. Support

Vivio will provide remote support for the Horizon phone system and provided hardware on a break fix/incident solution. Support requests will be charged in 15-minute intervals at £15.00 per interval. An incident is classed as a loss of service or an issue impeding a user. Support requests are classed as changes or additions to the system. Some examples of what is in and out of scope are below:

Incident – Remote Support

- Break – Fix
- Loss of service
- User password reset
- How to questions
- User guides

Request – Managed Service

- User password reset
- New users/groups/hunt groups/call queue groups/IVRs
- Change of users/groups/hunt groups/call queue groups/IVRs
- Device reassignments
- Time zone, office hours, holidays
- Reports
- BLF additions/changes
- Guides & assistance with soft client installations
- Small changes to WAN or Firewall device which requires assistance from telephony side
- Other small changes
- DR number changes (if possible)

Other examples which are out of scope of the above and costing will be upon request

- Significant changes to your Internet/WAN connection including IP configuration changes and / or changes to your firewall set up.
- Cost of replacement parts
- New site deployments and office moves
- Site visits
- Set up of integration features
- Any work out of working hours (Monday – Friday 8.30am-5pm)
- Devices in which soft clients are installed on. Best endeavors will be taken to assist but the device is not Vivio's responsibility unless it is provided

33. Declaration

I hereby agree to be bound by the Terms & Conditions contained in this Horizon Service Description (including Terms & Conditions) and the accompanying Order Form and subsequent Statement of Work (where relevant). I understand that by signing these documents I am entering into a minimum term contract with Vivio for Services as outlined in the Order Form. I confirm that all of the information provided is true or correct and that I am duly authorised to sign on behalf of the organization named.

Appendix 1 – Feature Explanation

Please see below explanation of features available on the Horizon service.

Account codes Enables the tracking of calls made to external parties by prompting users for an account code prior to making a call. Account codes are managed by the administrator of the Company and can be 2 to 14 digits in length. Account codes can also be implemented on a per call basis in which users have the option to enter an account code by dialling the feature access code prior to a call. Once these codes have been used they will appear in the 12th field of the Gamma CDRs, enabling a Channel Partner to implement their billing system to bill accordingly. Please note you can't have Accounts codes activated whilst authorisation codes are in use.

Ad Hoc Conference Enables the ability to invite other participants to a call creating a conference call. Maximum of 4 people partaking.

Advanced Call Recording This feature enables the administrator to search for up to 3 months' worth of recordings. They can download up to 1000 inbound & 1000 outbound recordings in one go and up to 1000 recordings can also be deleted at once.

Anonymous Call Rejection This feature enables a user to reject calls from anonymous parties who have chosen not to present their number. By implementing this service the caller will receive a message stating that the applied number is not receiving anonymous calls.

Authentication This service provides authentication via SIP Registrar and SIP Invite to secure a phone's incoming or outgoing calls with the Horizon service.

Authorisation codes Performs an authorisation of calls made to external parties by prompting a user for an authorisation code prior to making a call. Calls will not be connected unless a valid code is entered. Authorisation codes are managed by the administrator of the Company and can be 2 to 14 digits in length. Please note you can't have Authorisation codes activated whilst account codes are in use.

Automatic Call Back This feature enables a call back to be set when dialling a user within the Horizon group, if a busy tone is received.

Busy Lamp Fields Busy Lamp Fields allows a user to monitor a defined extension by the colour of the lamp of the line key assigned. It also acts as a speed dial which when pushed will call that extension or user.

Call Admission Control This feature provides the ability to limit the number of external calls that can be made from a Horizon site. This can be implemented by the Channel Partner ensuring that the bandwidth that has been scoped for external calls from a customer's site is backed up by a call control to avoid quality issues.

Call Barge The Call Barge feature allows a managing user to connect into an existing call and setup a Three-Way Call. This means that there will be a set of users ([Managing Users](#)) that can Barge-In into calls of a set of users ([Monitored Users](#)) which are configured to be able to be monitored.

Call Centre An extension to the Horizon hosted telephony platform, this add-on service enables businesses to easily manage their call centre environments, boost productivity of call centre agents and the overall efficiency of their call centre and help them deliver a first-rate service to their customers. Additional Licences that can be ordered are:

- Call Centre Agent
- Call Centre Agent Client
- Call Centre Supervisor Client

Call Centre has a separate guide available on the Gamma Knowledge Base

Call Forward Always Allows a user to redirect all incoming calls to an alternative destination. Users have the option to activate and deactivate this service through dialling a feature access code or configuring the service via their web interface.

Call Forward Busy Allows a user to redirect calls to an alternative destination when an incoming call encounters a busy tone. Users have the option to activate and deactivate this service through dialling a feature access code or configuring the service via their web interface.

Call Forward No Answer Allows a user to redirect calls to an alternative destination when an incoming call is not answered within a specified number of rings. Users have the option to activate or deactivate this service through dialling a feature access code or

configuring the service via their web interface.

Call Forward Not Reachable Allows a user to redirect calls to an alternative destination when an incoming call cannot route to the intended user, e.g. faulty line.

Call From Anywhere (Remote Office) Provides the ability for the user to define a location potentially outside of the Horizon service i.e. hotel room, where they can receive and make calls, whilst out of the office. This feature works through re-routing incoming calls to the defined destination, as well as implementing a 2 staged call setup when using click to dial through the Horizon service.

Call Log/History (Top 10 missed, received, dialled) Provides the user with a short term view of both incoming and outgoing calls, and the relevant results of each, through easy to use and interpret graphs displayed on the dashboard of the service.

Call Me Anywhere (Twinning) Allows the user to define one or more locations that can be used as extensions to the user's desk phone. These locations when defined and activated would also ring at the same time as a desk phone when an incoming call is delivered.

Call Notify by Email Provides the ability to define which call types you would like to be notified about via email. This could range from missed calls during business hours through to outgoing calls from devices which should be locked or out of use.

Call Park Enables a call to be parked and retrieved from another phone within the same Call Park group, through using the relevant feature access codes and user extension.

Call Pickup Enables an incoming call to be picked up by another user within a Call Pickup group, through using the relevant feature access code and user extension. If there is more than one call ringing within a Call Pickup group, the call that has been ringing the longest will be retrieved.

Call Return Allows a user to call the last party that called assuming a CLI was presented, regardless of whether or not the call was answered.

Call Recording Inbound and Outbound Provides the ability to record calls both inbound and outbound, over users, hunt groups and auto attendants, so that the recordings can be accessed later through the Horizon system. In order to implement call recording, please refer to the call recording scenario's guide as depending on CLI being presented or incoming call route, some call recording scenarios are not currently available. Additional charges are applied to the maximum storage used within each month.

Call Recording Pause and Resume If a user is recording a call, with sensitive data that does not need to be recording, then a user can pause the recording and resume when they are ready. An example of when this could be used is credit card payments being taken over the phone.

Call Transfer Enables a user to redirect a ringing, active, or held call to another number or directly to voicemail. Prior to forwarding the call a user can choose to answer it and put the caller on hold whilst they contact the 3rd party to be transferred to.

Call Waiting Provides sight of additional incoming calls to the user's device while the user is engaged on another call.

Calling Line ID Blocking Allows a user to block or allow their user identity (name and number) to be presented to a called party.

Calling Line ID Delivery (External) Allows a user to present their user identity (name and number) for external calls.

Calling Line id Delivery (Internal) Allows a user to present their user identity (name and number) for internal calls within the Horizon service

Calling Name Retrieval Provides the ability to deliver a user's name, as well as a number for calls made and received.

Calling Policy Enables an administrator to define the Calling Policies for both site and user to restrict or allow specific call routing, i.e. Call barring

Call Hold Allows a call to be put on hold for any length of time, whilst the user performs other activities.

Distinctive Ring Ability to set different ring tones for external and internal calls

Diversion Inhibitor Enables a user to prevent calls made being redirected again by the called party, i.e. redirecting calls to voicemail when trying to forward a call

Do Not Disturb Allows a user to set their phone to unavailable so that incoming calls are given a busy tone. This feature can be enabled through feature access codes, on supported devices, or through the Horizon GUI.

Group Paging Group Paging is a group feature that allows for unidirectional paging to a group of users by dialling a group paging directory number (DN) or extension.

Hot Desking Provides the ability for any user to login to any device assigned to their Company throughout all sites. A user can log in to a device through either activating the phone on supported devices, or through the Horizon GUI, or Company Voice Portal. When activated that user will have the ability to make and receive calls as themselves, however programmed line keys or BLFs will only show when logged into their assigned device.

Hunt Groups Allows the delivery of incoming calls to users in predetermined and configured routing. Group administrators can choose from any of the following "Hunt" routing, and attach users and configuration as required:

- Circular – sends calls in a fixed order. The call is sent to the first available user on the list, starting with the user following the last user to receive a call
- Regular – sends calls to users in the order they are listed. The call is sent to the first user in the list, always starting with the first user.
- Simultaneous – sends calls to all users within a group. The first user to pick up the phone will have the call routed to them.
- Uniform – sends calls to the user who has been idle the longest. Once a call is completed that user will be moved to the bottom of the list. Calls received but not routed through the Hunt Group will not be applied to this routing.
- Weighted – sends calls to users based on a weighted % of calls to answer. For example out of 10 calls 2 users may be weighted as 40% and 60% meaning 4 calls and 6 calls are delivered as defined to the associated users.

Administrators can also define call waiting to enable calls from outside of the Hunt Group routing to be delivered and answered.

Instant Group Call Provides an instant conference bridge connecting all members within the group. When a member of the group calls the specific group number, all users will receive a call inviting them to join the group. Maximum 20 (members) + 1 (Dialler) (internal or external).

Last Number Redial Enables users to redial the last number they called through supported devices or through a feature access code.

Music on Hold Allows the administrator to setup and maintain audio files that can be used in various call scenarios (e.g. Call Park, Call Hold.....). These files can be recorded through supported devices or uploaded through saved files.

Music on Hold (user) Allows users to enable or disable music on hold on a per call basis, through either a feature access code or via the Horizon GUI. This service is especially useful when attending conference calls or similar where you may wish to put a line on hold.

Pre-set availability Profiles Allows a user to enable a predefined availability profile, in order to implement specific call routing. These are defined as:

- Available in the Office
- Available out of the office
- Busy
- Unavailable

Scheduling Allows the definition of set schedules for business hours, and other company specific events. These schedules can then be implemented over Auto Attendants or Hunt Groups to provide specific routing during set hours or days.

Selective Call Rejection Enables a user to define criteria to prevent incoming calls being delivered, i.e. a black list. This ranges from specific numbers, through to time of day and day of week.

Sequential Ring Allows a user to define a "find me" list of numbers that incoming calls will route to, sequentially. While the incoming call is routed, callers will hear comfort announcements, and can interrupt the search to leave a message. The user must set the number of rings after which the service will move on to the next number.

Site Admin Allows the creation of an administrator who will just manage a single site. This means the Company Admin will still have all the admin capabilities for a company and the Site Admins will have the following facilities for their respective sites within the company.

- Manage Users
- Device Management

- View & Download Call Recordings
- View Statistics

Speed Dials Allows a user to define either 1 or 2 digit speed dials that can be made from their device to key external or internal destinations. Local speed dials can also be established, however we recommend using the system to ensure both the phone and Horizon GUI is in sync.

Voice Messaging Enables voicemail services to be established either against users or hunt groups so that messages can be left and accessed by users. Please note that Horizon does not display voicemails in its system, but enables a Voicemail to email function or access via the Horizon devices.