

| Feature                            | Horizon  | PhoneLine+                                   |
|------------------------------------|--|--|
| <b>Core positioning</b>            | Full cloud phone system for growing businesses | Simple cloud phone service for small teams   |
| <b>Typical business size</b>       | SMBs to larger organisations                   | Sole traders and micro businesses            |
| <b>Scalability</b>                 | Highly scalable for growth and multi-site use  | Best suited to smaller teams                 |
| <b>Devices</b>                     | Desk phones, desktop softphones, mobile apps   | Desktop and mobile apps, compatible handsets |
| <b>Call handling</b>               | Advanced call routing, groups and queues       | Core call handling features                  |
| <b>Multi-site support</b>          | Strong multi-site and shared directory support | Limited multi-site use                       |
| <b>Remote &amp; hybrid working</b> | Designed for flexible and hybrid teams         | Ideal for mobile-first users                 |
| <b>Administration</b>              | Centralised system-wide management             | Simple user-level controls                   |
| <b>Business continuity</b>         | Built-in resilience and call rerouting         | Basic continuity features                    |
| <b>Reporting &amp; analytics</b>   | Advanced reporting options                     | Basic call reporting                         |
| <b>Best for</b>                    | Growing, multi-site, feature-rich environments | Small businesses needing simplicity          |