



NFON Nhospitality Service Description



Version 2.4

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1 Introduction

Nhospitality is the answer from the cloud to the needs of the hotel industry in terms of communication. With the distinction between guest and employee, NFON is able to structure the costs depending on the extension type. Nhospitality also offers the hotelier the necessary service information on the go, the hotel staff will always know in which room which guest is or whether the room is free and cleaned. The multilingual wake-up call and fee models for the guest are of course part of the solution. Nhospitality connects to all modern hotel front office systems (PMS), but can also be found alone in dormitories, wherever it is necessary to provide a personalised telephone service. Nhospitality is the modern solution for every host who wants to keep in touch with his guest.

With the addition of Nhospitality to the NFON telephone system, NFON AG provides the customer with the services of a central, virtual, VoIP-based service that specialises in the hospitality industry for the duration of the contract. An application layer that mediates between the leading hotel system (front office / PMS) and the NFON telephone system and provides hotel-specific functions, but can also be used on its own without the PMS.

Nhospitality is a service for hotels, old people's homes, student dormitories, REHA clinics, sanatoriums or accommodation companies of any kind, which, depending on the type of contract, enables basic, standard or pro, guest telephone services to be activated. The individual service components are listed in a corresponding matrix. This service description only includes the services of Nhospitality Standard and not those of the NFON telephone system or other optional services of the NFON (e.g. Nconnect, Nservicecall etc.).

This service description applies in connection with the contract, the terms and conditions and the current price list (to be found in the current version at my.nfon.com). If the information on the same topic differs, the following descending order of the contract documents applies:

- contract (highest rank)
- service descriptions, current price lists
- General Terms and Conditions (lowest rank)

This service description applies only to business customers in the Federal Republic of Germany. Any liability for use outside the Federal Republic of Germany is excluded.

2 Services

2.1 Function overview

Nhospitalily Function	STANDARD
PMS interface	✓
Guest Call Accounting (CAS)	✓
CAS Reporting	✓
Call Permission switch	✓
Guest-Name	✓
Guest-Language	✓
Message Waiting Indication (MWI)	✓
APP -Room Status / Minibar / Guest Info	✓ (Add-on)
IVR TTS Room-Status	✓ IVR & TTS*
IVR Wake-up	✓ IVR
IVR TTS Minibar	✓ IVR & TTS*
IVR TTS Laundry	✓ IVR & TTS*
IVR Messaging	✓ IVR & TTS* (optional / on demand)

*Interactive Voice Response (IVR) Text To Speech (TTS)

2.2 Features as part of the NFON telephone system

The performance features depend on the selected configuration.

- Room / guest / user extension billing, fee accounting (CAS)
- Fee evaluation, standardized and periodic reporting of the call volume
- PMS interface, IP interface to the front office system / property management system (PMS)
- Authorization switch via PMS or Nhospitality Client
- Set extension name (guest name) via PMS or Nhospitality Client
- Set message lamp (MWI) via PMS or Nhospitality Client
- IVR room status, set the room status via the room telephone or NhospitalityClient
- IVR wake-up call, set via the room telephone, the PMS or the Nhospitality Client. Execute and monitor the wake-up call. 8 languages available.IVR
- TTS minibar service, booking of consumed minibar items for PMS via the room telephone or the Nhospitality Client.
- IVR TTS laundry service, confirm the return of cleaned garments to the PMS, via the room telephone or the Nhospitality Client
- IVR messaging, hotel independent IVR module for announcement and messaging.

2.3 Supported hotel front office / property management systems (PMS)

The following PMS systems are known to us and have been tested and certified:

- Acihotel
- Amadeus ACPMS (Cloud API)
- Amadeus IDPMS
- Apaleo
- APEX HTI
- ASSD
- Bird (Engisoft)
- Brilliant / Citadel
- Clock PMS
- Control Lodging Link (DMM number 952)
- DPMS/Itesso (HotelConcepts)
- Epitome (Softbrands/Infor)
- Finhotel
- Greensoft
- Guestline Rezlynx
- Hilton OnQ
- Hogatex / Amadeus
- Host
- HotelAS
- Hostsoft PMS (Open API-E)
- Hotelinco
- Hotellinx
- HS3
- Ictel
- Infor HMS
- Infor Starlight PMS
- InovGuest
- Medallion (Softbrands/Infor)
- Mews
- Micros/Fidelio (EasyLynq certified for Version 6, Suite 7, Suite 8 and Opera, Fidelio Part-No: 5001-309)
- NewHotel
- NHS
- Opera (Fidelio FIAS Part-No 5001-309)
- Optima (Silverbyte)
- Penthotel
- Planet Winner
- Prestige
- Protel
- SAP/TMS
- SIHOT
- Silverbyte Optima
- StayNTouch
- VIPS 2000
- Visual One
- WinHotel
- WinTouch

In addition, NFON „FIAS“ supports similar derivatives of the proprietary interface specification of the manufacturer Oracle (Micros / Fidelio) and emulations of the „HOSTLINK“ protocol as well as similar derivatives of the proprietary interface specification of the manufacturer Siemens (Caracas), which can be linked to specific projects.

Note: The most of Cloud based PMS are supported (ie through API) but a verification is required. If interested to integrate a PMS not in the list, all informations are required during Project Requirements phase to verify technical feasibility (mandatory to compile checklist).

2.4 Use of traffic data

The NFON telephone system transfers traffic data to the Nhospitalityclient-related call billing system for fee evaluation. The traffic data are: outgoing extension, time of the call, destination number (shortened or full), duration and costs. The further processing and use of this traffic data takes place there only for the purposes specified in the TKG and to the extent prescribed there. The customer is responsible for evaluating and storing the traffic data in Nhospitality

3 Basis of calculation

The respective conditions result from the chosen tariff, the contract and the current price lists (or the conditions shown at <http://www.nfon.com>), whereby in case of doubt the contract (including individual agreements) has priority.

The Nhospitality contract supplement is based on the tariff:

- Business Premium

The supplementary contract variant:

- Nhospitality Standard

3.1 Guest Extension per Room and Admin extensions

The basis of the calculation of the monthly usage fees as well as the installation fees are extensions of the system. Extensions in this sense are all entries in the service portal (portal.nfon.com) under the menu item TARGETS, in the Type column, of the type „Extension“ and of the type „eFax“. The Nhospitality contract supplement contains two different extension types The room extension, which is defined by the „Nhospitality room“ label in the service portal and the rest of the other extensions, also called ADMIN extensions.

The fees may vary for the extension type ROOM arising from the contract or from the conditions of the selected tariff or from the current price list. At the end of the month, the extension type ROOM and the remaining other extensions are shown separately as ADMIN.

4 To be observed

Nhospitality as a fee collection system is based on the call data that is transferred to Nhospitality. Therefore, only the call data that makes the telephone system and / or the gateway available can be evaluated.

5 Availability and SLA

NFON's availability and service level agreements (SLA) also apply to Nhospitality.

6 Customer requirements

Proper setup of Nhospitality requires an extension plan that must be provided by the customer. Nhospitality fee entry is based on tariff tables, which serve as the basis for calculation. These are to be defined by the customer.

The customer must provide interface to the PMS and necessary informations to provide integration

7 Delimitation of responsibilities

Nfon can and must respect the clearly switched services to be provided by them and distinguish. In particular, NFON cannot assume any responsibility for the hardware (INTERFACE PC) or appliance that provides the basis for the PMS interface. The Nhospitality PMS interface is usually based on a locally available and specially licensed interface on the part of the PMS manufacturer, which operates on a local INTERFACE PC.