



Fusion Fees and Surcharge Guide

In addition to the monthly recurring fees, installation, activation, and equipment charges quoted to Customer in the applicable Fusion Service Order, the non-recurring charges (“NRCs”) and miscellaneous fees and surcharges (“Miscellaneous Fees and Surcharges”) set forth herein may apply to the Services. Capitalized terms used in this Fusion Fees and Surcharges Guide and not otherwise defined herein have the meaning given each such term in the MSA or Basic Terms and Conditions, as applicable. Customer acknowledges that Fusion may amend the NRCs and Miscellaneous Fees and Surcharges as set forth herein from time to time without notice.

I. NRCs

CHARGES FOR SERVICE DELIVERY, CONFIGURATION, AND EQUIPMENT		
SERVICE/FEE	AMOUNT	DESCRIPTION
Professional Services	\$150 per hour (billed in 15 minute increments)	Standard Services are delivered as specified in the Service Addendum and/or Network Diagram. Any customization or out-of-scope engineering consultation will be charged on a Time & Material basis using this Professional Services Fee. Non-business hours will be billed at a time-and-a-half (150%). Business hours are Mon-Fri 8:00 am to 5:00 pm local time, excluding federal holidays.
Shipping of initial equipment	Standard Ground Shipping = \$10.95 per device 2-3 Day = \$19.95 per device Overnight Shipping = \$39.95 per device Special Shipping arrangements requested by Customer will be as quoted in the applicable Service Order	Shipping of equipment is billed at standard rates.
Shipping of replacement equipment – rental or in warranty	Included in Service	Overnight shipping of replacement equipment is included for rental and in-warranty equipment.
Shipping of replacement equipment – out of warranty	Standard Ground Shipping = \$10.95 per device 2-3 Day = \$19.95 per device Overnight Shipping = \$39.95 per device Special Shipping arrangements requested by Customer will be as quoted in the applicable Service Order	Shipping of equipment is billed at standard rates.
Return Merchandise Authorization Regeneration (“RMA”)	\$20 per RMA label	RMA shipping labels are valid for ninety (90) days from generation only. Customers who wish to return customer premise equipment (“CPE”) and whose RMA label is no longer valid will be charged the RMA regeneration fee.



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Expedite Service	\$100 per location (in addition to the LEC expedite fee)	Fusion offers an "Expedite Service" for customers who wish to have an order processed faster than the standard service intervals and SLAs. This service is provided by Fusion on a "best efforts" basis and does not guarantee that services intervals will be better than standard SLAs. Customer may request Fusion's Expedite Service, either before the order is created or during order processing, and will be charged an additional fee for each service location and will be given priority handling within Fusion operations. Once requested, the Expedite Service fee will be billed irrespective of whether or not the expedite request resulted in a better than SLAs result.
Customer Requested CPE Configuration Charges	\$50 per device per change	If applicable, provided upon approval by Fusion and Customer.
Configuration Fees on Customer Provided Equipment	\$100 per device for standard configuration	Provided upon approval for use of equipment by Fusion.
Configuration Fees on Customer Provided Phones	\$30 per phone for standard configuration	Provided upon approval for use of equipment by Fusion.
Additional Global VPN Configuration Charges	\$30	Per change, per circuit (unless included in Services purchased).
QoS Policy Change	\$30	Per change, per circuit.
Professional Installation – Internet Access Services	Professional Installation for Internet Access Service is quoted in the applicable Service Order Form. The standard fee is \$500 per occurrence and includes up to 2 hours onsite and 200' of Cable. Installations requiring more than 2 hours onsite will incur overtime charges at a rate of \$120 per hour (billed in 15 minute increments)	Installation charge includes the demarcation extension of the circuit as well as the installation and testing of the CPE. Additional charges apply for any special travel situations such as remote areas and quick turn-around. Travel will be minimal and provided as a flat-travel charge per site and mutually agreed upon before dispatch. Regardless of the flat-travel amount, it will not exceed \$35 per half hour. In addition to the flat-rate fee, Fusion may also charge for parking fees, overnight shipping, expedite fees and other materials.
Professional Installation – Voice Services	Professional Installation for Voice Service is quoted in the applicable Service Order Form. The standard fee is \$500 per occurrence and includes up to 2 hours onsite and 200' of Cable. Installations requiring more than 2 hours onsite will incur overtime charges at a rate of \$120 per hour (billed in 15 minute increments or fraction thereof)	Installation charge includes Fusion provided QoS router installation, one phone and testing of the CPE. Additional charges apply for any special travel situations such as remote areas and quick turn-around. Travel will be minimal and provided as a flat-travel charge per site and mutually agreed upon before dispatch. Regardless of the flat-travel amount, it will not exceed \$35 per half hour. In addition to the flat-rate fee, Fusion may also charge for parking fees, overnight shipping, expedite fees and other materials.
Billable Repair Dispatch	\$350 (up to 2 hours). Overtime billing is \$120 per hour (billed in 15 minute increments of fraction thereof). Additional charges apply outside of business	End-User may report service problems resulting in a technician dispatch. If the problem found is not one for which Fusion is responsible, End-User will be charged for the cost of the visit. Examples for which Fusion is not responsible include, but are not limited to, faulty inside wiring that is out of warranty, faulty End-User provided equipment, faulty out of warranty equipment, and any work done per End-User requests. Expedited dispatches (less than 48 hours' notice) incur an additional charge of \$150.



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Extensive Inside Wiring	\$350 per location. Includes up to 2 hours onsite. Overtime billing is \$120 per hour (billed in 15 minute increments of fraction thereof)	Installation of inside wiring at the End-User premise which is typically outside the scope of a normal installation work due to length of wiring, working height, drilling through masonry, extensive time and materials, requirements of more than one Field Engineer onsite executing the installation of special tools or materials needed to execute the installation.
Special Construction Charge	Per Quote	When an End-User's location has insufficient facilities to support the requested service, it may be necessary to add facilities requiring an additional "special construction charge". This charge may include line conditioning such as removal of bridge taps, load coils, or other equipment that is required to be moved to make an internet access Service function, additional copper facilities, coax or fiber. In the event this occurs, Fusion will notify the End-User, via email, of the cost of these additional construction charges as well as the estimated time to complete the work. The End-User must, via email, agree to pay the additional costs within 3 business days. If End-User fails to do so, Fusion will cancel the order for lack of facilities.
Missed Appointment or Customer Not Ready Fee	\$150	When an End-User's location is inaccessible to the installer either due to the End-User representative not being present on the premises or premises being locked out for access or not accessible in a reasonable and hazard-free manner to conduct installation related activities Fusion considers it a Missed Appointment or No Access scenario and applies this fee.
NID Splitter	\$45 each	Electrical wiring/equipment that needs to be installed at the End-User's location to extend existing wiring to support the installation.
Professional Installation SD-WAN, Managed Security Services, and Managed Wi-Fi	\$350 per location. Includes one tech, up to 2 hours (generally enough time to install 2 Access Points, Router/Firewalls or Security Appliances). Installations requiring more than 2 hours onsite will incur overtime charges at a rate of \$120 per hour (billed in 15 minute increments or fraction thereof)	Customer must work with Fusion Sales Engineering to complete a required technical document. Customer must be present at time of install to give Fusion Technician access to location. Customer must receive CPE shipment and store prior to installation appointment. Additional fees will apply if the scope of work is larger than originally communicated.
Self-Installation Managed WiFi, SD-WAN Pro and SD-WAN Enterprise	No Charge	Fusion will waive required Professional Installation and allow Customer to self-install the Managed WiFi, SD-WAN Pro, and SD-WAN Enterprise Services. Customer is required to provide the Fusion Project Manager with any requested information prior to install (Serial numbers, MAC ID etc.). Fusion will provide Customer with a self-install guide for their use. Customer is permitted to install Fusion-owned equipment. Fusion reserves the right to send a billable Field Service Technician to resolve any issues that may occur during the self-install. If Customer experiences issues with not receiving the necessary coverage, Customer may need to remount the equipment in a new location or add additional devices.
SD-WAN Enterprise Advanced Security	TBD depending on design	Fusion reserves the right to charge additional non-recurring and recurring monthly charges for Advanced Security designs outside of our base configuration. Charges may vary depending on design.
INVOICING & PAYMENT		



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SERVICE/FEE	AMOUNT/DESCRIPTION
Standard Invoice	Email
Paper Invoice	\$10.00
Standard Payment Method	By check, may require credit check
Convenience Fee	For one-time payments made by phone or online via the web portal, a Convenience Fee of \$4.95 per customer site will be added to the transaction. Before the completion of the one-time payment, Customer will be given the option to pay using an alternative form of payment in order to avoid paying the Convenience Fee. There will be no Convenience Fee charged for automated credit card, bank ACH payments, or card-present payments made in person at one of the Fusion offices.
Late Payment Fee	1.5% of the unpaid balance due
Reinstatement for Suspended Service	\$150
Other	For all other non-standard items, upon Customer's prior approval, Customer will be billed at Fusion's then-standard rate, plus materials where applicable.

II. Miscellaneous Fees and Surcharges

SURCHARGE/FEE	DESCRIPTION
Administrative Processing Fee	This fee is a non-telecommunications charge that recovers expenses associated with general administrative and system support costs. This Fee applies per customer account per month (customers with multiple invoices will only be charged one Administrative Processing Fee per month).
Network Compliance Fee (Hosted Services)	This fee is levied to assist in recouping various network infrastructure costs.
Regulatory Compliance Surcharge	This fee is applied to recover Fusion's cost of regulatory compliance, including but not limited to, the cost of regulatory reporting, tariff filings and Fusion's participation in state and Federal regulatory proceedings.
Network Access Fee	This fee recovers network access expenses paid to underlying providers.
Property Tax Allotment Fee	This fee is applied to recover property tax assessments and other fees, taxes and surcharges imposed upon Fusion in connection with the company's network infrastructure.
Local Access Surcharge a/k/a Voice Gateway Fee	This monthly charge applies to recover the cost of surcharges and administration of local loops ordered by Fusion on behalf of customer from third party providers.
Carrier Recovery Fee	This fee recovers the cost of routing customer calls to the destination of the called party.
Regulatory Recovery Surcharge	This charge is levied to recover costs resulting from miscellaneous regulatory-related taxes, fees and surcharges imposed upon Fusion in connection with the provisioning of the company's telecommunications and VoIP services.
Access Recovery Charge	A monthly charge applied to recover the cost of administration and support for Fusion's Voice Essentials, and other voice related service offerings.
Subscriber Line Charge (SLC) a/k/a End User Common Line Charge (EUCL) a/k/a End User Connection Charge (EUCC)	This fee is imposed upon customers who subscribe to Fusion's local exchange service. It is intended to recover the cost of the customer's use of Fusion's common lines and facilities for purposes of placing long distance calls and accessing long distance networks.
Local Number Portability (LNP) Surcharge	This surcharge recovers Fusion's cost of administration and support of local number probability.