



FUSION'S PRIVACY POLICY STATEMENT

The protection of our customers' privacy is of utmost importance to Fusion Connect, Inc. and its subsidiaries (collectively, "**Fusion**"). This Privacy Policy (the "**Privacy Policy**") explains Fusion's practices regarding information collection, its use and our customers' options regarding certain uses of that information. This Privacy Policy applies to the access by customers, users in the United States and U.S. job applicants to all Fusion websites and applications. If there is a conflict between the terms of this Privacy Policy and any service specific policy set forth in the Service Addendum for that service, the service specific policy governs when using that service.

Information we collect and how it is used.

We collect certain personally identifiable information ("**PII**") when you communicate with us and when you use our products and services. PII is information that can be used on its own or with other information to identify, contact, or locate a person and can include information such as company name, unlisted or restricted mailing address, e-mail address, credit card number or financial/bank account number or information (including routing number), company contact information, passwords or personal identification codes and payment information. Service and device information we collect includes call record details, websites visited, features used, router connections, service options chosen, device numbers and other similar information. You have choices about certain collection and uses of this information.

We use PII that we collect to, among other things, establish, monitor and maintain a customer's account and billing records; measure credit and payment risk; provide account-related services; help our customers with service-related issues or questions; deliver and maintain products and services; manage and protect Fusion's network, services, and customers from abusive, fraudulent or unlawful uses; help Fusion improve and personalize its solutions; authenticate access to systems; and market new products and services offers to you.

Information we collect may be aggregated or otherwise de-identified for business and marketing uses by us or by third parties. For example, aggregate or de-identified data may be used to improve our services, measure and analyze the use of services and to help make services and advertising more relevant to you.

When you contact Fusion or Fusion contacts you, it may monitor or record that communication or keep a record of the exchange to help Fusion train its employees or other support resources or systems and to better serve you and other Fusion customers. When you communicate with Fusion, we may use artificial intelligence guided by humans, such as chat bots, to respond to your inquiry.



When you establish an online account or register on our websites or applications, Fusion may collect information about your user identification, password and secret questions and answers. We use this information to authenticate your identity when you sign in.

Information provided to us by third parties

When you purchase products or services from Fusion, we may obtain credit information about you from outside credit reporting agencies to help us with customer authentication and credit-related decisions.

Fusion obtains information from outside companies, such as information relating to your existing service provider, service locations and existing phone equipment type. We use this data and combine it with other information we have about an existing and potential customer to help make marketing offers more relevant to that customer, and to help us better analyze customer information for business modeling purposes.

We also obtain contact information and other marketing lead information from third parties, website referral options or social media platforms and may combine that information with other information in Fusion's possession to contact a customer or direct our marketing offers to you.

Information collected on Fusion websites and applications

When you use a Fusion website or its applications, information is collected about your device and your visit to that site, including browsing and searching activity, as you interact with those Fusion sites and applications; IP address; device numbers and identifiers; account information; web addresses of the sites you come from and visit next; and information about your connection, including your device's browser, operating system, platform type and Internet connection speed. We use this information for a variety of business purposes; and to help us deliver more relevant marketing messages on our websites, on non-Fusion websites, via email, or via other Fusion services or devices. This information is also used to tailor the content you see, manage the frequency with which you see an advertisement, tailor advertisements to better match your interests and understand the effectiveness of our advertising activities.

Like virtually all other websites that you visit, we use data collection devices such as "**cookies**" to help analyze our website and measure promotional effectiveness. The cookie permits the server to recall information from your previous visit. Cookies allow the website to remember important information that will make your visit to the site more useful. A cookie is not used to access or otherwise compromise the data on your hard drive. We use cookies to help improve your future visits. If you do not wish to receive a cookie, if you wish to set your browser to warn you each time a cookie is being sent, or if you wish to turn off all cookies, use the options on your browser to assist you. The



“Help” option on your browser may assist you in changing your cookie preferences. Please note that by turning cookies off, you may not have access to certain features available on our websites.

Information you provide

When you contact Fusion for information, we may use the information you supply to provide you with information about our products and services. Information you provide on our websites about your preferred location and other preferences may be used to provide you with more relevant service recommendations and special offers.

We also collect information from you when you participate in surveys or provide other feedback to us regarding our products or services or when you apply for a job with Fusion. We use this information only for the purpose for which it was provided.

Fusion may send you emails about your account or about products, services, and promotions that may be of interest to you. We may collect information when you open these emails or click on links contained therein. This information is used to personalize the content of the emails themselves and make future communications more interesting to you.

Information we share

Information shared within Fusion:

Fusion shares customer information with other group companies for a variety of purposes, including, providing you with the latest information about its product and service offerings. Customers may limit the sharing of certain types of customer information, specifically, Customer Proprietary Network Information (“**CPNI**”), by contacting Fusion’s Privacy Officer. CPNI is information that relates to the type, quantity, destination, technical configuration, location, amount of use and related billing information of your telecommunications or interconnected Voice over Internet Protocol (“VoIP”) services. Federal law governs Fusion’s use and sharing of CPNI.

Information shared outside of Fusion:

Except as explained elsewhere in this Privacy Policy, Fusion does not sell, license or share information that individually identifies its customers or website visitors with others outside of Fusion that are not performing work on its behalf, without the consent of the customer.

Fusion uses vendors and partners for a variety of business purposes such as to help us offer, provide, repair, restore, bill and collect amounts owed with respect the services we



provide. We share information with those vendors and partners when it is necessary for them to perform work on Fusion's behalf. Fusion requires that these vendors and partners protect the customer information we provide to them and limit their use of that customer data to the purposes for which it is provided. Fusion does not permit its vendors and partners to use this information for their own marketing purposes.

Fusion may disclose information that individually identifies its customers or identifies customer devices in certain circumstances, such as:

- to comply, when required by law, with court or administrative orders, civil or criminal subpoenas, warrants from law enforcement agencies, federal or state regulatory requirements, mandatory government audits, E911 reporting requirements, grand jury investigations, civil or criminal governmental investigations or otherwise authorized by law;
- in cases involving danger of death or serious physical injury to any person or other emergencies;
- to protect Fusion's rights or property, or the safety of our customers or employees;
- to protect against fraudulent, malicious, abusive, unauthorized or unlawful use of our products and services and to protect Fusion's network, services, devices and users from such use;
- to advance or defend against complaints or legal claims in court, administrative proceedings and elsewhere;
- to credit bureaus or collection agencies to determine credit risk, for reporting purposes or to obtain payment for Verizon-billed products and services;
- to a third-party that you have authorized to verify your account information;
- to outside auditors and regulators; or
- with your consent.

If Fusion enters into a merger, acquisition or sale of all or a portion of its assets or business, customer information will also be transferred as part of or in connection with the transaction.

Children and Data Collection

Fusion adheres to the federal privacy protection standards set forth in the Children's Online Privacy Protection Act ("COPPA"). We care about the safety of children. We will not knowingly allow anyone under the age of 13 to provide us any PII. Children under the age of 13 are required to obtain the express permission of a parent or guardian before submitting any personal information about themselves (such as their names, e-mail address, and phone number) over the Internet. If a child provides us with PII without the consent of a parent or guardian, the parent or guardian of that child should contact



Fusion's Privacy Officer immediately. Fusion will use reasonable efforts to promptly delete the child's personal information from its servers.

A Special Note about Children who reside in the State of Maine, USA

Fusion complies with the Maine state law titled "An Act to Prevent Predatory Marketing Practices against Minors". The law applies to the collection and use of personal information for the purpose of marketing products and services to children who are under the age of 18. The www.fusionconnect.com website is not intended to solicit information of any kind from children under 18 years of age. It is possible that due to fraud or deception of others, we may unknowingly receive information pertaining to children under 18 years of age. If this is the case, the parent or guardian of the minor must notify Fusion's Privacy Officer immediately.

Security and data retention

Fusion wants its customers to use its services with confidence and, as a result, we use a number of security techniques designed to protect customer information from unauthorized access, including firewalls and access control procedures. Our employees are bound by confidentiality agreements that prevent them from disclosing any customer information or CPNI. In addition, our employees are trained on the importance of protecting privacy and on the proper access to, use and disclosure of customer information and CPNI. Under Fusion's practices and policies, access to customer information and CPNI is authorized only for those who have a business need for such access. PII and other sensitive records are retained only as long as reasonably necessary for business, accounting, tax or legal purposes.

Although Fusion endeavors to protect personal information that it collects and stores, no system is 100% secure and Fusion cannot guarantee that its safeguards will prevent every unauthorized attempt to access, use or disclose personal information. We will make reasonable efforts to contact you if we determine that a security breach has occurred and that there is a reasonable risk of identity theft or as otherwise required by law.

If you become aware of a security issue, please contact Fusion's Privacy Officer. We will work with you to address any problems.

Links to Non-Fusion Web Sites and Third Parties

Please note that Fusion's websites may contain links to other websites for your convenience and information. Fusion does not control those sites or their privacy practices, which may differ from those of Fusion. Fusion's privacy policy cannot and does not apply to external websites. We do not endorse or make any representations about third party websites. The personal data you choose to give to unrelated third



parties is not covered by this Privacy Policy. We encourage you to review the privacy policy of any company or website before submitting your personal information to that site. Some third parties may choose to share their personal data with Fusion; that sharing is governed by that third party company's privacy policy.

Changes to this Privacy Policy

We may update this Privacy Policy at any time, so we strongly recommend that you periodically review this Privacy Policy for changes. You will be able to see that changes have been made by checking the "Last Updated" date below. Your continued use of the website and/or Fusion's services after the posting of any amended Privacy Policy shall constitute your agreement to be bound by any such changes. Any changes to this Privacy Policy are effective immediately upon posting by Fusion.

Contact Information

To access, correct or delete personal information, or, if you have any questions or complaints, please contact the Privacy Officer by telephone at: 1-888-301-1721; by email at: privacyofficer@fusionconnect.com; or by mail at Fusion Connect, Inc., 420 Lexington Avenue, Suite 1718, New York, New York 10170, USA. We will address your concern and attempt to resolve any problem.

Last Updated: November 2018