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Georgia Interexchange Price Guide
Original Title Page

Issued by: General Counsel

Effective: May 23, 2019

INTEREXCHANGE TELECOMMUNICATIONS SERVICE

*This Georgia Interexchange Price Guide, issued by Fusion Cloud Services, LLC
replaces in its entirety
Georgia Tariff No 5 issued by Birch Communications, LLC*

GEORGIA

INTEREXCHANGE TELECOMMUNICATIONS PRICE GUIDE

FOR

FUSION CLOUD SERVICES, LLC

This price guide contains the descriptions, regulations, and rates applicable to the furnishing of interexchange telecommunications services provided by Fusion Cloud Services, LLC within the State of Georgia. This price guide may be inspected during normal business hours at the Company's principal place of business.

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CHECK SHEET

The pages listed below, which are inclusive of this price guide, are effective as of the date shown at the top of the respective page(s). Original and revised pages as named below comprise all changes from the original price guide and are currently in effect as of the date of the top of this page.

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INTEREXCHANGE TELECOMMUNICATIONS SERVICE

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SYMBOLS SHEET

The following are the only symbols used for the purposes indicated below:

D - Delete or Discontinue

I - Change Resulting in an Increase to a Customer's Bill

M - Moved from Another price guide Location

N - New

R - Change Resulting in a Reduction to a Customer's Bill

T - Change in Text or Regulation but no Change in Rate or Charge

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the customer's location to the Company's network switching center.

Authorization Code - A numerical code, one or more of which are available to a customer to enable him/her to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

Commission - Refers to the Georgia Public Service Commission.

Company or Carrier – Fusion Cloud Services, LLC.

Customer - The person, firm, corporation or other entity which orders service and is responsible for payment of charges due and compliance with the Company's price guide regulations.

Domestic – Calls made within the United States, including US owned territories.

IXC - Interexchange Carrier

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INTEREXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

The Company's services and facilities are furnished for communications originating at specific points within the state of Georgia under terms of this price guide.

The Company installs, operates, and maintains the communications services provided herein in accordance with the terms and conditions set forth under this price guide. It may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer, to allow connection of a Customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless ordered on a longer term basis, and are available twenty-four hours per day, seven days per week.

2.2 Limitations

- 2.2.1 Service is offered subject to the availability of facilities and provisions of this price guide.
 - 2.2.2 The Company reserves the right to discontinue furnishing service or limit the use of service necessitated by conditions beyond its control; or when the Customer is using service in violation of the law or the provisions of this price guide.
 - 2.2.3 All facilities provided under this price guide are directly controlled by the Company and the Customer may not transfer or assign the use of service of facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
 - 2.2.4 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this price guide shall apply to all such permitted assignees or transferees, as well as all conditions for service.
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SECTION 2 - RULES AND REGULATIONS (Cont'd.)

2.3 Liabilities of the Company

2.3.1 The Company's liability for damages (including indirect, special, or consequential damage) arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmission occurring in the course of furnishing service or facilities in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which aforementioned faults in transmission occur.

2.3.2 The Company shall be indemnified and held harmless by the Customer against:

- A. Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.
- B. All other claims arising out of any act or omission of the Customer in connection with any service or facility provided by the Company.

2.4 Interruption of Service

2.4.1 Credit allowances for the interruption of service which is not due to the Company's testing or adjusting, negligence of the Customer, or to the failure of channels or equipment provided by the Customer, are subject to the general liability provisions set forth in 2.3.1 herein. It shall be the Customer's obligation to notify the Company immediately of any service interruption for which a credit allowance is desired. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission by the Customer within his control, if any, furnished by the Customer and connected to the Company's facilities. No refund or credit will be made for the time that the subscriber does not provide access to the Company for such restoration work.

2.4.2 No credit shall be allowed for an interruption of a continuous duration of less than forty-eight hours after the subscriber notifies the Company.

2.4.3 The Customer shall be credited for an interruption of more than forty-eight hours as follows:
Credit Formula:

$$\text{Credit} = A/B \times C$$

"A" - outage time in hours

"B" - total days in month

"C" - monthly recurring charge

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INTEREXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 2 - RULES AND REGULATIONS (Cont'd.)

2.5 Countywide Calling

No long distance (toll) charges will be applied to any call between two telephones within the same county where countywide calling is available as established in PSC Docket No. 3921-U.

2.6 Deposits

A. To safeguard its interests, the Company may, in addition to any advance payments, require a Customer to make an initiate-service deposit to be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills that the Company renders to the Customer. An increase to the deposit may be required if the Customer later defaults in its payment obligations. The deposit will not exceed an amount equal to:

1. Two months' rates and charges for a service or Company Facility which has a minimum payment period of one month; or
2. The charges that would apply for the minimum payment period for a service of Company Facility which has a minimum payment period of more than one month; except that the deposit may include an additional amount in the event that a termination charge is applicable but in no event shall any deposit exceed two and one-half twelfths (2.5/12) of the annual estimated rates and charges for the service pursuant to Georgia Regulations (515-12-1-.05(4)).

B. The Company may, at its option, return the deposit to the Customer or credit the deposit to the Customer's account at any time. When a Company Facility or service is discontinued, the amount of any deposit that has not already been returned to the Customer will be applied to the Customer's account and any credit balance remaining will be refunded to the Customer.

2.7 Advance Payments

For Customers whom the Company feels an advance payment is necessary, the Company reserves the right to collect an amount not to exceed two (2) months estimated charges as an advance payment for service. This will be applied against the next month's charges and if necessary a new advance payment will be collected for the next month.

2.8 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

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SECTION 2 - RULES AND REGULATIONS (Cont'd.)

2.9 Billing of Calls

All charges due by the subscriber are payable at any agency duly authorized to receive such payments. Any objection to billed charges should be reported within thirty (30) days of the invoice date to the Company. Adjustments to Customer' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.

2.10 Late Payment Charge

A Late Payment Charge of \$15.00 for Business services and \$5.00 for Residential services will apply to each customer's bill for unpaid regulated charges. The Late Payment Charge is only applied where at least \$25.00 of regulated charges are outstanding as of the one month after these charges are first applied. In addition, a Finance Charge of 1.5% will be applied to the full outstanding balance on each billing date.

2.11 Returned Check Charge

A returned check charge of \$25.00 will be assessed for checks or other payment type submitted by the Customer to the Company returned or dishonored for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the billing entity (i.e. local exchange company and/or commercial credit card company) and pursuant to Georgia state law and Commission regulations.

2.12 Special Promotion

From time to time, the Carrier may provide promotional offerings to introduce a current or potential Subscriber to a service not being used by the subscriber. These offerings may be limited to certain dates, times or locations and may waive or reduce recurring or non-recurring charges. The Company will notify the Georgia Public Service Commission prior to the effective date of any promotional offering.

2.13 Billing and Collection of Charges

Charges are due and payable from the Customer upon receipt of the invoice. All charges are considered past due if not paid by the "Due Before Date" shown on the invoice, which is 21 days after the invoice is generated.

Material appearing on this page was previously located on Page 9.

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SECTION 2 - RULES AND REGULATIONS (Cont'd.)

2.14 Facilities Charge

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. Long Distance-only numbers are subject to a Facilities Charge where there is more than one business line at the physical location.

2.15 Regulatory Compliance Fee

The Regulatory Compliance Fee covers costs associated with ongoing regulatory and compliance obligations, participation in regulatory proceedings, handling customer complaints with regulatory agencies, and negotiations with other regulated carriers.

Regulatory Compliance Fee \$0.75

2.16 Carrier Access Recovery Charge

The Carrier Access Recovery Charge funds a contribution towards higher costs of interconnection with other carriers, due to the ongoing shift of network cost recovery from carrier-billed access services.

Carrier Access Recovery Charge \$1.35

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INTEREXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 3 - DESCRIPTION OF SERVICE

3.1 Timing of Calls

3.1.1 When Billing Charges Begin and End For Phone Calls

The Customer's long distance usage charge is based on the actual usage of the Company's network. Usage begins when the called party picks up the receiver, (i.e. when 2 way communication, often referred to as "conversation time" is possible.). When the called party pick up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. A call is terminated when the calling or called party hangs up.

3.1.2 Billing Increments

Unless otherwise specified in the service descriptions, the minimum call duration for billing purposes is thirty (30) seconds for a connected call and calls beyond thirty (30) seconds are billed in six (6) second increments. Partial increments are rounded up to the next whole increment

3.1.3 Per Call Billing Charges

Billing will be rounded up to the nearest penny for each call.

3.1.4 Uncompleted Calls

There shall be no charges for uncompleted calls.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd.)

3.2 Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The Company uses the rate centers that are produced by Bell Communications Research in the NPA-NXX V & H Coordinates Tape and Bell's NECA Tariff No. 4.

Formula:

The square root of:
$$\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}$$

3.3 Service Offerings

3.3.1 AIN, Inc. Long Distance Service

AIN, Inc. Long Distance Service is offered to residential and business customers. The service permits direct dialed outbound calling at a per minute rate. Service is provided from pre-subscribed, dedicated or shared use access lines. Calls are billed in six second increments with a thirty (30) second minimum. No monthly recurring charges or minimum monthly billing requirements for outbound long distance calls will apply for those customers using AIN for both local and long distance service. A minimum monthly billing requirement of \$4.95/account per month will apply for customers using AIN for long distance service only.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd.)

3.3 Service Offerings (Cont'd.)

3.3.2 Toll Free (Inbound) Long Distance Service

Toll Free (Inbound) Long Distance Service is offered to residential and business customers. The service permits inbound toll free calling at a per minute rate. Service is provided from pre-subscribed, dedicated or shared use access lines. Calls are billed in six second increments, with a thirty (30) second minimum call duration. A monthly recurring charge of \$5.00 will apply for each toll free number assigned to an account.

3.3.3 Calling Card Service

Calling Card Service is a calling card service offered to residential and business customers who subscribe to the Long Distance Service calling plan. Customers using the Carrier's calling card service access the service by dialing a 1-800 number followed by an account identification number and the number being called. This service permits subscribers utilizing the Carrier's calling card to make calls at a single per minute rate. Calls are billed in one (1) minute increments after the initial minimum period of one (1) minute. There are no nonrecurring or monthly recurring charges. No calling card surcharge applies for intrastate calls. (The \$2.49 International Origination Surcharge will be included in the Interstate Rate Posting rather than this price guide.)

3.3.4 Operator Services

The Company's operator services are provided to residential and business customers who "pre-subscribe" to this service for intrastate calling. Operator services include the completion of collect, station-to-station, person-to-person, third party billing and credit card calls with the assistance of a Carrier operator. Each completed operator assisted call consists of two charge elements (except as otherwise indicated herein): (i) a fixed operator charge, which will be dependent on the type of billing selected (e.g., calling card, collect or other) and/or the completion restriction selected (e.g., station-to-station or person-to-person); and (ii) a measured usage charge dependent upon the duration, distance and/or time of day of the call.

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INTEREXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd.)

3.3 Service Offerings (Cont'd.)

3.3.4 Operator Services (Cont'd.)

A. Operator Dialed Surcharge

This surcharge applies to Operator Station-to-Station and Person-to-Person rated calls when the Customer has the capability of dialing all the digits necessary to complete a call but elects to dial only the appropriate operator code and requests the operator to dial the called station. The surcharge does not apply to:

1. Calls where a customer cannot otherwise dial the call due to defective equipment or trouble on the AIN, Inc. network; and
2. Calls in which a Company operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap.

The Operator Dialed Surcharge applies in addition to any other applicable operator charges.

B. Verification Service

Verification Service provides operatory assistance in determining if a called line is in use.

C. Interruption Service

Interruption Service provides for operator interruption of voice conversation in progress on a called line to advise the interrupted subscriber that the interrupting party has an emergency need to reach him. Data use of a subscriber line will be verified, but not interrupted.

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INTEREXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd.)

3.3 Service Offerings (Cont'd.)

3.3.5 Application of Charges

The charges specified will apply to all request except:

1. emergency request from official emergency agencies when the request is received on an agency line from agency personnel.
2. emergency requests in which the caller identifies that the request is to one of the following:
 - a. an official public emergency agency,
 - b. an emergency medical number, or
 - c. a privately endowed and operated suicide, drug, alcohol or runaway crisis reporting center; or
3. requests in which the operator encounters a trouble condition or has reason to believe a trouble condition exists.

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INTEREXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES

4.1 Long Distance Service

Minimum Monthly Billing Fee (long distance only customers)	\$4.95/account
Standard Rate per minute	\$0.099
All Access & All Access Lite Contract Rate per minute*	\$0.049
Basic Access Contract Rate per minute*	\$0.065
Facilities Charge**	\$3.99
Per Line Surcharge (long distance only customers)	\$1.95

Plan is billed in six (6) second increments with a thirty (30) second minimum.

*The All Access, All Access Lite & Basic Access programs are described in the Local Exchange Services Price Guide.

** Applies where there is more than one business line at the customer's physical location.

4.2 Toll Free (Inbound) Long Distance Service

Monthly Recurring Charge (per toll free number)	\$5.00
Rate per minute	\$0.069

Plan is billed in six second increments with a thirty (30) second minimum.

4.3 Calling Card Service

Rate per minute	\$0.19
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Plan is billed in full minute increments.

4.4 Operator Services (For pre-subscribed customers)

4.4.1 Usage Rates: The appropriate rate found under 4.1 and 4.3 shall apply.

4.4.2 Operator Charges:

Collect Person-to-Person	\$5.00
Person-to-Person	\$1.25
Station-to-Station	\$1.25
Customer Dialed Calling Card	\$1.00
Operator Dialed Calling Card	\$1.75
Operator Dialed Surcharge	\$0.75
Verification Service	\$6.45
Emergency Interrupt	\$6.45

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INTEREXCHANGE TELECOMMUNICATIONS SERVICE

SECTION 4 - RATES (Cont'd.)

4.4 Operator Services (For pre-subscribed customers) (Cont)

4.4.3 Directory Assistance

Directory Assistance is available to AIN, Inc. Customers. Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

Long Distance Directory Assistance Charge	\$1.99
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