
INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

*This tariff, Louisiana Tariff No. 11, issued by Fusion Cloud Services, LLC,
replaces in its entirety,
Louisiana Tariff No. 8 issued by Birch Communications, LLC*

LOUISIANA

INTEREXCHANGE TELECOMMUNICATIONS TARIFF

FOR

Fusion Cloud Services, LLC

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of interexchange telecommunications services provided by Fusion Cloud Services, LLC within the State of Louisiana. This tariff is on file with the Louisiana Public Service Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

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Issued by: General Counsel
210 Interstate North Parkway, Suite 300
Atlanta, Georgia 30339

 INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

CHECK SHEET

The Pages listed below, which are inclusive of this tariff, 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 tariff and are currently in effect as of the date of the top of this page.

Page	Revision	
Title	Original	*
1	Original	*
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* - indicates those Pages included with this filing

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INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

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INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

EXPLANATION OF SYMBOLS

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 Tariff 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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TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Louisiana PSC. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14. Because of various suspension periods, deferrals, etc., the Louisiana PSC will follow in their tariff approval process, the most current page number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the page currently in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
2.
2.1.
2.1.1
2.1.1.A.
2.1.1.A.1.
2.1.1.A.1.(a).
2.1.1.A.1.(a).I.
2.1.1.A.1.(a).I.(i).
2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets - When a tariff filing is made with the Louisiana PSC, an updated check sheet accompanies the tariff filing. The check sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular page is the most current on file with the Louisiana PSC.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

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 Louisiana 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 tariff regulations.

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

IXC - Interexchange Carrier

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INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

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 Louisiana under terms of this tariff.

The Company installs, operates, and maintains the communications services provided herein in accordance with the terms and conditions set forth under this tariff. 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 Use

2.2.1 Services provided under this tariff may be used by the Customer for any lawful telecommunications purpose for which the service is technically suited.

2.2.2 The services the company offers shall not be used for any unlawful purpose for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents, and permits.

2.3 Limitations of Service

2.3.1 Service will be furnished subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this Tariff.

2.3.2 The Company reserves the right to discontinue furnishing service, upon written notice, when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this Tariff, or in violation of law.

2.3.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D)

2.4 Liabilities of the Company

2.4.1 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.

2.4.2 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.

2.5 Assignment and Transfer

All facilities provided under this tariff are directly or indirectly controlled by the Company and neither the Customer nor Subscriber may transfer or assign the use of service or facilities without the express written consent of the Company. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service. Such transfer or assignment, when permitted, shall only apply where there is no interruption of the use or location of the service or facilities.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D)**2.6 Liability of the Company**

- 2.6.1 The liability of the Company for any claim or loss, expense or damage (including indirect, special, or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this Tariff shall not exceed an amount equivalent to the proportionate charges to the Customer for the period of service or the facility provided during which such interruption, delay, error, omission, or defect occurs.
- 2.6.2 The Company shall not be liable for any claim or loss, expense, or damage (including indirect, special, or consequential damage), for any interruption, delay, error, omission, or other defect in any service facility, or transmission provided under this Tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by any act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.6.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer or other users of its service against any claim or loss, expense, or damage, (i) for defamation, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material data, information, or content revealed to, transmitted, processed, handled, or used by Company under this Tariff, or (ii) for connecting, combining, or adapting Company's facilities with Customer's apparatus or systems, or (iii) for any act or omission of the Customer, or (iv) for any personal injury or death of any person, or for any loss of or damage to Customer's premises or any other property, whether owned by Customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure or removal of equipment or wiring provided by the Company if not directly caused by negligence of the Company.
- 2.6.4 The Company shall not be liable for any claim, loss, or refund as a result of theft or unauthorized use of Authorization Codes issued for the use of the Company's services.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D)**2.7 Billing and Payment for Service****2.7.1 Payment Arrangements**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. The Customer agrees to pay to the Company or its authorized agent any cost(s) incurred as a result of any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement, including calls which the Customer did not individually authorize.

All charges due by the Customer are payable to the Company or any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Louisiana Public Service Commission. Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Charges for installations, service connections, moves, and rearrangements, where applicable, are payable upon demand by the Company or its authorized agent. The billing thereafter will include recurring charges and actual usage as defined in this Tariff.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D)**2.7 Billing and Payment for Service (Cont'd.)****2.7.2 Deposits**

- A. Any applicant who is unable to establish a satisfactory credit standing with the Company or any subscriber whose credit standing has become impaired may also be required to deposit a sum up to an amount equal to either the charge for two months' local service or the charge for the estimated toll messages during a like period, or both. Any such deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.
- B. Pursuant to Louisiana General Order dated 9/17/91, §1-3, interest on Customer deposits must be paid at a rate of 5% annually. Interest must be paid annually, for all deposits held by the Company unless the period is less than six (6) months. Interest payments may be credited to the Customer's account toward current billing or paid in cash.
- C. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation or constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of any sums due the Company.

2.7.3 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.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D)

2.7 Billing and Payment for Service (Cont'd.)

2.7.4 Late Payment Fees

A Late Payment Charge of 5.0% of all new, unpaid regulated charges for Business or Residential services will apply to each customer's bill. The Late Payment Charge is only applied where regulated charges are outstanding as of the "Due before Date" shown on the monthly invoice, one month after these charges are first applied.

2.7.5 Return Check Charge

A return check charge of \$20.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the billing entity and pursuant to Louisiana law and Louisiana Public Service Commission regulations.

2.7.6 Billing Dispute

- A. Any objections to billed charges must be reported to the Company or its billing agent in writing within twenty (20) days of the closing date printed on the invoice or statement issued to the Customer. Disputes may be submitted orally or in writing. Adjustments to Customers' account shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.
- B. Late payment fees will not be applied during the period when a bill is disputed regardless of the outcome of the dispute.
- C. Customers may contact the Company's business office at the following toll-free number: 1-888-275-0777.
- D. If the Customer is not satisfied with the outcome of the billing dispute, the Customer may contact the Commission at the following address:

Louisiana Public Service Commission
P.O. Box 91154
Baton Rouge, LA 70812-9154

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D)

2.7 Billing and Payment for Service (Cont'd.)

2.7.7 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.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D)**2.8 Taxes and Fees**

- 2.8.1 All state and local taxes (e.g., gross receipts tax, sales tax, municipal utilities tax) are not included in the rates under this tariff but shall be listed as separate line items on the Customer's bill.
- 2.8.2 To the extent that a municipality, other political subdivision or local agency of government, or Commission imposes upon and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.
- 2.8.3 The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Such adjustments shall be listed in this tariff.
- 2.8.4 The Company may adjust its rates or impose additional rates on its Customer to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others. The Company may also adjust its rates or impose additional rates to cover the administrative cost of collecting such charges or paying compensation to other entities. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), the Presubscribed Interexchange Carrier Charge (PICC), and compensation to pay telephone service providers for the use of their pay telephones to access the Company's services.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D)**2.8 Taxes and Fees (Cont'd.)****2.8.5 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.

2.8.6 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

2.8.7 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

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D)**2.9 Refunds or Credits for Service Outages or Deficiencies****2.9.1 Interruption of Service**

- A. 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 2.5 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.
- B. No credit shall be allowed for an interruption of a continuous duration of less than forty-eight hours after the subscriber notifies the Company.
- C. The Customer shall be credited for an interruption of more than forty-eight hours as follows:

Credit Formula:

Credit = $A/B \times C$

"A" - outage time in hours

"B" - total days in month

"C" - monthly recurring charge

2.9.2 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for such tests and adjustments as may be deemed necessary for maintenance in a condition satisfactory to the Company. No interruption allowance will be granted for the time during which such tests and adjustments are made.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D)**2.10 Cancellation or Termination of Service by Customer**

Customers may cancel service verbally or in writing at any time. The Company shall hold the Customer responsible for payment of all charges, including fixed fees, surcharges, etc., which accrue up to the cancellation date. Charges may be avoided by dialing another carrier's access code. In the event the Customer executes a term commitment agreement with the Company, the Customer must cancel service and terminate the agreement in accordance with the agreement terms.

2.11 Refusal or Discontinuance by Company

2.11.1 Service may be suspended by the Company, without notice to the Customer, by blocking traffic to certain cities or NXX exchanges, or by blocking calls using certain authorization codes, when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore services as soon as it can be provided without undue risk, and will, upon request by the Customer, assign new authorization codes to replace ones that have been deactivated.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D)**2.11 Refusal or Discontinuance by Company**

2.11.2 The Company may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given five (5) days written notice to comply with any rule or remedy any deficiency:

- A. For nonpayment of undisputed charges, provided that suspension or termination of service shall not be made without five (5) days written notice to the Customer, except in extreme cases. Such notice will be provided in a mailing separate from the Customer's regular monthly bill for service.
- B. For non-compliance with or violation of any State, Municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- C. For use of telephone service for any purpose other than that described in the application.
- D. For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.
- E. For noncompliance with or violation of Commission regulation or the Company's rules and regulations on file with the Commission.
- F. Without notice in the event of Customer, Subscriber or Authorized User use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
- G. Without notice in the event of tampering with the equipment or services owned by the Company or its agents.
- H. Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer or Subscriber to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

I. Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

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INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D)**2.12 Cost of Collection and Repair**

Customer is responsible for any and all costs incurred in the collection of monies due the Company including legal and accounting expenses. The Customer is also responsible for recovery costs of Company-provided equipment and any expenses required for repair or replacement of damaged equipment.

2.13 Interconnection

Service furnished by the Company may be connected with the services or facilities of other carriers. Such service or facilities are provided under the terms, rates and conditions of the other carrier. The Customer is responsible for all charges billed by other carriers for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Customer.

2.14 Terminal Equipment

The Company's facilities and service may be used with or terminated in terminal equipment or communications systems such as a PBX, key system, single line telephone, or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.

2.15 Governing Law

All tariffs will be governed and interpreted according to Louisiana law.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

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 six (6) 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.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

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 Fusion Cloud Services, LLC Long Distance Service**

Fusion Cloud Services, LLC 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 the Company for both local and long distance service. A minimum monthly billing requirement of \$4.95/account per month will apply for customers using the Company for long distance service only.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

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 Company 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 tariff.)

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.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

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 Fusion Cloud Services, LLC 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.

INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

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 tso 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.

 INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

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
Monthly Recurring Charge (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 Tariff.

**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:

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	\$2.20
Emergency Interrupt	\$4.40

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INTEREXCHANGE TELECOMMUNICATIONS SERVICE TARIFF

SECTION 4 - RATES (CONT'D.)

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

4.4.3 Directory Assistance

Directory Assistance is available to Fusion Cloud Services, LLC's 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