Fusion Connect Fees and Surcharge Guide

In addition to the monthly recurring fees, installation, activation, and equipment charges quoted to Customer in the applicable Fusion Connect Service Order, the non-recurring charges ("NRCs"), usage-based fees ("Usage Based Fees"), and miscellaneous fees and surcharges ("Miscellaneous Fees and Surcharges") set forth herein may apply to the Services. Capitalized terms used in this Fusion Connect 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 Connect may amend the NRCs, Usage-Based Fees, 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	$225 per hour (billed in 15 minute increments)	Standard Services are delivered as specified in the Service Addendum and/or Network Diagram. Any customizations, out-of-scope engineering consultation, or other non-standard services 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 = $35.00 per shipment Overnight Shipping = $60.00 per shipment Special Shipping arrangements requested by Customer will be as quoted in the applicable Service Order	Domestic shipping of equipment is billed at standard rates. Large quantities of devices, over size and/or overweight may require several shipments and each will be billed separately at applicable rates.
International Shipping of initial equipment	International shipping rates and charges are on an individual case basis.	Unless otherwise requested, international shipping will be via FedEx International Priority and shipped Delivery Duty Paid. Fusion Connect will bill Customer for all applicable shipping costs, foreign customs, duties, taxes, and processing fees. Mexico - Unless otherwise requested, international shipping will be via FedEx International Priority and shipped Deliver at Place (DAP). Customer is responsible for obtaining in country brokerage services for shipment customs clearance. Fusion Connect will bill Customer for all applicable shipping costs, foreign customs, duties, taxes and processing fees.
Shipping of replacement equipment – rental or in warranty	Included in Service	Overnight shipping of replacement equipment for domestic Customers is included for rental and in-warranty equipment.
International shipping of replacement equipment – in warranty	International shipping rates and charges are on an individual case basis.	Unless otherwise requested, international shipping will be via FedEx International Priority and shipped Delivery Duty Paid. Customer is responsible for all applicable foreign customs, duties, and taxes. Mexico - Unless otherwise requested, international shipping will be via FedEx International Priority and shipped Deliver at Place (DAP). Customer is responsible for obtaining in country brokerage services for shipment customs clearance. Fusion Connect will bill Customer for all applicable foreign customs, duties, taxes and processing fees.

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Shipping of replacement equipment – out of warranty	Standard Ground Shipping = $35.00 per shipment Overnight Shipping = $60.00 per shipment Special Shipping arrangements requested by Customer will be as quoted in the applicable Service Order	Domestic shipping of equipment is billed at standard rates. Large quantities of devices, over size and/or overweight may require several shipments and each will be billed separately at applicable rates.
International shipping of replacement equipment – out of warranty	International shipping rates and charges are on an individual case basis.	Unless otherwise requested, international shipping will be via FedEx International Priority and shipped Delivery Duty Paid. Customer is responsible for all applicable shipping costs, foreign customs, duties, taxes, and processing fees. Mexico - Unless otherwise requested, international shipping will be via FedEx International Priority and shipped Deliver at Place (DAP). Customer is responsible for obtaining in country brokerage services for shipment customs clearance. Fusion Connect will bill Customer for all applicable shipping costs, foreign customs, duties, taxes and processing fees.
Return Merchandise Authorization ("RMA") Regeneration	$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.
Expedited Service	$100 per location (in addition to the LEC expedite fee)	Fusion Connect 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 Connect on a "best efforts" basis and does not guarantee that services intervals will be better than standard SLAs. Customer may request Fusion Connect'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 Connect 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 Connect and Customer.
Configuration Fees on Customer Provided Equipment	$100 per device for standard configuration	Provided upon approval for use of equipment by Fusion Connect.
Configuration Fees on Customer Provided Phones	$30 per phone for standard configuration	Provided upon approval for use of equipment by Fusion Connect.
Additional Global VPN Configuration Charges	$30	Per change, per circuit (unless included in Services purchased).
QoS Policy Change	$30	Per change, per circuit.
Wireless Broadband Excess Usage Fee (Overage)	$0.03 per Megabyte ("MB")	Wireless Broadband plans have monthly data transfer caps, that when exceeded, result in excess usage being billed to Customers. Excess usage is billed on a per MB basis. Usage fees are non-discountable and non-negotiable with Customer bearing sole responsibility for all usage fees.

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Professional Installation – Internet Access Service, Voice, SDWAN, Managed Security Services and Managed Wi-Fi	Professional Installation for Domestic Service is quoted in the applicable Service Order Form. The standard fee is $500 per occurrence and includes up to 3 hours and 150 foot of copper CAT5 cable during standard local business hours. Installations requiring more than 3 hours will incur overtime charges at a rate of $120 per hour (billed in 15-minute increments).	Standard Professional Installation charge includes the demarcation extension of the circuit as well as the installation and testing of any Access CPE, Voice CPE, Access Points, Security Appliances and Phones. Non-standard installations are billed on an individual case basis as a result of length of wiring, working height, drilling through masonry, extensive time and materials and requirement of more than one field engineer. Customer must be present at time of install to give Fusion Connect Technician access to location. 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 Connect may charge for non-standard business hour requests, parking fees, overnight shipping, expedite fees and other materials.
International Professional Installation – Internet Access Service, Voice, SDWAN, Managed Security Services in the following countries: **Mexico, United Kingdom, France, Poland, Sweden, Netherlands, Germany, Belgium, Spain, Italy, Finland, Ireland, Luxembourg, Switzerland**	Professional Installation for Service is quoted in the applicable Service Order Form and is on a country-by-country basis. The standard fee is $1,280 USD per installation/site visit and includes up to 3 hours and 150 foot of copper CAT5 cable during standard local business hours. Installations requiring more than 3 hours will incur overtime charges at a rate of $427 USD per hour (billed in 15-minute increments).	Standard Professional Installation charges include the demarcation extension of the circuit as well as the installation and testing of any Access CPE, Voice CPE, Access Points, Security Appliances and Phones. Non-standard installations are billed on an individual case basis as a result of length of wiring, working height, drilling through masonry, extensive time and materials and requirement of more than one field engineer. Installations in countries other than those listed will also be considered non-standard. Customer must be present at time of install to give Fusion Connect Technician access to the location. 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.
Self-Installation	Although a Professional Installation is recommended, a self-installation may be possible for some Services including wireless broadband and certain Voice Services, an appointment for Self-installation must be scheduled in advance. Support for Self-installation will incur charges at a rate of $120 per hour (billed in 15-minute increments).	For a self-installation, Customer should have skilled personnel to connect the equipment and verify that the Service is operational. Fusion Connect's Support team is available during standard local business hours to trouble-shoot and assist with resolving any issues.
Professional Installation – Business Voice Lines (POTS) Services (New or Move)	Professional Installation for Business Voice Lines (POTS) Service is quoted in the applicable Service Order Form. The standard fee is $99 for each new local phone line installed or each local phone line moved to a different Service address.	Installation charge includes installation or move of one new local phone line. 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 Connect may also charge for parking fees, overnight shipping, expedite fees and other materials.
Professional Installation – Alarm and Safety Line Services	Professional Installation for Alarm and Safety Line Services is quoted in the applicable Service Order Form. The standard fee is $500 per occurrence for up to 2.5 hours onsite and 1 hour of testing and turn-up support during standard local business hours. Installations requiring more than 2.5 hours onsite will incur overtime charges at a rate of $120 per hour (billed in 15-minute increments) for onsite work or $200 per	Installation charge includes the installation or migration of one Fusion Connect-provided Alarm and Safety Line Service device, the connection of the device to Customer's existing broadband internet circuit, the connection of optional wireless services (if purchased for a separate charge), and operational testing of the Fusion Connect-provided equipment. Professional Installation for Alarm and Safety Line Services does not include locating, tagging or installing wiring. Testing past Customer's demarcation point; and connecting to Customer-provided equipment, including but not limited

	hour (billed in 15-minute increments) for remote engineering support. Onsite overtime charges may apply if Customer fails to provide site-specific alarm vendor contact information at least 6 days in advance of installation. Extensive cable routing or checking cellular signal levels at multiple device locations requires additional installation time and onsite hourly overtime rates may apply.	to fax machines, point-of sale, fire panels and alarm systems, are also out-of-scope unless a separate, billable Site Survey has been completed. Additional charges apply for any special travel situations such as remote areas and quick turnaround. Professional Install charge still applies when technician arrives onsite and the site is not ready to accept the performance of work (e.g., no power, etc.), or when Fusion Connect receives notice that a dispatch must be cancelled with less than 4 business days' prior notice from Customer. Expedited dispatches (less than 4 business days) incur an additional $175 charge. An additional $100 charge applies when an individual site requires a certificate of insurance naming Customer or the site as an additional insured.
Basic Change Charge	$20 per occurrence	Basic changes to account features (e.g., Changing long distance providers, adding a PIC freeze, etc.).
Mobile Change Charge	$30 per occurrence	Changes to mobile phones, tablets, and wireless modems (e.g., porting of a mobile phone number).
Billable Repair Dispatch	$350 (up to 2 hours) at domestic sites. Overtime billing is $120 per hour (billed in 15-minute increments). Additional charges apply for installations outside of standard business hours.	End-User may report service problems resulting in a technician dispatch. If the problem found is not one for which Fusion Connect is responsible, End-User will be charged for the cost of the visit. Examples for which Fusion Connect 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.
International Billable Repair Dispatch in the following countries: **Mexico, United Kingdom, France, Poland, Sweden, Netherlands, Germany, Belgium, Spain, Italy, Finland, Ireland, Luxembourg, Switzerland**	$1,135 USD (up to 2 hours). Overtime billing is $567.50 USD per hour (billed in 15-minute increments). Additional charges apply for installations outside of standard business hours or sites outside the countries listed	End-User may report service problems resulting in a technician dispatch. If the problem found is not one for which Fusion Connect is responsible, End-User will be charged for the cost of the visit. Examples for which Fusion Connect 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 charges on an individual case basis.
Site Survey	Site Surveys are quoted in the applicable Service Order Form. The standard fee is $350 per occurrence and includes one Field Technician for up to 2.5 hours onsite during standard business hours. Site survey requiring more than 2.5 hours onsite will incur overtime charges at a rate of $120 per hour (billed in 15-minute increments or fraction thereof).	Site Surveys can be used to help determine serviceability, locate, and tag specific lines or circuits, and any construction or materials that may be needed for internal access, voice services or other managed services. Additional charges apply for requests outside of standard business hours and any special travel situations such as remote areas and quick turn-around.
International Site Survey in the following countries: **Mexico, United Kingdom, France, Poland, Sweden, Netherlands, Germany, Belgium, Spain, Italy, Finland, Ireland, Luxembourg, Switzerland**	Site Surveys are quoted in the applicable Service Order Form. The standard fee is $1,135.00 USD per occurrence and includes one Field Technician for up to 2.0 hours onsite during standard business hours. Site surveys requiring more than 2.0 hours onsite will incur overtime charges at a rate of $567.50 USD per hour (billed in 15-minute increments or fraction thereof).	Site Surveys can be used to help determine serviceability, locate, and tag specific lines or circuits, and any construction or materials that may be needed for internal access, voice services or other managed services. Additional charges apply for requests outside of standard business hours and any special travel situations such as remote areas and quick turn-around.

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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 Connect 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 Connect will cancel the order for lack of facilities.
Cancelled/Missed Appointment or Customer Not Ready Fee	$175	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, or, when a Customer cancels within twenty-four (24) hours of a scheduled appointment, Fusion Connect considers it a Cancelled/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.
SD-WAN Enterprise Advanced Security	TBD depending on design	Fusion Connect 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.
E911 Record Correction Fee	Standard Updates - $30 each instance Emergency Updates resulting from Customer E911 calls which have been incorrectly routed due to a failure by Customer to effectuate an E911 Record Update - $150	Customers for Voice Services including, but not limited to PBX and Cloud PBX Services, who are able to activate new positions/seats/extensions with direct-in-dial (DID) numbers are required to configure the platform to present the appropriate number for identification and update the 911 location database before activating/releasing the new position for testing or use ("E911 Record Update"). Customer will be charged the E911 Record Correction Fee each time Customer fails to correctly complete the E911 Record Update.
Call Detail Record ("CDR") Retrieval Fee	No Charge for the most recent 90 days. Requests for records older than 90 days: $495.	Upon Customer request, Fusion will provide call detail records ("CDRs") for the ninety (90) days immediately preceding the date of the request at no additional charge. Requests for CDRs covering periods earlier than ninety (90) days may require manual retrieval and processing and will be billed at the applicable rate set forth herein. CDRs may not be available in all instances and Fusion does not guarantee the availability, retrieval, or recovery of any CDRs.

INVOICING, PAYMENT, AND ACCOUNT SET-UP	
SERVICE/FEE	**AMOUNT/DESCRIPTION**
Standard Invoice	Email
Paper Invoice	$10.00

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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 bank ACH payments.
Late Payment Fee	1.5% of the unpaid balance due
Reinstatement for Suspended Service	$150
Account Set-Up & Maintenance Fees	Customer is responsible for the charges associated with account set-up and maintenance. In the event that Fusion Connect incurs charges associated with the set-up and/or maintenance of Customer's account such as fees associated with Customer's vendor management program or Customer's third-party monitoring/compliance services, such fees will be billed to Customer on a pass-through basis.
Other	For all other non-standard items, upon Customer's prior approval, Customer will be billed at Fusion Connect's then-standard rate, plus materials where applicable.

II. Usage-Based Fees

<table>
<tr><th>Service/Fee</th><th>Amount</th><th>DESCRIPTION</th></tr>
<tr>
<td>Managed Remote Access VPN Service Maximum Authenticated User Pricing</td>
<td>
<table>
<tr><th>Price Tier</th><th>Monthly Recurring Charge</th></tr>
<tr><td>Base (Includes 5 Users)</td><td>$40.00</td></tr>
<tr><td>6-10 Users</td><td>$7.75</td></tr>
<tr><td>11-25 Users</td><td>$7.50</td></tr>
<tr><td>26-50 Users</td><td>$7.25</td></tr>
<tr><td>51-99 Users</td><td>$7.00</td></tr>
<tr><td>100-250 Users</td><td>$6.50</td></tr>
<tr><td>251-499 Users</td><td>$5.50</td></tr>
<tr><td>500-999 Users</td><td>$5.25</td></tr>
<tr><td>1000+ Users</td><td>$5.00</td></tr>
</table>
</td>
<td>The Maximum Authenticated User Pricing Model for Fusion Connect Remote Access VPN ("RAVPN") leverages either Customer-hosted or Fusion Connect-hosted authentication (e.g., LDAP) to enable users to be authenticated for connecting to the RAVPN Service. The Maximum Authenticated User pricing model measures the maximum number of unique RAVPN users connecting at any point in time within a calendar month. Once the calendar month is completed, a calculation of total unique authenticated users is compiled to calculate any overage beyond the initial five (5) users included in the base offering.

As an example, a Customer that has maximum authenticated usage of 100 users would be billed the base of $40.00 that includes 5 users, with overage being calculated based on the total number of authenticated users (in this example, the 100-250 User tier). The remaining 95 users would be billed at a rate of $6.50/user for a total billed amount of $657.50. Calculation for this example is $40+(100-5)*$6.50.</td>
</tr>
<tr>
<td>CCaaS Platform Add-On Services and AI Usage Charges.</td>
<td>
<table>
<tr><th>CCaaS Service Usage</th><th>Monthly Recurring Charge</th></tr>
<tr><td>CCaaS - Agent AI Assist Usage</td><td>$0.5000</td></tr>
<tr><td>CCaaS - AI Analytics Usage</td><td>$0.1500</td></tr>
<tr><td>CCaaS - Navigator - Router Voice Usage</td><td>$0.3500</td></tr>
<tr><td>CCaaS - Navigator - Router Digital Usage</td><td>$0.3500</td></tr>
<tr><td>CCaaS - Autopilot Agentic AI – Voice Usage</td><td>$1.5000</td></tr>
</table>
</td>
<td>Usage-based charges apply when Customer enables CCaaS platform add-on services or AI features. Charges are incurred based on actual usage (for example, per interaction, transaction, task, minute, or evaluation), as measured by the platform. Certain Services may be purchased with a monthly usage commitment. Usage up to the committed amount is included; usage in excess of the commitment is billed at the applicable per-unit rate and reflected on the same invoice with usage detail. Usage is measured and reset monthly. Committed usage does not roll over and is non-transferable. Billing inquiries must be submitted within the invoice dispute period set forth in the Agreement.

Example 1 - Pay-As-You-Go Usage: Customer enables the CCaaS Navigator – Router Voice feature. Each voice call generates one or more billable</td>
</tr>
</table>

	CCaaS - Autopilot Agentic AI – Digital Usage	$1.5000	interactions based on configuration and call duration. Interactions are metered and billed at a rate of $0.35 per interaction. For example, 100 Navigator Router Voice interactions in a billing month would result in total usage charges of $35.00. **Example 2 – Usage Bundle with Minimum Commitment:** Customer purchases a CCaaS Autopilot Agentic AI Voice usage bundle with a 2,500-interaction monthly commitment. Usage up to the committed amount is included. Interactions in excess of the monthly commitment are metered and billed at a rate of $1.50 per interaction. For example, 100 interactions above the monthly commitment would result in additional usage charges of $150.00.
	CCaaS - Identity – Number Validator Usage	$0.0250	
	CCaaS - Identity – Voice Validator Usage	$0.3000	
	CCaaS - Mood Detector Usage	$0.1500	
	CCaaS - CX Sensors Usage	$0.2500	
	CCaaS – Translator Usage	$0.1500	
	CCaaS – Rewriter Usage	$0.1500	
	CCaaS – QM Assist Usage	$0.3000	

III. 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 Connect's cost of regulatory compliance, including but not limited to, the cost of regulatory reporting, tariff filings and Fusion Connect'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 Connect 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 Connect 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 Connect 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 Connect'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 Connect's local exchange service. It is intended to recover the cost of the Customer's use of Fusion Connect'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 Connect's cost of administration and support of local number probability.
Network Security and Certification Surcharge (NSCS)	This is a recurring surcharge applied to support the ongoing costs required to maintain secure access to telecommunications networks and to meet industry-recognized security, compliance, and certification standards. This surcharge helps offset recent additional expenses associated with cybersecurity infrastructure, access controls, monitoring, audits, and required certifications necessary to protect customer data, network integrity, and service reliability.