

A low-angle, upward-looking photograph of several modern skyscrapers with glass facades, set against a bright blue sky with scattered white clouds. The buildings create a strong sense of height and perspective.

FUSION CONNECT
SOLUTION PROPOSAL FOR
CITY OF POWDER SPRINGS

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CLOUD COMMUNICATIONS • CLOUD CONNECTIVITY • CLOUD COMPUTING

FUSION CONNECT SOLUTION PROPOSAL

YOUR SINGLE SOURCE CLOUD SOLUTION

Fusion is a rapidly growing leader in the \$200B+ global market for Cloud Services. The company is uniquely positioned as a single-source provider of integrated cloud solutions to businesses of all sizes. Our advanced, high availability service platform enables the integration of leading edge solutions in the cloud, including cloud communications, cloud connectivity, cloud computing and additional cloud services such as storage and security. Fusion's cloud solutions reduce our customers' cost of ownership, and deliver new levels of security, flexibility, scalability and speed of deployment.



Cloud Communications

- Hosted Voice
- UCaaS
- Contact Center
- SIP Trunks
- PRI
- POTS



Cloud Connectivity

- Nationwide Internet
- SD-WAN
- MPLS
- Managed WiFi
- Advanced Security/UTM
- Compliance



Cloud Computing

- Office 365/M365
- Hosted Exchange
- SharePoint
- Cloud Hosting
- Colocation
- DRaaS

FUSION AT A GLANCE

Single Source for the Cloud

Fusion offers a full range of cloud communications, cloud connectivity and cloud computing solutions – available nationwide.

Superior Voice Quality

Our voice network achieves 99.999% availability, providing customers with the highest level of reliability in the industry.

Expansive Network Coverage

Bring your own broadband or leverage our broad range of nationwide connectivity options.

Proven Expertise

We've been serving businesses with innovative communications services for over two decades.

Experienced Customer Support

Our expert, US-based technical experts respond quickly and efficiently, 24/7/365.



Service Order: 581653-1
 Date: 9/2/2020
 This Quote is Valid Through: 10/2/2020

210 Interstate North Parkway, Suite 300
 Atlanta, GA 30339

Account Information	
Customer Name:	CITY OF POWDER SPRINGS
Address 1:	4483 PINEVIEW DR SW
Address 2:	
City:	POWDER SPRINGS State: GA Zip: 30127
Contact Phone:	(803) 978-2729
Email:	Amy.McKeown@vc3.com

Sales Contact Information	
Sales Contact Name:	James Robinson
Title:	Customer Solutions Advisor
Phone:	(678) 370-2007
Fax:	(925) 201-0456
Email:	james.robinson@fusionconnect.com

	Qty	Monthly	One-Time	NET Monthly	NET One-Time
Access					
Value Line Service	5	\$51.95	\$99.00	\$259.75	\$495.00
			TOTAL:	Avg. Per Site	
		Total Monthly:	\$259.75	\$51.95	No of Sites: 5 Term: 12 Months This Quote is Valid Through: 10/2/2020 Net: 30 Days
		Total One Time:	\$495.00	\$99.00	



CUSTOMER ACKNOWLEDGEMENTS

Local Area Networking (LAN)

Your company will need to provide and maintain suite cabling (Cat 5 or better) to cross-connect your LAN with Fusion hardware and/or edge devices, computers with network interface cards, network printers, and Point-of-Sale devices. If your Company chooses to use an existing network switch or purchase one separately, it will be your Company's responsibility to maintain and to configure your switch, as well as any other component of your LAN, so that Fusion's phones will function properly with your LAN.

LAN Personnel Present at Activation

Fusion requires the presence of your Company's phone and/or LAN/IT network internal personnel and/or vendors during activation of your service. Your Company is responsible for any associated charges.

Climate Controlled Equipment Room

Fusion-provided hardware requires a climate-controlled, dust free environment to perform properly. A Fusion provided circuit cannot be installed if the power supply is not properly grounded.

Voice Quality of Service ("QoS") Equipment

Your Company understands that QoS Networking Equipment is available to operate in the LAN and helps to prioritize VoIP traffic. If your Company chooses not to purchase this equipment, it may be a requirement in the future should your Company experience chronic call quality problems.

Customer Provided Access

Fusion cannot ensure QoS for non-Fusion network services. Should your company purchase Internet connectivity from another provider, it is your Company's responsibility to provide adequate bandwidth for voice Services and all required IP information before the voice Service order will be installed.

Voice Install Timeline

Your order will begin processing once all necessary Service orders and required solution documents have been Completed, including a signed Service Order, a completed User Detail list, a completed Network Design (if Fusion provided Access). Other documents, such as a Letter of Authorization, will be required prior to porting telephone numbers.

Failure to comply with the above responsibilities can result in delays in your service installation, interruption, or complete loss of service, and additional charges.

Porting of Existing Telephone Numbers

Your Company understands that it could take up to 30 days and sometimes longer to port existing telephone numbers from your current carrier. Your Company also understands that the precise date and time of when the port occurs is outside of Fusion's direct control. Your Company is responsible for correctly identifying all numbers to be ported, including toll free numbers.

Disconnect Notification to Existing Carriers

Your Company will need to cancel service with your current and/or previous providers. Fusion cannot disconnect your services from another carrier on your Company's behalf.

Forwarding Telephone Numbers to Fusion

In the event your Company has opted to forward existing telephone numbers to Fusion, your Company understands that it is your responsibility to engage directly with your current/previous provider to set up the forwarding of any numbers to Fusion. Your Company is responsible for any associated fees with your current/previous provider.

Service Activation and Fees

Fusion will begin billing for Voice Services after the Voice service is installed on new or temporary numbers. Fusion will begin billing for new Fusion data circuits once the circuit has been installed. Any Cloud services will begin billing as soon as provisioning is complete. The billing start date for all services may or may not be on the same date.

Services Billed in Advance

Your Company understands that Fusion bills for services rendered one month in advance, along with Prorated Monthly Recurring Charges (MRCs), and that it will be invoiced for all equipment and non-recurring charges at time of activation. Your Company also understands that shipping costs will be invoiced separately and at time of shipment.

Voice Install Delays Caused by Customer

If Voice service is delayed due to your Company not being ready, Fusion may begin billing for services rendered.

Notes – In addition to the terms set forth in Customer's Master Services Agreement or the Fusion Basic Terms and Conditions, as applicable, the following notes apply to Customer's use of the Fusion Services:

1. All hardware costs are taxable. Shipping is not included and is billed separately. Actual shipping costs may vary and will be assessed at the time of shipping.
2. Order does not reflect the Regulatory Recovery Surcharge or local, state, or federally mandated usage fees and/or taxes.
3. Fusion equipment that is leased or loaned to a customer at no charge will be assessed the appropriate transactional tax based on a fair market value established by Fusion. Laws governing the imposition of transactional tax on leases of equipment vary from one taxing jurisdiction to another. If the statutes of a particular taxing jurisdiction require Fusion to collect and/or remit tax on any form of leased or loan of equipment, Fusion will comply with the applicable statutes.
4. Fusion is not responsible for and will not pay for any third party costs, including labor charges, incurred by Customer for the purchase, configuration, repair, or maintenance for any Fusion or non-Fusion-provided equipment that may be necessary or used to make Customer's computer or systems compatible with the Services or Products. This includes charges for internal/inside wiring and LAN charges. Such charges, costs, and fees are Customer's responsibility.
5. Pre-qualification information contained in this document is based on best available information and is subject to change. Pre-qualification results do not guarantee service availability nor does Fusion guarantee Service installation by any specific date. If the stipulated access technology is not available, another type of access may be proposed to Customer and substituted upon Customer's approval, which may result in changes to the quoted MRCs and NRCs. Fusion will make reasonable efforts to find the least expensive access available that meets the Customer's requirements.
6. Prior to, during and after the installation of requested services, Customer may choose to request that Fusion augment the Service order to provide additional services or remove services from the Service Order. Depending upon the scope of these requested changes, verbal requests from the Customer and/or Customers delegated representative may be acceptable to Fusion in which case Fusion shall notify Customer of its acceptance of said changes via email. In some instances Fusion may require additional written authorization. All applicable charges resulting from changes requested by the Customer and/or the Customer's delegated representative, whether written or verbal, are the responsibility of the Customer and shall be deemed to be part of this Service Order and subject to its terms and conditions.
7. Customers who purchase Fusion Voice or Managed Services with Internet connectivity acknowledge and understand that Fusion Internet connectivity Services may be activated, and that charges for such Service may be invoiced and due, prior to activation of Fusion Voice or Managed Services.
8. If purchasing Voice Services, additional usage fees may apply as set forth in the Fusion Ancillary Call Rates Business Voice schedule available at <https://www.fusionconnect.com/legal/tariffs>. Certain Wireless Broadband plans have monthly data transfer caps that, when exceeded, will result in excess usage being billed to Customer as set forth in the Fusion Fees and Surcharges Guide available at <https://www.fusionconnect.com/legal>.
9. Certain state and federal laws apply to Customer's use of Fusion Call Recording feature. In some states, Customers are required to obtain consent from all parties to record a phone call. Customer is solely responsible for compliance with any and all federal, state, county, municipality, or any other jurisdiction laws, ordinances, statutes, orders, directives or rules governing or related to the use of a device for the purpose of recording any wire, oral, or electronic communications traversing and/or traveling over Fusion's network and/or facilities. Customer understands and agrees that they are solely liable for compliance with such laws and regulations, and under no circumstances shall Fusion be responsible or held liable for such compliance. Customer indemnifies and holds Fusion harmless for any cause of action, fines, penalties and/or damages, direct or indirect, civil or criminal, involving Customer's recording and Customer's use of Fusion's Call Recording service or any wire, oral or electronic communication traversing Fusion's network or facilities.
10. Customer authorizes Fusion to obtain any credit information necessary and/or Customer proprietary network information necessary to provision the Fusion Service and to establish Customer's account. Customer authorizes release of said information by any and all third parties to Fusion and its affiliates. Fusion reserves the right, at its sole discretion, to decline new Orders and to require Customer to post appropriate advance deposits for new and existing Services.
11. In accordance with Fusion's Acceptable Use Policy available at www.fusionconnect.com/legal, and applicable federal and state laws, rules, and regulations, Fusion reserves the right to take any action it deems appropriate (including blocking access to particular calling numbers or geographic areas) to prevent fraud or abuse in connection with the Services. Customer bears the risk of loss arising from unauthorized or fraudulent use of the Services or Customer's account.

This section contains important information on the availability and functionality of 911 services. Please read it carefully.

Customer acknowledges and understands that Fusion's 911 Emergency Service differs from traditional 911 service in the following ways: (A) 911 Service may not function if Voice Services or equipment are not functioning for any reason, including but not limited to a power outage or an outage or other disruption of the Internet Service obtained from Fusion or another provider; (B) 911 calls are routed to an emergency call center based upon the physical street address provided by Customer. If Customer provides inaccurate information, does not provide timely notice of changes, or attempts to use the Service or equipment from another location, 911 calls may be delivered to a non-optimal call center and emergency responders may be dispatched to a location other than the location of the 911 caller; and (C) in some cases the 911 call taker may not be able to capture and/or retain automatic number or location information, or be able to identify Customer's phone number and location in order to call Customer back if the call is not completed or is disconnected.

LEGAL - PLEASE READ CAREFULLY:

By signing below, Customer is ordering the Services described in this Service Order. Customer's use of the Services are subject to the terms of the Fusion Master Service Agreement between Fusion and Customer, or, in the absence of such agreement, Fusion's Basic Terms and Conditions found at <http://www.fusionconnect.com/legal>, including the Tariff(s) and/or Service Addendum(s) applicable to the Services described herein. Failure to adhere to these terms may result in delays in your Service installation, interruption, and/or complete loss of Service, and additional charges. Fusion's Fees and Surcharges Guide found at <http://www.fusionconnect.com/legal> contains the optional and miscellaneous Service fees associated with Fusion Services and is hereby incorporated into this Service Order. You represent that you are authorized to accept this Service Order on the terms set forth herein on behalf of Customer.

AGREED TO BY:

Customer's Authorized Representative

Fusion Signature

Name

Name

Title

Title

Date

Date

Site Detail

Site	Install Phone	Address	Access Product	Net MRC	Net NRC	Shipping Priority
Amy McKeown	(803) 978-2729	4483 PINEVIEW DR POWDER SPRINGS GA 30127-2218	Value Line Service	\$51.95	\$99.00	
Amy McKeown	(803) 978-2729	4488 PINEVIEW DR POWDER SPRINGS GA 30127-2235	Value Line Service	\$51.95	\$99.00	
Amy McKeown	(803) 978-2729	4181 ATLANTA ST POWDER SPRINGS GA 30127-2698	Value Line Service	\$51.95	\$99.00	
Amy McKeown	(803) 978-2729	4484 MARIETTA ST POWDER SPRINGS GA 30127-4803	Value Line Service	\$51.95	\$99.00	
Amy McKeown	(803) 978-2729	3006 SPRING INDUSTRIAL DR POWDER SPRINGS GA 30127-3857	Value Line Service	\$51.95	\$99.00	

POTS Provider Detail

Site	Install Phone	Address	PIC	LPIC
Amy McKeown	(803) 978-2729	4483 PINEVIEW DR,,POWDER SPRINGS,GA,USA,30127-2218		
Amy McKeown	(803) 978-2729	4488 PINEVIEW DR,,POWDER SPRINGS,GA,USA,30127-2235		
Amy McKeown	(803) 978-2729	4181 ATLANTA ST,,POWDER SPRINGS,GA,USA,30127-2698		
Amy McKeown	(803) 978-2729	4484 MARIETTA ST,,POWDER SPRINGS,GA,USA,30127-4803		
Amy McKeown	(803) 978-2729	3006 SPRING INDUSTRIAL DR,,POWDER SPRINGS,GA,USA,30127-3857		