



FUSION CONNECT SOLUTION PROPOSAL FOR

Flagger Force

SALES CONTACT NAME: Jason Ruth

TITLE: Senior Channel Manager

PHONE: 2676536891

EMAIL: Jason.Ruth@fusionconnect.com

Your Connected, Secure, and Frictionless Work Environment Starts with Fusion Connect.

Connect. Protect. Accelerate.

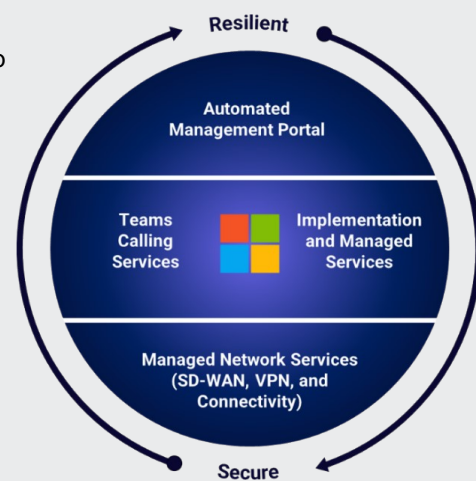
Fusion Connect is a next-generation managed communication service provider (MCSP) enabling mid-market and enterprise businesses to connect people and applications globally. We tailor our highly available cloud communication and connectivity solutions to meet the unique needs of our clients. Our services are backed by the industry's most comprehensive service guarantee, that includes on-time installation, and 100% availability guarantees for next-generation services.

MANAGED SERVICES AT-A-GLANCE

Teams Calling Services: Leverage your Microsoft 365 investment. Fusion Connect offers Direct Routing and Operator Connect to deliver business class phone features to Microsoft Teams to enable phone calls on any device, including PCs, smart phones, tablets, and Teams-enabled desk phones. It turns Teams into a complete business phone system, backed by Fusion Connect's comprehensive service guarantees, including on-time installation and 100% availability for UCaaS services.

Managed Communications: A comprehensive cloud-based business communication solution for employees and contact center workers, including contact-center-as-a-service (CCaaS) to keep your business connected anywhere, anytime, from any device.

Managed Network Services: A single pane of glass to manage your technology infrastructure in real-time, with SD-WAN to encrypt data and optimize application performance, reliable Internet service for your employees and guests, and VPN to secure remote workers. Business connectivity is more than simply providing internet access. We manage and monitor the entire connectivity infrastructure to ensure availability and reliability.



Our Consultative Approach

Gain confidence with our white-glove approach to customer onboarding with your own Dedicated Project Manager and Technical Team.

Collaborative Design

We understand your unique business objectives and tailor solutions to deliver optimized business performance today and in the future.

Project Management & Rapid Implementation

A dedicated project team uses a comprehensive delivery methodology to enable rapid solution implementations with minimal disruption to your business.

Lifecycle Management & Optimization

Our continuous improvement approach dynamically delivers the latest technology to your environment, all supported by a 24/7/365 award winning service team.



Service Order: 687582-1
 Date: October 23, 2023
 Quote Valid Through: 11/22/2023

Customer Account Information

Flagger Force
 8170 Adams Drive, Hummelstown, PA, 17036

Customer Account Contact

Contact: Christopher Bertini
 Contact Phone: 7174723300
 Contact Email: christopher.bertini@flaggerforce.com

✓ 8170 ADAMS DR HUMMELSTOWN PA 17036-8624					
	QTY	Monthly	One-Time	NET Monthly	NET One-Time
Access					
Voice	1	\$0.00	\$0.00	\$0.00	\$0.00
Voice	1	\$0.00	\$0.00	\$0.00	\$0.00
Professional Services					
CCaaS Professional Tier 3	70	\$99.00	\$0.00	\$6,930.00	\$0.00
Unified Communications					
Anywhere Portal (M)	1	\$0.00	\$0.00	\$0.00	\$0.00
Audio Conferencing (M)	1	\$0.00	\$0.00	\$0.00	\$0.00
FusionWorks (M)	1	\$0.00	\$0.00	\$0.00	\$0.00
Voicemail System (M)	1	\$0.00	\$0.00	\$0.00	\$0.00
MS Teams Call Path Per Allocated Number - Operator Connect - Local & LD (US)	150	\$8.45	\$0.00	\$1,267.50	\$0.00
MS Teams Calling - Operator Connect (US)	1	\$0.00	\$0.00	\$0.00	\$0.00
MS Teams Calling User First	1	\$0.00	\$2,995.00	\$0.00	\$2,995.00
MS Teams Calling Voice Evolution	1	\$0.00	\$2,995.00	\$0.00	\$2,995.00
Operator Connect Telephone Number (US)	150	\$0.50	\$0.00	\$75.00	\$0.00
Flagger Force Subtotal		NET Monthly		NET One-Time	
		\$8,272.50		\$5,990.00	

Number of Sites:	1
Term (Months):	36
Payment Terms:	Net 30 Days

	Total All Sites	Avg. Per Site
Total Monthly:	\$8,272.50	\$8,272.50
Total One-Time:	\$5,990.00	\$5,990.00



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 (855) 792-0721

Your Fusion Connect Sales Contact

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 2676536891
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CUSTOMER ACKNOWLEDGEMENTS

Failure to comply with these Acknowledgements may result in Service installation delays, interruption or complete loss of Service, and additional charges

- **Local Area Networking (LAN):** Customer is responsible for providing and maintaining all LAN cabling with Cat 5 or better. Customer is responsible for configuring and maintaining all non-Fusion Connect provided hardware, including but not limited to switches, computers, printers, phones, point-of-sale devices, etc.
- **Porting of Existing Telephone Numbers:** Customer understands porting can sometimes take 30+ days, Fusion Connect is unable to control the precise date and time of the port, and Customer is responsible for correctly identifying all numbers to be ported, including toll free numbers.
- **Installation and Service Transfer:** Without limitation, Customer is responsible for: 1) cancelling non-Fusion Connect services with existing carriers; 2) engaging Customer's existing carriers to forward any numbers and any fees associated therewith; 3) having Customer's phone, LAN/IT, and or other vendors present at time of Service install and any charges associated therewith; and 4) providing a climate-controlled, dust free environment with grounded electrical outlets for all Fusion Connect equipment.
- **Customer Provided Access: (CPA):** Fusion Connect cannot ensure QoS for CPA network services. Customer is responsible for providing adequate bandwidth and IP information prior to install for CPA.
- **Voice Install Timeline:** Order processing will begin once all necessary documents have been completed including, but not limited to, signed Service Order, completed user details list, completed network design, and letter of authorization. Note, billing may start before completion of install if delays are caused by Customer.
- **Ancillary Rates:** Additional call usage fees may apply as set forth in the Fusion Connect 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 Connect Fees and Surcharges Guide available at <https://www.fusionconnect.com/legal>.
- **Service Activation and Fees:** Fusion Connect will begin billing for Services upon installation of the individual Service even if the activation is delayed by the Customer or its landlord. The billing start date for all Services may or may not be on the same date.
- **Services Billed in Advance:** Customer understands that Fusion Connect bills for Services rendered one month in advance, along with Prorated Monthly Recurring Charges (MRCs), and that Customer will be invoiced for all equipment and non-recurring charges at time of activation. Customer also understands that shipping costs will be invoiced separately at time of shipment.
- **Hardware Costs:** 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.
- **Fees:** Order does not reflect the Regulatory Recovery Surcharge or local, state, or federally mandated usage fees and/or taxes.
- **Credit:** Customer authorizes Fusion Connect to obtain any credit information necessary and/or Customer proprietary network information necessary to provision the Fusion Connect Service and to establish Customer's account. Customer authorizes release of said information by any and all third parties to Fusion Connect and its affiliates. Fusion Connect 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.
- **Pre-qualification:** 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 Connect 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 non-recurring charges. Fusion Connect will make reasonable efforts to find the least expensive Access Service available that meets the Customer's requirements.
- **Service Order Changes:** Prior to, during and after the installation of requested Services, Customer may choose to request that Fusion Connect 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 Customer's delegated representative may be acceptable to Fusion Connect in which case Fusion Connect shall notify Customer of its acceptance of said changes via email. In some instances, Fusion Connect 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.
- **Microsoft Partner of Record:** For customers purchasing Microsoft Services – by executing this document, you are designating Fusion Connect as your Claiming Partner of Record ("CPOR") for the Microsoft Service categories ordered via this Service Order. Microsoft employs the CPOR model to identify and recognize service providers that are helping customers achieve their business objectives and to refine support tools and programs. The CPOR designation will allow Fusion Connect to access usage and sold seat data in order to provide you with recommendations for maximizing your Microsoft Services. Participation in the CPOR program also qualifies Fusion Connect to receive incentives directly from Microsoft. No additional action is required by Customer to complete the CPOR designation process.

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

Customer acknowledges and understands that Fusion Connect'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 Connect or another provider; (B) 911 calls are routed to an emergency call center based upon the physical street address provided by Customer, and 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 Master Service Agreement between Fusion Connect and Customer, or, in the absence of such agreement, Fusion Connect'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 Connect's Fees and Surcharges Guide found at <http://www.fusionconnect.com/legal> contains the optional and miscellaneous Service fees associated with Fusion Connect Services and is hereby incorporated into this Service Order. If Customer is ordering Microsoft Services, Customer acknowledges that Fusion Connect may seek association to Customer's Tenant ID as part of the Microsoft Partner Incentives program and that Microsoft may share Customer subscription information with Fusion Connect. 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