

Fusion Cloud Services, LLC
210 Interstate North Parkway, Suite 200
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Maryland Local Price Guide
Original Title Page

Issued by: General Counsel

Effective: March 23, 2022

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

*This Maryland Local Price Guide, issued by Fusion Cloud Services, LLC,
cancels and replaces in its entirety
Maryland Price Guide No. 2 and Maryland Tariff No. 5
issued by Fusion Communications, LLC*

Price Guide Applicable to
Detariffed and/or Unregulated
Facilities-Based Local Exchange
Telecommunications Services
Furnished by
Fusion Cloud Services, LLC
Between Points Within the State of Maryland

Issued by: General Counsel

Effective: November 1, 2023

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

CHECK SHEET

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

Page	Revision		Page	Revision	
Title	Original		37	Original	
1	1 st Revised	*	38	1 st Revised	*
2	Original		39	1 st Revised	*
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6	Original		43	1 st Revised	*
7	Original		44	1 st Revised	*
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9	Original		46	1 st Revised	*
10	Original		47	1 st Revised	*
11	Original		48	1 st Revised	*
12	Original		49	1 st Revised	*
13	Original		50	Original	
14	Original		51	Original	
15	Original		52	1 st Revised	*
16	Original		53	1 st Revised	*
17	Original		54	1 st Revised	*
18	Original		55	1 st Revised	*
19	Original		56	1 st Revised	*
20	Original		57	Original	
21	Original		58	Original	
22	Original		59	Original	
23	Original		60	Original	
24	Original		61	Original	
25	Original		62	Original	
26	Original		63	Original	
27	Original		64	Original	
28	Original		65	Original	
29	Original		66	Original	
30	Original				
31	Original				
32	Original				
33	Original				
34	Original				
35	Original				
36	Original				

Issued by: General Counsel

Effective: March 23, 2022

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

TABLE OF CONTENTS

Check Sheet	1
Table of Contents	2
Section 1 General	3
Section 2 Rules and Regulations	5
Section 3 Description of Services	24
Section 4 Rates and Charges	37
Section 5 IntraLATA Toll Presubscription	63

Issued by: General Counsel

Effective: March 23, 2022

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - GENERAL

1.1 Explanation of Symbols

- (C) To signify a changed regulation
- (D) To signify a discontinued rate or regulation
- (I) To signify an increase in a rate
- (N) To signify a new rate or regulation or other text
- (R) To signify a reduction in a rate
- (S) To signify reissued regulations
- (T) To signify a change in text but no change in rate
- (Z) To signify a correction

1.2 Application of the Price Guide

- 1.2.1 This price guide governs the Company's services that originate and terminate in Maryland. Specific services and rates are described elsewhere in this price guide.
 - 1.2.2 The Company's services are available to business customers.
 - 1.2.3 The Company's service territory is statewide. The Company's Calling Areas are consistent with Verizon Maryland's tariff.
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 – GENERAL (CONT'D.)

1.3 Definitions

- 1.3.1 “Carrier,” “Company” or “Utility” refers to Fusion Communications, LLC
 - 1.3.2 “Commission” means the Maryland Public Service Commission.
 - 1.3.3 “Completed call” is a call which the Company’s network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other answering device.
 - 1.3.4 “Customer” means any person, firm, corporation, or governmental entity who has applied for and is granted service or who is responsible for payment of service.
 - 1.3.5 “Residential” customer is a customer who has telephone service at a dwelling and who uses the service primarily for domestic or social purposes. All other customers are non-residential customers.
 - 1.3.6 “Service” means any telecommunications service(s) provided by the Carrier under this price guide.
 - 1.3.7 “Station” means a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

This price guide sets forth the service offerings, rates and terms and conditions of service applicable to the furnishing of End-User local exchange telecommunications services by Fusion Communications ("Fusion" or "Company") to business Customers within the State of Maryland.

2.2 Obligations of the Customer

2.2.1 The customer shall be responsible for:

A. The payment of all applicable charges pursuant to this price guide;

1. Reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the customer; or the noncompliance by the customer, with these regulations, or by fire or theft or other casualty on the customer's premises unless caused by the negligence or willful misconduct of the employees or agents of the Company.
 2. Providing at no charge, as specified from time to time by the Company, any needed space and power to operate the Company's facilities and equipment installed on the customer's premises.
 3. Complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees and agents shall be installing or maintaining the Company's facilities and equipment. The customer may be required to install and maintain the Company's facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material prior to any construction or installation work.
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.2 Obligations of the Customer (Cont'd.)

2.2.1 The customer shall be responsible for: (Cont'd.)

- A. The payment of all applicable charges pursuant to this price guide; (Cont'd.)
 - 4. Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of the Company's facilities and equipment in any customer premises for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company.
 - 5. Making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes.
 - B. With respect to any service or facility provided by the Company, the customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses for:
 - 1. Any loss, destruction or damage to property of the Company or any third party, or injury to persons, including, but not limited to, employees or invitees of either the Company or the customer, to the extent caused by or resulting from the negligent or intentional act or omission of the customer, its employees, agents, representatives or invitees; or
 - 2. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the customer.
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Effective: March 23, 2022

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.2 Obligations of the Customer (Cont'd.)

2.2.1 The customer shall be responsible for: (Cont'd.)

- C. The customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The connection, operation, testing, or maintenance of such equipment shall be such as not to cause damage to the Company-provided equipment and facilities or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the customer's expense.
- D. The Company's services (as detailed in this price guide) may be connected to the services or facilities or other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs or contracts which are applicable to such connections.
- E. Upon reasonable notification to the customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in this price guide for the installation, operation, and maintenance of customer-provided facilities and equipment that is connected to Company-owned facilities and equipment.

2.3 Liability of the Company

- 2.3.1 In view of the fact that the customer has exclusive control over the use of service and facilities furnished by the Company, and because certain errors incident to the services and to the use of such facilities of the Company are unavoidable, services and facilities are furnished by the Company subject to the terms, conditions and limitations herein specified:
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Issued by: General Counsel

Effective: March 23, 2022

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.3 Liability of the Company (Cont'd.)

2.3.2 Service Irregularities

- A. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the service or facilities affected during the period such mistake, omission, interruption, delay, error or defect in transmission, or failure or defect in facilities continues after notice and demand to Company.
- B. The Company shall not be liable for any act or omission of any connecting carrier, underlying carrier or local exchange Company except where Company contracts the other carrier; for acts or omission of any other providers of connections, facilities, or service; or for culpable conduct of the customer or failure of equipment, facilities or connection provided by the customer.

2.3.3 Claims of Misuse of Service

- A. The Company shall be indemnified and saved harmless by the customer against claims for libel, slander, fraudulent or misleading advertisements or infringement of copyright arising directly or indirectly from material transmitted over its facilities or the use thereof; against claims for infringement of patents arising from combining or using apparatus and systems of the customer with facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with the services and facilities provided by the Company.
 - B. The Company does not require indemnification from the customer where the action for which it is seeking indemnification is based on a claim of negligence by the Company.
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.3 Liability of the Company (Cont'd.)

2.3.4 Defacement of Premises

The Company is not liable for any defacement of, or damage to, the customer's premises resulting from the furnishing of service or the attachment of equipment and facilities furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Company. For the purpose of this paragraph, no agents or employees of the other participating carriers shall be deemed to be agents or employees of the Company except where contracted by the Company.

2.3.5 Facilities and Equipment in Explosive Atmosphere, Hazardous or Inaccessible Locations

The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. Company shall be indemnified, defended and held harmless by the customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service and not due to the gross negligence or willful misconduct of the Company.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.3 Liability of the Company (Cont'd.)

2.3.6 Service at Outdoor Locations

The Company reserves the right to refuse to provide, maintain or restore service at outdoor locations unless the customer agrees in writing to indemnify and save the Company harmless from and against any and all loss or damage that may result to equipment and facilities furnished by the Company at such locations. The customer shall likewise indemnify and save the Company harmless from and against injury to or death of any person which may result from the location and use of such equipment and facilities.

2.3.7 Warranties

- A. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
- B. Acceptance of the provisions of Section 2.3 by the Commission does not constitute its determination that any disclaimer of warranties or representations imposed by the Company should be upheld in a court of law.

2.3.8 Limitation of Liability

Nothing in this price guide shall be construed to limit the Company's liability in cases of gross negligence or willful misconduct.

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Effective: March 23, 2022

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Application for Service

2.4.1 Minimum Contract Period

- A. Except as otherwise provided, the minimum contract period is one month for all services furnished. However, if a new residential or single line business customer notifies the Company within twenty days after receipt of the first bill that certain services or equipment are not desired, the Company will delete such services or equipment from the customer's account without a record keeping or service ordering charge. The customer nonetheless shall be responsible for all monthly usage and installation charges incurred for the use of such service and equipment.
- B. Except as provided in 2.4.2.A, the length of minimum contract period for directory listings, and for joint user service where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to customers to the day the succeeding directory is first distributed to customers.
- C. The Company may require a minimum contract period longer than one month in connection with special, non-standard types or arrangements of equipment, or for unusual construction, necessary to meet special demands for service.

2.4.2 Cancellation of Service

- A. Where the applicant cancels an order for service prior to the start of the installation or special construction of facilities, no charge shall apply, except to the extent the Company incurs a service order or similar charge from a supplying carrier, if any, prior to the construction.
 - B. Where the installation of facilities, other than those provided by special construction, has been started prior to cancellation, the lower of the following charge applies;
 - 1. The total costs of installing and removing such facilities; or
 - 2. The monthly charges for the entire initial contract period of the service ordered by the customer as provided in this price guide plus the full amount of any applicable installation and termination charges.
 - C. Where special construction of facilities has been started prior to the cancellation, and the Company has another requirement for the specially constructed facilities, no charge applies.
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Issued by: General Counsel

Effective: March 23, 2022

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.5 Payment for Service

2.5.1 Service will be billed directly by the Company on a monthly basis and is due and payable upon receipt or as specified on the customer's bill. Service will continue to be provided until canceled by the customer or discontinued by the Company as set forth in Section 2.14 of this price guide.

2.5.2 The customer is responsible for payment of all charges for service furnished to the customer. Charges based on actual usage during a month will be billed monthly in the month following the month in which the service was used. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.

2.5.3 The Company reserves the right to require from an applicant for service advance payments of fixed charges and nonrecurring charges. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction. The advance payment will be applied to any indebtedness for the service and facilities for which the advance payment is made on the customer's initial bill.

Advanced payments for installation costs or special construction will be credited on the first bill in their entirety.

2.5.4 If the Company provides service under a term plan (1,3,5 years, etc.) and (1) automatically renews the contract, and (2) imposes a penalty for early cancellation by the customer, then the customer shall be notified 60 days in advance of the customer's current contract expiration date.

Issued by: General Counsel

Effective: March 23, 2022

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Customer Deposits

- 2.6.1 The Carrier agrees to abide by the regulations associated with nonresidential customer deposits as specified by Code of Maryland Regulations 20.30.01. as amended from time to time, and to certify to the commission annually that such deposits have been deposited in Maryland.
- 2.6.2 In order to establish credit, the carrier may require an applicant for nonresidential service to demonstrate good paying habits by showing that the applicant:
- A. Was a customer of a Maryland utility for at least 12 months within the preceding 2 years;
 - B. Does not currently owe any outstanding bills for utility service to a utility doing business in Maryland;
 - C. Did not have service discontinued for nonpayment of a utility bill during the last 12 months that service was provided; and
 - D. Did not fail, on more than two occasions during the last 12 months that service was provided, to pay a utility bill when it became due.
- 2.6.3 The Carrier agrees to abide by the regulations associated with residential customer deposits as specified by Code of Maryland Regulations 20.30.02, as amended from time to time.
- 2.6.4 In order to establish credit, a utility may require an applicant for residential service to demonstrate good paying habits by showing that the applicant:
- A. Was a customer of a Maryland utility within the preceding 2 years;
 - B. Does not currently owe any outstanding bills for utility service to a utility doing business in Maryland;
 - C. Did not have service discontinued for non-payment of a utility bill during the last 12 months that service was provided; and
 - D. Did not on more than two occasions during the last 12 months that service was provided, fail to pay a utility bill when it became due.
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Effective: March 23, 2022

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Customer Deposits (Cont'd.)

2.6.5 Deposits for establishment or reestablishment of credit will not be more than the estimated charge for service for 2 consecutive billing periods or 90 days, whichever is less.

2.6.6 Customer deposits shall be maintained in a bank located in Maryland. Customers who make a deposit for service will receive interest, at a rate set on such deposit not less than the rate calculated by the method set forth in COMAR 20.30.01.04 (for non-residential customers) or COMAR 20.30.02.04 (for residential customers) as appropriate.

2.7 Late Payment Charges

2.7.1 The Carrier agrees to abide by the regulations governing late payment charges as specified by COMAR 20.30.03, as amended from time to time.

2.7.2 Any charges that are disputed by a customer shall not be subject to late payment charges regardless of the outcome of the dispute.

2.7.3 The Company will consider delinquent and apply late payment charges on bills not paid within 20 days of the billing invoice date in the case of residential customers and within 15 days of the billing invoice date in the case of all non-residential customers in accordance with COMAR Sections 20.30.03.01A and 20.30.03.01B, respectively.

2.7.4 Late payment fees will be computed at a rate not to exceed 1.5% per month, for the two nominal billing intervals and may not exceed 5% of the total original unpaid charges in compliance with COMAR 20.30.03.01.A(1) and 20.30.03.01B(1).

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.8 Customer Complaints and Billing Disputes

2.8.1 Customers may notify the carrier of billing or other disputes either orally or in writing. There is no time limit for submitting disputes.

2.8.2 Customer complaints and billing disputes that are not satisfactorily resolved may be presented by the customer to:

Office of External Relations
Maryland Public Service Commission
6 St. Paul Street
Baltimore, MD 21202

410-767-8028 (Office of External Relations)
410-767-8000 (Main PSC number)
1-800-492-0474 (Toll-free PSC number)

2.8.3 The Company provides the following toll free number: 1-800-424-2600 for customers to contact the carrier in accordance with COMAR 20.45.04.02.B.

2.8.4 The Company will not collect attorney fees or court costs from customers.

2.9 Allowance for Interruptions in Service

2.9.1 Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided, or billed for, by the Company. The Carrier agrees to abide by the regulations associated with interruptions in service as specified by Code of Maryland Regulations 20.45.05.09 as amended from time to time.

2.9.2 No credit allowance will be made for any interruption of service:

A. due to the negligence of, or noncompliance with the provisions of this price guide by, any person or entity other than the Company, indication but not limited to the Customer or other entities or carriers connected to the service of the Company;

B. due to the failure of power equipment, systems or services not provided by the Company.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.9 Allowance for Interruptions in Service (Cont'd.)

2.9.2 No credit allowance will be made for any interruption of service: (Cont'd.)

- C. due to circumstances or causes beyond the control of the Company;
- D. during any period in which the Company is not given full and free access to the Customer's or Company's facilities and equipment for the purpose of investigating and correcting the interruption;
- D. during any period in which the User continues to use the service on an impaired basis;
- E. during any period in which the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- F. that occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- G. that was not reported to the Company within thirty (30) days of the date that service was affected.

2.9.3 At the Customer's request, a credit allowance for a continuous interruption of service for more than twenty-four (24) hours will be made in an amount to be determined by the Company on a case-by-case basis.

2.9.4 Any such interruption will be measured from the time it is reported to or detected by the Company, whichever occurs first.

2.9.5 In the event the User is affected by such interruption for a period of less than twenty-four (24) hours, no adjustment will be made. No adjustments will be earned by accumulating non-continuous periods of interruption.

2.9.6 When an interruption exceeds twenty-four (24) hours, the length of the interruption will be measured in twenty-four (24) hour days. A fraction of a day consisting of less than twelve (12) hours will not be credited and a period of twelve (12) hours or more will be considered an additional day.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.10 Taxes and Fees

2.10.1 All state and local taxes and fees shall be listed as separate line items on the customer's bill.

2.10.2 If a municipality, other political subdivision or local agency of government, or the Commission imposes 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, as allowed by law, be billed pro rata to the customer receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.

2.10.3 Service shall not be subject to taxes for a given taxing jurisdiction if the customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the customer has been granted a tax exemption.

2.11 Returned Check Charge

The charge for a returned check is \$25.00.

2.12 Directory Assistance Call Allowance

Residential customers shall receive four free directory assistance calls per month with two requests per call. Charges will not be levied for Directory Assistance on an individual who suffers from a physical or visual disability that precludes the use of a telephone directory.

2.13 Special Customer Arrangements

In cases where a customer requests special or unique arrangements which may include but are not limited to engineering, conditioning, installation, construction, facilities, assembly, purchase or lease of facilities and/or other special services not offered under this price guide, the Company, may provide the requested services. Appropriate recurring charges and/or nonrecurring charges and other terms and conditions will be developed for the customer for the provisioning of such arrangements.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.14 Termination of Service:

2.14.1 Denial of Service Without Notice

The Company may discontinue service without notice for any of the following reasons:

- A. Hazardous Condition. For a condition on the customer's premises determined by the Company to be hazardous.
- B. Adverse Effect on Service. Customer's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- C. Tampering With Company Property. Customer's tampering with equipment furnished and owned by the Company.
- D. Unauthorized Use of Service. Customer's unauthorized use of service by any method which causes hazardous signals over the Company's network.
- E. Illegal use of Service. Customer's use of service or equipment in a manner to violate the law.

2.14.2 Denial of Service Requiring Notice

- A. The Company may deny service for any of the following reasons provided it has notified the customer of its intent, in writing, to deny service and has allowed the customer a reasonable time of not less than 10 days in which to remove the cause for denial:
 - 1. Non-compliance with Regulations. For violation of or non-compliance with regulations contained in Code of Maryland Regulations 20.45.04, or for violation of or non-compliance with the Company's price guides or tariffs.
 - 2. Failure on Contractual Obligations. For failure of the customer to fulfill his contractual obligations for service or facilities subject to regulation by the Maryland Public Service Commission.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.14 Termination of Service: (Cont'd.)

2.14.2 Denial of Service Requiring Notice (Cont'd.)

A. (Cont'd.)

3. Refusal of Access. For failure of the customer to permit the Company to have reasonable access to its equipment.
 4. Non-payment of Bill.
 - a. For non-payment of a bill for service, provided that the Company has made a reasonable attempt to effect collection and has given the customer written notice of its intent to deny service if settlement of his account is not made and provided the customer has at least 5 days, excluding Sundays and holidays in which to make settlement before his service is denied.
 - b. In cases of bankruptcy, receivership, abandonment of service, or abnormal toll usage not covered adequately by a security deposit, less than 5 days notice may be given if necessary to protect the Company's revenues.
 - c. Except in cases where a prior promise to pay has not been kept or bankruptcy, receivership, abandoned service, or abnormal toll usage is involved, the Company may not deny service on the day preceding any day on which it is not prepared to accept payment of the amount due and to reconnect service.
 - d. Failure to Comply with Service Conditions. For failure of the customer to furnish the service equipment, permits, certificates, or rights-of-way, specified by the Company as a condition to obtaining service, or if the equipment or permissions are withdrawn or terminated.
 - e. Failure to Comply with Municipal Ordinances. For failure to comply with municipal ordinances or other laws pertaining to telephone service.
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.14 Termination of Service: (Cont'd.)

2.14.2 Denial of Service Requiring Notice (Cont'd.)

A. (Cont'd.)

4. Non-payment of Bill (Cont'd.)

- f. Failure to Pay Increased Deposit Required. For failure of the customer to pay an increased security deposit when warranted by the Company to protect its revenue in accordance with Code of Maryland Regulations 20.45.04.

2.14.3 Insufficient Reasons for Denial of Service

A. The following may not constitute cause for refusal of service to a present or prospective customer:

1. Failure of a prior customer to pay for service at the premises to be serviced;
 2. Failure to pay for a different class of service for a different entity;
 3. Failure to pay the bill of another customer as guarantor of that bill;
 4. Failure to pay directory advertising charges;
 5. Failure to pay an undercharge as described in the Code of Maryland Regulations 20.45.04.01.D.(2); or
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.14 Termination of Service: (Cont'd.)

2.14.3 Insufficient Reasons for Denial of Service (Cont'd.)

A. (Cont'd.)

6. Failure to pay an outstanding bill that is over 7 years old, unless the:

- a. Customer signed an agreement to pay the outstanding bill before the expiration of this period;
- b. Outstanding bill is for service obtained by the customer by means of tampering with equipment furnished and owned by the Company or by unauthorized use of service by any method; or
- c. Outstanding bill is for service obtained by the customer by means of an application made:
 - (1) In a fictitious name,
 - (2) In the name of an individual who is not an occupant of the dwelling unit, without disclosure of the individual's actual address,
 - (3) In the name of a third party without disclosing that fact or without bonafide authority from the third party, or
 - (4) Without disclosure of a material fact or by misrepresentations of a material fact.

B. This regulation applies to both residential and nonresidential classes of service.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.15 Unlawful Use of Service

2.15.1 Service shall not be used for any purpose in violation of law or for any use as to which the customer has not obtained all required governmental approvals, authorizations, licenses, consents, and permits. The Company shall refuse to furnish service to an applicant or shall disconnect the service without notice of a customer when:

- A. An order shall be issued, signed by a judge finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or
- B. The Company is notified in writing by a law enforcement agency acting within its jurisdiction that any facility furnished by the Company is being used or will be used for the purpose of transmitting or receiving gambling information in interstate or foreign commerce in violation of the law.

2.15.2 If service has been physically disconnected by law enforcement officials at the customer's premises and if there is not presented to the Company the written finding of a judge, then upon written or verbal request of the subscriber, and agreement to pay restoral of service charges and other applicable service charges, the Company shall promptly restore such service.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.16 Interference with or Impairment of Service

Service shall not be used in any manner that interferes with other persons in the use of their service, prevents other persons from using their service, or otherwise impairs the quality of service to other customers. The Company may require a customer to immediately shut down its transmission of signals if said transmission is causing interference to others or impairing the service of others.

2.17 Telephone Solicitation by Use of Recorded Messages

2.17.1 Service shall not be used for the purpose of solicitation by recorded messages when such solicitation occurs as a result of unrequested or unsolicited calls initiated by the solicitor by means of automatic dialing devices. Such devices, with storage capability of numbers to be called or a random or sequential number generator that produces numbers to be called and having the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called and which are calling party or called party controlled, are expressly prohibited.

2.18 Incomplete Calls

2.18.1 There shall be no charge for incomplete calls. No charge will be levied for unanswered calls. Customers will receive credit for calls placed to a wrong number if the customer notifies the Company of the error.

2.19 Overcharge/Undercharge

2.19.1 Overcharge/undercharge provisions will be in accordance with COMAR 20.45.04.01.

2.19.2 When a customer has been overcharged, the amount shall be refunded or credited to the customer.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICES

3.1 Local Exchange Services

Where technically and economically feasible, the Company offers local exchange telecommunications services to business Customers pursuant to contractual arrangements. The Customer 's total monthly use of the Company's service is charged at the applicable rates, in addition to any monthly service charges.

3.1.1 Business Local Exchange Service

Business Local Exchange Service provides the Customer with basic business access lines allowing connectivity to the local service network, features and long-distance calling. *

3.1.2 Business Trunk Line Service

Business Trunk Line Service provides trunk-featured business local services for connection to Key and PBX systems. Service will include Direct Outward Dial (DOD).

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D.)

3.1.1 Local Exchange Services (Cont'd.)

3.1.3 Basic Business Line Service

Except as otherwise set forth in this price guide, the Company will provide Services for non-residential customers over its own facilities (or the facilities, in whole or in part, of other telecommunications companies), including Digital Trunk Service and ISDN PRI Service, and certain optional features and ancillary Services.

The Company's Local Exchange Services provide a customer with a telephonic connection to, and a unique telephone number address on, the public switched telecommunications network. Each Exchange Access Service enables users to:

- A. receive calls from other stations on the public switched telecommunications network;
- B. access other Services offered by the Company as set forth in this price guide;
- C. access certain intrastate, interstate and international calling Services provided by the Company;
- D. access (at no additional charge) the Company's operators and business office for Service-related assistance;
- E. access (at no additional charge) emergency Services by dialing 0"or 9-1-1;" and
- F. access Services provided by other common carriers that purchase the Company's Switched Access Services as provided under the Company's Federal and State tariffs, or that maintain other types of traffic exchange arrangements with the Company.

Each Exchange Access Service is available on a "full" service basis, whereby Service is delivered to a demarcation/connection block at the customer's premises.

* Long distance services are not regulated by the Commission.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D.)

3.1 Local Exchange Services (Cont'd.)

3.1.4 Trunk Line Call Hunting Service

Trunk Line Call Hunting Service is a Local Business Line Service that may be sold with hunting features to front-end an existing Key or PBX System.

3.1.5 Direct Inward Dial DID Service

DID enables a Caller to complete a Call to a specific extension without being transferred by an attendant. The Company offers DID service to its Customers in minimum blocks of ten (10) telephone numbers.

The Company reserves the right to review vacant DID Stations or Stations not in use to determine efficient telephone number utilization. Should the Company determine, based on its own discretion, that inefficient number utilization is occurring, the Company reserves the right to reassign the unused DID Stations.

The Customer has no property rights to the telephone number, or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end-office.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D.)

3.1 Local Exchange Services (Cont'd.)

3.1.6 Basic Line

A. Basic Line is equipped with:

Basic Business Line
Unlimited Features
Unlimited Local Intra-LATA Long Distance
Free Hunting

- Toll Free service is available with this product. See “Toll Free Service” in a later section for rates. Basic Line is available to business customers.
 - All customers will be required to sign a 12, 24- or 36-month term agreement. Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
 - Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Basic Line bundle, standard rates located in section 2.2 will apply.
 - The availability of certain features depends on ILEC feature availability. Some features are only available to residential customers. Some features are only available to business customers.
 - Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.
 - Product may not be available in all CLLIs.
 - An additional charge will apply when adding Unified Messaging or Voicemail to Basic Line. There is a maximum of 20 extensions per voicemail box.
 - Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. Customer may choose to use another carrier for their long-distance purposes; however, declining the Company long distance will not reduce the package monthly rate.
 - Long distance is only applicable to standard outbound domestic long distance only, originating from the Company customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
-

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D.)

3.1 Local Exchange Services (Cont'd.)

3.1.7 Basic Plus

A. Basic Plus is equipped with:

Basic Business Line
Unlimited Features
Unlimited Local Intra-LATA Long Distance
Free Hunting

Miscellaneous Service Charges will apply

Long Distance is available with this product

Declining free features does not reduce the package rate.

The availability of certain features depends on ILEC feature availability.

Caller ID Customers must provide and connect their own compatible CPE.

Toll Free service is available with this product

Early Termination Fees are calculated using the following formula: $\$100 \times$ Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

Product may not be available in all CLLIs.

An additional charge will apply when adding Unified Messaging or Voicemail to Basic Plus. There is a maximum of 3 extensions per voicemail box.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D.)

3.1 Local Exchange Services (Cont'd.)

3.1.8 Essentials

A. Essentials is equipped with:

Basic Business Line
Unlimited Features
Hunting (Business only)
200 Minutes of Domestic Inter-LATA Long Distance Charges

3.1.9 Value Line

A. Value Line is equipped with:

Basic Business Line

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D.)

3.2 Additional Local Exchange Service Offerings

3.2.1 Directory Assistance Service

Directory Assistance Service provides the Customer with the ability to use a directory assistance operator to provide listing information. The Company will provide access to Directory Assistance Service through arrangements with other telecommunications companies. A maximum of two (2) telephone numbers per Customer may be requested per Call.

3.2.2 Directory Assistance Call Completion (DACC) Service

DACC service provides the Customer with the ability to use the directory assistance operator to connect the Customer with the party whose listing information the directory assistance operator has provided to the Customer. The DACC charge is in addition to the per Call charges for Directory Assistance set forth above.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D.)

3.2 Additional Local Exchange Service Offerings (Cont'd.)

3.2.3 Operator Services

Operator Services involve live or automated operator assistance with the placement of Customers telephone Calls and related information. The Company will provide access to Operator Services through arrangements with other telecommunications companies.

3.2.4 Directory Listings

Additional information or additional or alternate Company Station numbers, other than the Customer's main billing number associated with a Customer's service, also will be provided to the Customer for a monthly recurring charge per listing.

3.2.5 Caller ID Number

Displays the telephone number of an incoming Call on a CPE device attached to the Customer 's telephone line.

3.2.6 Caller ID with Name and Number

Displays the name and telephone number of an incoming Call on a CPE device attached to the Customer 's telephone line.

3.2.7 Call Forwarding

A. Call Forwarding -Universal

This service allows the Customer to forward Calls to any telephone number or station in the Customer Group that their station is allowed to call, including voicemail and the attendant. Call Forwarding-Universal takes precedence over Call Forward-No Answer, and calls are forwarded immediately.

B. Call Forwarding -No Answer

Calls are automatically forwarded to a number or station in the Customer Group after a specified number of rings.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D.)

3.2 Additional Local Exchange Service Offerings (Cont'd.)

3.2.7 Call Forwarding (Cont'd.)

C. Call Forwarding -Busy

Calls are automatically forwarded to a number or station in the Customer Group when the user 's line is busy.

3.2.8 Call Waiting

When a line is in use, Call Waiting will generate an audible tone that will allow the user to know that another Call is coming in. The user may answer the new Call, and alternate between Calls, by pressing the hook flash switch on the telephone.

3.2.9 Cancel Call Waiting

Allows the user, on a per-Call basis, to cancel the Call Waiting function by dialing 70 before making a Call.

3.2.10 Call Transfer

Allows a user to transfer a Call to another station within the Customer Group or to an outside telephone number.

3.2.11 Three-Way Calling

Permits a user to place an existing Call on hold, dial another station in the Customer Group or outside telephone number, and bridge the new Call to the existing connection.

3.2.12 Last Number Redial

Allows a user to transfer a Call to another station within the Customer Group or to an outside telephone number.

3.2.13 Speed Calling

Enables a Customer to place calls to other telephone numbers by dialing a pre-programmed one or two-digit code rather than the complete telephone number. Speed Calling provides a 30-code capacity.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D.)

3.2 Additional Local Exchange Service Offerings (Cont'd.)

3.2.14 Call Park

Allows a Call to be placed on hold by one station and retrieved by another station in the Customer Group.

3.2.15 Distinctive Ring

Assigns different ring tones for Calls from within the Customer Group and for those from outside.

3.2.16 Calling ID Delivery Block

Allows a station to block the display of their number and name on outgoing Calls on a per-Call basis for a fee.

3.2.17 Anonymous Call Rejection

Allows a called party to block calls from parties that have marked their calls private “.

3.2.18 Automatic Busy Redial

Permits the Customer to redial automatically the last number dialed. If the called line is busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle.

3.2.19 Automatic Call Return

Enables a Customer to automatically return the last incoming Call. To return the Call, the Customer dials a feature code and the number is dialed automatically. If the called line is busy, a 30-minute queuing process begins. The Customer is then given an indication that the network will attempt to set up the Call when the called line is idle.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D.)

3.2 Additional Local Exchange Service Offerings (Cont'd.)

3.2.20 Call Blocking/Toll Restriction

A. Long Distance Blocking

This Call Blocking option prevents 1+ long distance calls by station by blocking the following dialing sequences on a per-line basis: 1 + (NPA) + NXX + XXXX and 1 + NXX + XXXX.

B. Directory Services Blocking

This Call Blocking option prevents Calls to local Directory Services and casual dialed long-distance providers by blocking the following dialing sequences on a per-line basis: 1+555-1212, 1+NPA+555-1212, and 411.

C. Operator Services Blocking

This Call Blocking option prevents Calls to local Operator Services by blocking the following dialing sequences on a per-line basis: 0+ and 0-.

D. International Blocking

This Call Blocking option blocks access to international calling services on a per-line basis.

E. 3rd Party and Collect Call Blocking

This Call Blocking option blocks access to inbound 3rd Party and Collect calls on a per-line basis.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D.)

3.3 N11 Services

N11 Services provides Customers with the ability to receive special services through Fusion Communications by dialing a three-digit number.

3.3.1 Directory Services (411)

Directory Services allows a customer to obtain the listed telephone number for a given name and address by dialing 411. Rates for this service are specified in Section 4.2 of this price guide.

3.3.2 Repair Service (611)

Repair Services allows Customers to report troubles to the Company customer service by dialing 611. There is no charge for this service

3.3.3 Maryland 211

Dialing 211 allows Customers to connect to information about and referrals to health and social service and assistance organizations and programs. The Company will provide access to 211 service either directly or through arrangements with other telecommunications carriers.

3.3.4 911 and E911 Services

Emergency Services (Enhanced 911) allow Customers to reach appropriate emergency services, including: police, fire and hospital medical services. Enhanced 911 Service has the ability to selectively route an emergency Call to the primary 911 provider so that it reaches the correct emergency service located closest to the Caller. In addition, Enhanced 911 Service enables the Customer's address and telephone information to be displayed to the person handling the 911 Call. The Company will provide access to 911 and E911 services either directly or through arrangements with other telecommunications carriers.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICES (CONT'D.)

3.4 Remote Call Forwarding (RCF)

RCF allows all calls dialed to a telephone number equipped for RCF service to be automatically forwarded to another dialable telephone number. This service enables a customer to list a local directory number that is forwarded to a different city or exchange. Each RCF service allows for the forwarding of one call at a given time. The RCF customer is responsible for any applicable usage rates/charges between the RCF number and the terminating number.

Conditions:

1. RCF service is not offered when the answering location for a forwarded call is a coin/coinless, Semi-public telephone service.
 2. The Company cannot guarantee the grade of transmission on remotely forwarded calls. Normal grade end-to-end transmission is not guaranteed because transmission characteristics may vary depending on distance and routing required to complete the forwarded portion of the call.
 3. RCF service will only be provided when, in the judgment of the Company, the customer subscribes to sufficient RCF facilities at the terminating (answering) location to adequately handle calls without impairing, disrupting or deteriorating any services offered by the Company. In the use of RCF service causes impairment, disruption or deterioration, the Company shall have the right to discontinue the RCF service.
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES

4.1 Local Exchange Service Offerings

4.1.1 Business Local Exchange Service:

Flat Rate Service:

Monthly recurring charge, initial six lines:	\$595.00
Each additional line	\$ 40.00
Non-recurring charge, first six lines	\$500.00
Each additional line	\$ 0.00

4.1.2 Business Trunk Line Service:

Monthly recurring charge, initial six lines	\$595.00
Each additional line	\$ 40.00
Non-recurring charge, first six lines	\$500.00
Each additional line	\$ 0.00
Hunting Service per line	\$ 0.00
Hunting Maintenance, per event	\$ 0.00

4.1.3 Basic Business Line Service:

Monthly recurring charge, initial six lines	\$595.00
Each additional line	\$ 40.00
Non-recurring charge, first six lines	\$500.00
Each additional line	\$ 0.00

4.1.3 DID Installation

Per first six (6) numbers:	included with package
Monthly recurring charge:	\$ 5.00
Per additional ten (10) numbers:	\$ 20.00
Monthly recurring charge:	\$ 5.00

4.1.4 DID Trunk Termination Installation

Non-recurring charge:	\$ 75.00
Monthly recurring charge:	\$ 10.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

4.1.5 Basic Line

A. Monthly Recurring Charges (Cont'd.)

<u>Zone</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	(C)
1	\$75.95 (I)	\$73.95 (I)	\$71.95 (I)	
2	\$77.95 (I)	\$75.95 (I)	\$73.95 (I)	
3	\$102.95 (I)	\$100.95 (I)	\$98.95 (I)	
4	\$77.95 (I)	\$75.95 (I)	\$73.95 (I)	(C)

Fusion Cloud Services, LLC
210 Interstate North Parkway, Suite 200
Atlanta, Georgia 30339

Maryland Local Price Guide
1st Revised Page 39
Cancels Original Page 39

Issued by: General Counsel

Effective: November 1, 2023

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

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Fusion Cloud Services, LLC
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Maryland Local Price Guide
1st Revised Page 40
Cancels Original Page 40

Issued by: General Counsel

Effective: November 1, 2023

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

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Fusion Cloud Services, LLC
210 Interstate North Parkway, Suite 200
Atlanta, Georgia 30339

Maryland Local Price Guide
1st Revised Page 41
Cancels Original Page 41

Issued by: General Counsel

Effective: November 1, 2023

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

4.1.6 Basic Plus

A. Monthly Recurring Charges

<u>Zone</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	(C)
1	\$79.95 (I)	\$77.95 (I)	\$75.95 (I)	
2	\$81.95 (I)	\$79.95 (I)	\$77.95 (I)	
3	\$106.95 (I)	\$104.95 (I)	\$102.95 (I)	
4	\$81.95 (I)	\$79.95 (I)	\$77.95 (I)	(C)

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Atlanta, Georgia 30339

Maryland Local Price Guide
1st Revised Page 43
Cancels Original Page 43

Issued by: General Counsel

Effective: November 1, 2023

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

(D)

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Fusion Cloud Services, LLC
210 Interstate North Parkway, Suite 200
Atlanta, Georgia 30339

Maryland Local Price Guide
1st Revised Page 44
Cancels Original Page 44

Issued by: General Counsel

Effective: November 1, 2023

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

(D)

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Fusion Cloud Services, LLC
210 Interstate North Parkway, Suite 200
Atlanta, Georgia 30339

Maryland Local Price Guide
1st Revised Page 45
Cancels Original Page 45

Issued by: General Counsel

Effective: November 1, 2023

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

4.1.7 Essentials

A. Monthly Recurring Charges

<u>Zone</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	(C)
1	\$81.95 (I)	\$79.95 (I)	\$77.95 (I)	
2	\$83.95 (I)	\$81.95 (I)	\$79.95 (I)	
3	\$108.95 (I)	\$106.95 (I)	\$104.95 (I)	
4	\$83.95 (I)	\$81.95 (I)	\$79.95 (I)	(C)

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

4.1.7 Essentials (Cont'd.)

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

4.1.7 Essentials (Cont'd.)

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

4.1.7 Essentials (Cont'd.)

B. Long Distance

Rate Per Minute	Business	Residential
In Contract Minutes	\$.049	\$.060
No Contract Minutes	\$.075	\$.075

Long distance is applicable to standard outbound domestic long distance, originating from the Company customer to the 48 contiguous US States, and does not apply to calls to HI, AK, or US territories (Puerto Rico, Guam, USVI, No. Marianas). Standard rates will apply for any overage beyond any inclusive block of minutes, and all calls made to AK, HI, and U.S. territories (Puerto Rico, Guam, USVI, and No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls. Toll Free service is available with this product see "Toll Free Service".

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

4.1.7 Essentials (Cont'd.)

C. Essentials Inclusive Feature List:

Business & Residential	Business Only	Residential Only
Call Trace	Call Block	Call Return Blocking
Call Forwarding Busy Line	Call Forwarding	Call Waiting Deluxe
Call Waiting	Caller ID	Caller ID Blocking
Call Return	Enhanced Caller ID	International Blocking
Call Selector	Hunting	Third Party Blocking
Anonymous Call Rejection, per line	Preferred Call Forwarding	900/976 Blocking
Remote Access Call Forwarding Variable	Selective Class of Call Screening	Repeat Dialing Blocking
	Calling number delivery	
Call Forwarding Don't Answer	blocking, per line	
Distinctive Ringing Service		
Repeat Dialing		
Speed Calling		
ThreeWay Calling		
Caller ID Deluxe		

D. Footnotes:

Toll Free service is available with this product for business customers.

All customers will be required to sign a 12, 24- or 36-month term agreement. Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate.

The availability of certain features depends on ILEC feature availability. Some features are only available to residential customers. Some features are only available to business customers.

Customers may choose to use another carrier for their long-distance purposes; however, declining the Company long distance will not reduce the package monthly rate.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

4.1.8 Value Line

A. Monthly Recurring Charges

<u>Zone</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	(C)
1	\$75.95 (I)	\$73.95 (I)	\$71.95 (I)	
2	\$77.95 (I)	\$75.95 (I)	\$73.95 (I)	
3	\$102.95 (I)	\$100.95 (I)	\$98.95 (I)	
4	\$77.95 (I)	\$75.95 (I)	\$73.95 (I)	(C)

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

4.1.8 Value Line (Cont'd.)

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.1 Local Exchange Service Offerings (Cont'd.)

4.1.8 Value Line (Cont'd.)

B. Footnotes

(T)

Toll Free service is available with this product see “Toll Free Service” in a later section

All customers will be required to sign a 12, 24- or 36-month term agreement. Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

The availability of certain features depends on ILEC feature availability. Some features are only available to residential customers. Some features are only available to business customers.

Caller ID with Name and Number-Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered.

Caller ID Customers must provide and connect their own compatible CPE.

Product may not be available in all CLLIs.

An additional charge will apply when adding Unified Messaging or Voicemail to Value Line. There is a maximum of 3 extensions per voicemail box.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.2 Additional Local Exchange Service Offerings

4.2.1 Directory Assistance

A. Directory Assistance Service

First four (4) Calls:	\$ 0.00
Per each additional Call:	\$ 1.00

B. Directory Assistance Call Completion Service

Per Call Completion:	\$ 0.85
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4.2.2 Operator Services

Station-to-Station Collect, Per Call	\$ 0.50
Per minute:	\$ 0.25
Person-to-Person Collect, Per Call	\$ 0.50
Per minute:	\$ 0.25
Calling Card Service, Per Call	\$ 0.50
Operator-Dialed Surcharge	\$ 0.50
BLV, Per Call	\$ 2.00
Emergency Interrupt, Per Call	\$ 0.50
Requires BLV	

4.2.3 Directory Listings

Per Additional Information Listing:	
Recurring monthly charge:	\$ 4.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.2 Additional Local Exchange Service Offerings (Cont'd.)

4.2.4 Caller ID Number

Monthly recurring charge:	\$ 7.00
Non-recurring charge:	\$ 10.00

4.2.5 Caller ID with Name and Number

Monthly recurring charge:	\$ 10.00
Non-recurring charge:	\$ 10.00

4.2.6 Call Forwarding-No Answer

Monthly recurring charge:	\$ 3.00
Non-recurring charge:	\$10.00

4.2.7 Call Forwarding-Busy

Monthly recurring charge:	\$ 3.00
Non-recurring charge:	\$ 10.00

4.2.8 Call Forwarding-Universal

Monthly recurring charge:	\$ 3.00
Non-recurring charge:	\$ 10.00

4.2.9 Call Waiting/Cancel Call Waiting

Monthly recurring charge:	\$ 3.50
Non-recurring charge:	\$ 10.00

4.2.10 Call Transfer

Monthly recurring charge:	\$ 3.75
Non-recurring charge:	\$ 10.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.2 Additional Local Exchange Service Offerings (Cont'd.)

4.2.11 Three-Way Calling

Monthly recurring charge:	\$ 3.75
Non-recurring charge:	\$ 10.00

4.2.12 Last Number Redial

Monthly recurring charge:	\$ 3.00
Non-recurring charge:	\$10.00

4.2.13 Speed Calling

Monthly recurring charge (30 code):	\$ 4.00
Non-recurring charge:	\$ 10.00

4.2.14 Call Park:

Monthly recurring charge:	\$ 3.00
Non-recurring charge:	\$ 10.00

4.2.15 Distinctive Ring

Monthly recurring charge:	\$ 3.00
Non-recurring charge:	\$ 10.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.2 Additional Local Exchange Service Offerings (Cont'd.)

4.2.16 Calling Number Delivery Block

Monthly recurring charge: no charge

4.2.17 Anonymous Call Rejection

Monthly recurring charge: \$ 3.00
Non-recurring charge: \$10.00

4.2.18 Automatic Busy Redial

Monthly recurring charge: \$ 3.00
Charge per use: \$ 0.75
Non-recurring charge: \$10.00

4.2.19 Automatic Call Return

Monthly recurring charge: \$ 3.00
Charge per use: \$ 0.75
Non-recurring charge: \$10.00

4.2.20 Call Blocking/Toll Restriction

A. 1+ Long Distance Blocking

Monthly recurring charge: \$ 1.00

B. Directory Service Blocking

Monthly recurring charge: \$ 1.00

C. Operator Service Blocking

Monthly recurring charge: \$ 1.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.2 Additional Local Exchange Service Offerings (Cont'd.)

4.2.20 Call Blocking/Toll Restriction (Cont'd.)

D. International Call Blocking

Monthly recurring charge: \$ 1.00

E. 3rd Party/Collect Call Blocking

Monthly recurring charge: \$ 1.00

4.3 Remote Call Forwarding

Per Line:

Monthly recurring charge: \$ 50.00

Non-recurring charge (if after installation): \$ 50.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – RATES AND CHARGES (CONT'D.)

4.4 Miscellaneous Charges

4.4.1 Service Order Charges

Charge	Price
Feature Add or Change	\$10.00 per Order
Establishing or Re-arranging Hunting	\$10.00 per Order
Directory Listing Change	\$10.00 per Order
Vanity Number Search	\$25.00 per Order
Expedite Service Charge (T1 Circuits)	\$595.00 per Order

4.4.2 Data Circuit Install Charge

12-Month Term Agreement = \$600
24-Month Term Agreement = \$300
36-Month Term Agreement = \$0

4.4.3 Reconnection

Per line: \$100.00

4.4.4 Maintenance Charges

Description	Non-Recurring Charges
Premise Work Charge	\$139.00
Initial Hour (time & materials)	\$165.00
Trouble Determination (per request)	\$110.00
Each Additional 30-minute increment	\$60.00
Each Additional Jack & Wiring (existing customer)	\$65.00

4.4.5 Non-routine Installation: \$500.00

4.4.6 Missed Appointment Charge

Per occurrence: \$250.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - INTRALATA TOLL PRESUBSCRIPTION

5.1 General

IntraLATA toll presubscription is a procedure whereby an end user may select and designate an IntraLATA Toll Provider (ITP) to access IntraLATA toll calls without dialing an access code. The end user may designate an ITP for IntraLATA toll, a different carrier for InterLATA toll, or the same carrier for both. This ITP is referred to as the end user preferred IntraLATA toll provider.

Each carrier will have one or more access codes assigned to it for various types of service. When an end user selects a carrier as its preferred IntraLATA toll provider, only one access code of that carrier may be incorporated into the switching system of the Company permitting access to that carrier by the end user without dialing an access code. Should the same end user wish to use other services of the same carrier, it will be necessary for the end user to dial the necessary access code(s) to reach that carrier's other service(s).

An ITP must use Feature Group D (FGD) Switched Access Service to qualify as an IntraLATA toll provider. All ITPs must submit a Letter of Intent (LOI) to the Company at least twenty days prior to the IntraLATA toll-presubscription conversion date or, if later, forty-five days prior to the date on which the carrier proposed to begin participating in IntraLATA toll presubscription.

Selection of an ITP by an end user is subject to the terms and conditions in Section 5.2.

5.2 Presubscription Charge Application

5.2.1 Initial Free Presubscription Choice for New Users

New end users (including an existing customer who orders an additional line) who subscribe to service will be asked to select a primary ITP when they place an order for Company Exchange Service. If a customer cannot decide upon an IntraLATA toll carrier at the time, the customer will have thirty days following completion of the service request to make an IntraLATA PIC choice without charge. In the interim, the customer will be assigned a No-PIC and will have to dial an access code to make IntraLATA toll calls. The free selection period available to new end users is the period within thirty days of installation of the new service.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - INTRALATA TOLL PRESUBSCRIPTION (CONT'D.)

5.2 Presubscription Charge Application (Cont'd.)

5.2.1 Initial Free Presubscription Choice for New Users (Cont'd.)

Initial free selections available to new end user are:

1. Designating an ITP as their primary carrier, thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101-XXXX or other required codes.
2. Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all ITP's. This choice can be made by directly contacting the Company.

5.2.2 Cancellation of IntraLATA Toll Presubscription by an ITP

If an ITP elects to discontinue Feature Group D service after implementation of the IntraLATA toll presubscription option, the ITP is obligated to contact, in writing, all end users who have selected the canceling ITP as their preferred IntraLATA toll provider. The ITP must inform the end users that it is canceling its Feature Group D service, request that the end user select a new ITP and state that the canceling ITP will pay the PIC change charge. The ITP must provide written notification to the Company that this activity has taken.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - INTRALATA TOLL PRESUBSCRIPTION (CONT'D.)

5.3 End User/Pay Telephone Service Provider Charge Discrepancy (Anti-Slamming Measure)

5.3.1 When a discrepancy is determined regarding an end user's designation of a preferred IntraLATA toll carrier, the following applies depending upon the situation described:

A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Company.

When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date determines customer choice.

5.3.2 Verification of Orders for Telemarketing

No ITP shall submit to the Company a PIC change order generated by outbound telemarketing unless, and until, the order has first been conformed in accordance with the following procedures:

- A. The ITP has obtained the Customer's written authorization to submit the order that explains what occurs when a PIC is changed and confirms:
 - 1. The Customer's billing name and address and each telephone number to be covered by the PIC change order;
 - 2. The decision to change the PIC to the ITP; and
 - 3. The customer's understanding of the PIC change fee; or
- B. The ITP has obtained the Customer's electronic authorization, placed from the telephone number(s) on which the PIC is to be changed, to submit the order that confirms the information described in 5.3.2.A preceding to confirm the authorization; or
- C. An appropriately qualified and independent third party operating in a location physically separate from the outbound telemarketing representative has obtained the Customer's oral authorization to submit the PIC change order that confirms and includes appropriate verification date (e.g., the customer's date of birth or social security number).

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - INTRALATA TOLL PRESUBSCRIPTION (CONT'D.)

5.3 End User/Pay Telephone Service Provider Charge Discrepancy (Anti-Slamming Measure) (Cont'd.

5.3.3 The Company will follow the Federal Communications Commission's and the Maryland Public Service Commission's regulations regarding slamming. The Company will not impose a penalty or charge for unauthorized IntraLATA toll provider changes.

5.3.4 The customer owns the exclusive right to select the PIC of their choice and may choose to migrate from one carrier to another at any time. There is no reason a carrier may refuse to release a customer who has stated their intent to select a different carrier.

5.4 Informational Notice to Customers

The Company will provide written notification to customers of their IntraLATA presubscription options and rights within 30 days of subscribing for service.

5.5 Rates and Charges

5.5.1 Charge for ITP Carrier Change: \$ 5.00