Connect.
Protect.
Accelerate.

fusion connect

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

We are a next-generation Managed Communications Service Provider (MCSP) and Microsoft Cloud Solution Provider enabling mid-market and enterprise businesses to securely connect people and applications globally—all backed by our industry-leading service guarantee.

We focus on delivering a superior customer experience, modern self-service capabilities, and future-proof technology solutions to our clients. This is supported by an inclusive culture for our team members, where career growth and well-being are a priority.

The Fusion Connect Advantage

Connect.

Connecting to your employees, trading partners, customers, and systems—anytime, anywhere, from any device—is imperative for your business to operate at peak efficiency. To enable this, we deliver a comprehensive set of communication tools that include UCaaS, CCaaS, and traditional voice communication services, all powered by our nationwide IP backbone.

Protect.

Protecting the technology and people that run your business without impeding productivity is critical to your success. Security that creates too much friction slows you down, so Fusion Connect developed a frictionless, zero trust security approach, that protects end-users and infrastructure, including end-devices, data center, and cloud resources.

Accelerate.

Speed matters in business. Your ability to react in real-time often makes the difference between success and failure. To enable you to move dynamically, we deliver a technology stack designed to provide real-time visibility into your business performance, while giving you peace of mind with the industry's most comprehensive service guarantee.

Our Consultative Approach

Fusion Connect is your trusted advisor, guiding you through the development and implementation of a technology solution aligned to your unique business needs and performance goals. We relentlessly focus on delivering a superior customer experience, modern self-service capabilities, and future-proof technology solutions.

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 delivers the latest technology to your environment, all supported by a 24/7/365 service team.

Managed Services At-A-Glance

Managed Security

Centralized management of a zero-trust security approach that safeguards your data, network, and people without impacting reliability or productivity. This includes endpoint detection and response providing full visibility protection across your endpoint security ecosystem.

Optimized Application Performance

An optimized technology stack to deliver frictionless access to the critical business applications and data you use every day.

UCaaS (Microsoft Teams or Webex Calling Services) and CCaaS

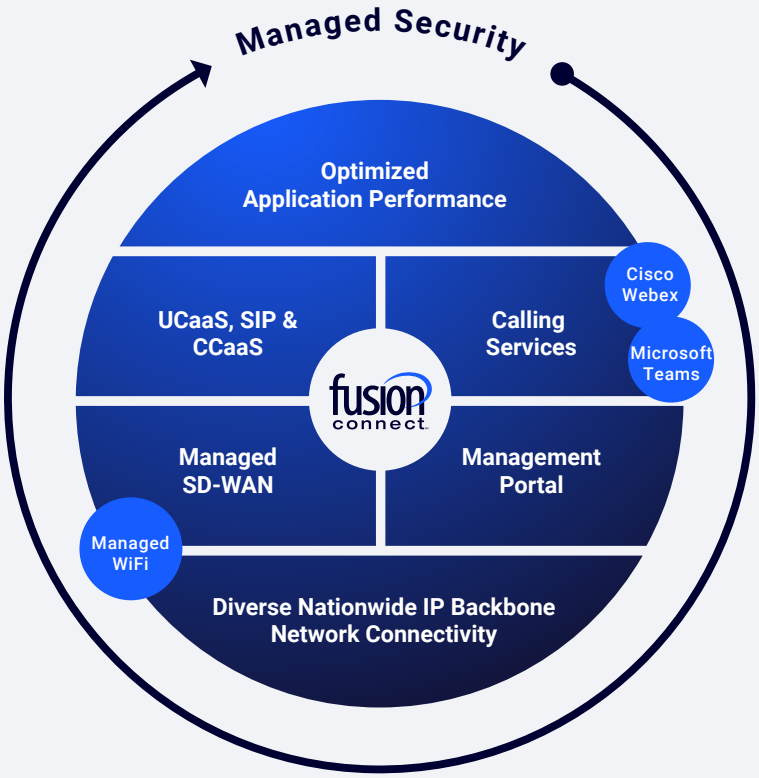
A comprehensive managed communications solution for employees and contact center workers to keep your business connected anywhere, anytime, from any device. Take full advantage of essential collaboration tools, like Teams or Webex, to accelerate your business.

SD-WAN and Management Portal

We deliver a single pane of glass to manage your technology infrastructure in real-time, with SD-WAN to encrypt data and optimize application performance.

Network Connectivity and a Diverse Nationwide IP Backbone

In today's hyperconnected world, an always-on, reliable Internet service with safe and secure wireless access for your employees and guests is critical to run a successful business.



Our Service Guarantee

5-Point Industry Leading Guarantee Focused on Business Acceleration

- **Customer Satisfaction Guarantee:** You will be satisfied with the quality of your services, and any issues will be resolved to your satisfaction, or you may cancel without a penalty.
- **Installation Guarantee:** Fusion Connect will meet the agreed-upon installation date(s). If the targets are not met, the client is credited a full month's Monthly Recurring Charges (MRC) for the service.
- **100% Uptime Guarantee:** A 100% uptime guarantee for clients or Fusion Connect provides a credit.
- **Rate Lock Guarantee:** Rates for services will not change for the life of your contract.
- **Future-Proof Technology Guarantee:** Ongoing upgrades to the next generation of UCaaS and SD-WAN technology implemented at no additional cost.

Visit **www.fusionconnect.com** to learn more.

Or, contact Carole Lehnerz today at 520-208-6533 or carole.lehnerz@fusionconnect.com

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