Customer **Satisfaction**

Fusion Connect Service Guarantee

Industry's Best and Most Comprehensive Service Guarantee

INSTALLATION GUARANTEE Fusion Connect will meet the agreed-upon installation date(s) for UCaaS and/or SD-WAN services. If the targets are not met, the customer is credited with one month's MRC for the service.

100% UPTIME GUARANTEE A 100% uptime guarantee for customers who purchase both UCaaS and SD-WAN, or Fusion Connect provides a credit.

RATE LOCK GUARANTEE Rates for Unified Communications and SD-WAN services will not change for the life of the customer's contract.

FUTURE-PROOF TECHNOLOGY GUARANTEE Ongoing upgrades to the next generation of UCaaS and SD-WAN technology will be implemented at no additional cost.

CUSTOMER SATISFACTION GUARANTEE Customers will be satisfied with the quality of our Unified Communications (UCaaS) and SD-WAN services, and any issues will be resolved to their satisfaction, or the customer may cancel the service(s) without penalty.

For More Information, Contact Your **Fusion Connect Channel Manager**

fusion connect℠

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