



Fusion (formerly Broadvox and NBS) delivers a comprehensive suite of innovative cloud solutions to businesses of all sizes through an advanced service platform. Offering Cloud Communications (Cloud Voice, Cloud UC, SIP Trunking, Faxing and Call Center solutions) as well as Cloud Connectivity (DIA/Ethernet, IVAD, T1, MPLS and more), our products and services carry your customers' communications clearly in the cloud. With flexible, scalable and reliable solutions, Fusion enables your customers to increase productivity while reducing costs in today's demanding business environment.

The Fusion Partner Program provides you with attractive residuals and a dedicated channel support team. We offer dedicated, on-demand training on our products, and an easy-to-use quoting tool. Plus, our special commission bonuses run throughout the year, giving you numerous opportunities to further benefit from selling the industry's leading cloud products and solutions. At Fusion we understand our partners' needs are as unique as they are diverse. From your initial contact with us to your monthly commission payment, our partner program ensures you will have the best experience every step of the way.



Partner Points of Contact

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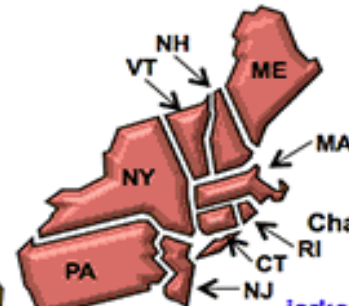


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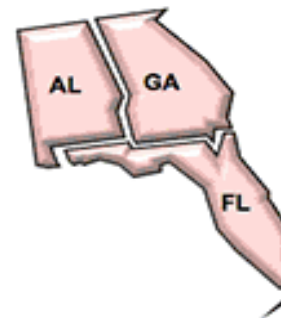
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Fusion Escalation List

Fusion prides itself on providing our partners and customers the highest quality of service at all times

155 Willowbrook Blvd., Wayne, NJ 07470

www.fusionconnect.com

	Partner Support (Quotes/Pricing/Paperwork)	Customer Service (Billing/ Account info)	Service Delivery/ Installations	Technical Support	NOC
Contact	Partner / Sales Support partnersupport@fusionconnect.com For Quotes: circuitquotes@fusionconnect.com (888) 474-4968	Customer Service customerservice@fusionconnect.com (888) 301-1721 (Option 1)	Provisioning Group provisioning@fusionconnect.com <i>Assigned Provisioner will provide individual contact information</i>	Repair Team technicalsupport@fusionconnect.com (888) 301-1721 (Option 2)	NOC noc@fusionconnect.com (888) 301-1721 (Option 2)
First Level Escalation	Sean Roden Supervisor - Sales Support sroden@fusionconnect.com Office (973) 638-2151	Juanita Davis Manager - Customer Service jdavis@fusionconnect.com Office (404) 442-0066	David Bruno - Mgr - Provisioning dbruno@fusionconnect.com Office:973-638-2148 Michael Tokarz - Mgr Cust Provisioning mtokarz@fusionconnect.com Office (216) 373-4880	David Brown - Manager - TAC SIP dbrown@fusionconnect.com Office (216) 373-4851 Andre Washington - Manager - TAC Hosted twashington@fusionconnect.com Office (404) 442-0286	Dale Rumph NOC Manager drumph@fusionconnect.com Office (973) 435-3136
Second Level Escalation	Toni Campanello Sr. Dir. Sales Support tcampanello@fusionconnect.com Office (973) 638-2113	Wendy Astudillo VP - Technical Support wastudillo@fusionconnect.com Office (973) 638-2132	Rosario Pose Director - Provisioning rpose@fusionconnect.com Office (973) 638-2129	Wendy Astudillo VP - Technical Support wastudillo@fusionconnect.com Office (973) 638-2132	Chuck Ray Director - Network Operations cray@fusionconnect.com Office (973) 435-3130
Third Level Escalation	Russell Markman Exec. VP - Business Services rmarkman@fusionconnect.com Office (973) 638-2108	Russell Markman Exec. VP - Business Services rmarkman@fusionconnect.com Office (973) 638-2108	Grant Williams VP - Customer Operations gwilliams@fusionconnect.com Office (404) 442-0113	Russell Markman Exec. VP - Business Services rmarkman@fusionconnect.com Office (973) 638-2108	Craig Eidem CTO ceidem@fusionconnect.com Office (206) 639-2003

Customer Support service hours are Monday-Friday, 8:30 am - 8:00 pm EST.

Technical Support / NOC coverage is 24x7, 365 days.