



# Fuze Support

Welcome Guide

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# Introduction

Thank you for choosing to partner with Fuze for your global communications. We aim to be just that - your partner - and are here to build an effective and healthy support relationship.

## Table of contents

<b>Introduction</b>	<b>1</b>
<b>Welcome to Fuze Support</b>	<b>4</b>
<b>The Fuze Support Team</b>	<b>5</b>
<b>Fuze Support Resources</b>	<b>5</b>
Fuze Community	5
Help Center	6
Telephone Support	6
Status Page	7
Self Service Tools	7
Fuze Hub	7
Fuze Portal	8
<b>Software and Network Support</b>	<b>8</b>
Software Updates	8
Error Corrections	9
Network Support	9
Bring Your Own Equipment (BYOE)	9
Bring Your Own Bandwidth (BYOB)	10
Network Consulting	10
Fuze Real-time Network Monitoring (RTNM)	10
<b>Transition to Support</b>	<b>12</b>
<b>Support Levels in Fuze Success Plans</b>	<b>12</b>

<b>Working with Fuze Support</b>	<b>14</b>
Points of Contact (Global and Site Contacts)	14
Customer IT Email Contact	14
How to Contact Support	15
<b>Ensuring Consistent Support Experiences</b>	<b>16</b>
Updated Information	16
Network Readiness Test (NRT)	16
System Requirements	16
<b>Case Lifecycle</b>	<b>16</b>
Opening a Case	16
Closing a Case	18
Reopening a Case	18
<b>Support Priority Levels and Response Goals</b>	<b>19</b>
<b>Escalation Commitments</b>	<b>20</b>
<b>What Customers Say About Fuze Support</b>	<b>21</b>
<b>About Fuze</b>	<b>22</b>

## Welcome to Fuze Support

Fuze offers world-class support to help you maximize the value of your investment. Our highly-trained support staff is available to help you quickly and easily use, manage, and troubleshoot Fuze products in your environment. In addition, Fuze provides a wide variety of online support materials to answer your questions.

Through Fuze Support, you can expect:

- Answers to your questions about the Fuze products as well as recommended best practices
- Assistance in identifying and verifying the causes of suspected errors within your Fuze environment
- Solutions for identified errors or malfunctions impacting Fuze users within your organization
- Software updates and product documentation
- Access to Fuze Support by phone and web, as well as 24x7 access to the Fuze Community knowledge base

Fuze provides global support with locations in North America, Europe, and Australia. Resources are prioritized to ensure rapid response times for critical issues.

You can open cases online via our support community or by calling Fuze Support directly. Cases are assigned to support engineers for investigation and resolution according to engineer skill sets and availability. By using a unified case tracking system, Fuze support engineers know they are working with the latest details and status of each case.

All incoming inquiries, including both technical and non-technical support cases, are answered directly by Fuze Support. Rest assured that your concerns are heard directly by Fuze, with escalation channels readily available.

## The Fuze Support Team

Our support team members are experts in the Fuze product line and related technologies. In addition, our support engineers have completed extensive internal and external training and are skilled problem-solvers. Fuze support engineers are accountable for the resolution of an assigned case, acting as a single point of contact and coordinating the efforts of other support members, subject matter experts, partners, and engineering teams. Support works very closely with the Quality Assurance (QA), Engineering, and Product organizations to expedite resolution and provide customer feedback on product issues. Through the team approach, Fuze can offer the highest degree of technical knowledge possible, drive issues to resolution, and provide the excellent support our customers require.

English is the primary language for communication on support cases; however, some members of the support team can also speak French, Spanish, and Portuguese.

## Fuze Support Resources

With the Fuze support team, you will limit costly downtime scenarios while maintaining the high level of performance expected from your organization through 24x7x365 access to all our support resources for Priority 1 cases and all other priorities during business hours.

Below is an overview of the Fuze Support resources.

## Fuze Community

The [Fuze Community](#) is a centralized place for all the following activities:

### Points of Contact (Global and Site Contacts)

- Submission of new requests
- View and update previously submitted cases
- Escalate existing cases
- Access training videos and knowledge base articles
- Links to self-service tools
- Fuze Discussions – a space to collaborate, discuss, and get your questions answered by other Fuze Community users

## Help Center

The [Fuze Help Center](#) is a publicly accessible platform focused on providing your end-users with a single resource to help them get the most out of Fuze. Content includes:

- Getting Started - An easy to follow guide helping your end-users become familiar with your Fuze application
- Fuze Public Training - Our schedule of free public courses covering everything from Desktop Chat to Portal for Administrators
- Reference Guides - Quick guides showing you how to use the most common features in our products
- Training Videos - A library of our pre-recorded trainings you can share with your end-users to help them be more productive with Fuze
- Fuze Desktop Supported Headsets - Pairing one of the supported headsets with Fuze Desktop can help improve the overall audio quality you experience when making calls and joining meetings
- Fuze Service Requirements - A comprehensive guide to requirements for the Fuze Platform to ensure reliability of service

## Telephone Support

We have English-speaking support engineers located around the world providing 24x7x365 phone availability for Priority 1 scenarios; all other support during business hours.

Location	Contact Number
U.S. Toll Free	+1 866 379 9442
United States	+1 617 603 2299
Australia	+61 2 8607 8029
France	+33 97 518 6686
Germany	+49 32 22 109 6038
Greece	+30 211 198 3039
Ireland	+353 76 888 7202
Israel	+972 3 763 0658
Italy	+39 02 94 75 2581
Japan	+81 34 589 4674
Netherlands	+31 20 241 0144
United Kingdom	+44 330 808 0131

## Status Page

The [Fuze Status Page](#) provides insight into our infrastructure and aims to provide updates when a customer-impacting event is occurring. The page is broken down into two main sections:

- Component statuses broken down by regions and locations
- Live incident reports when a customer-impacting event is occurring

External contacts can access this page and tailor email and/or SMS subscriptions based on components, regions, and locations. Upon subscription, automated alerts will be received when there is a change in status, maintenance scheduled, and/or when an incident is occurring. Fuze will validate and/or subscribe PoCs to the Fuze Status Page as part of the transition from Implementation to Support process to ensure visibility into customer-impacting events.

## Self Service Tools

We have developed powerful self-service tools that enable administrators and end-users to manage their Fuze services. By leveraging these tools most Service Requests can be resolved within minutes, allowing your team to quickly update configurations or add & remove services on an as-needed basis. By empowering our customers for self-service, we are able to prioritize our technical assistance in resolving critical or business-impacting issues as quickly as possible. In the event you experience an issue or encounter a change you are unable to perform yourself, please contact Fuze Support for assistance.

Below are our self-service tools, and some of the most common requests they can resolve.

## Fuze Hub

- Creating and/or removing a user
- Cloning a user
- Ordering new hardware
- Adding and/or removing a service
- Configuring SSO
- Controlling software versions & deployment

## Fuze Portal

- Forwarding a call
- Adding a new queue or ring group
- Adding a contact to a directory
- Changing a user's extension
- Changing a caller ID name

Fuze offers public training sessions as a courtesy to all Fuze customers. These remote sessions are interactive and instructor-led. You may register for classes directly in the Fuze Help Center.

Additional End User & Administrator training content, including pre-recorded videos, is also available through the Fuze Community for full flexibility. To schedule multiple courses or users at once, or for any questions email [training@fuze.com](mailto:training@fuze.com).

## Software and Network Support

### Software Updates

Fuze provides software maintenance releases and updates as they are available without additional charge for customers with active contracts. The contents of maintenance releases and updates are determined by Fuze. Fuze Desktop and Fuze Mobile updates are released on a regular basis and are pushed to all users in accordance with software deployment preferences defined for your account in the Hub. We currently support up to two prior versions.

We have set maintenance windows twice weekly. All other maintenance windows are on an as-needed basis for urgent updates to the Fuze platform. Our maintenance windows, both scheduled and unscheduled, are designed to be non-service impacting. In the event where services may be impacted customers will be notified via the Fuze Status Page.

**Note:** *Scheduled maintenance runs on Fridays from 11:45pm-1:45am, Saturdays from 10pm-4am Eastern Time for global changes, and Saturdays 10pm-4am local time for regional changes. All windows are listed below and may be subject to change.*

Maintenance Window	Local Timezone	Region
Saturday 02:00-08:00 UTC	Saturday 22:00-04:00 ET	Global
Friday 03:45-05:45 UTC	Friday 23:45-1:45 ET	Global
Saturday 14:00-20:00 UTC	Saturday 22:00-04:00 HKT	APAC
Saturday 20:00-04:00 UTC*	Saturday 22:00-04:00 GMT/BST	EMEA
Saturday 02:00-08:00 UTC	Saturday 22:00-04:00 ET	AMER

\*Adjusted for daylight savings, please refer to Local Time

## Error Corrections

Fuze makes commercially reasonable efforts to correct any reproducible programming error in the product software attributable to Fuze with a level of effort commensurate with the severity of the error. Customers should notify Fuze of such errors and should provide Fuze with enough information to reproduce an error. Fuze is only responsible for errors that are reproducible by Fuze on unmodified product software as delivered to the customer.

## Network Support

Please refer to our [Fuze Service Requirements Guide](#) for detailed network requirements, including necessary ports that are used to transport data to and from Fuze servers and data centers.

Support for your network varies depending on your set up and verification testing performed during deployment. Fuze's ability to assist in the event of a network-related issue is limited for customers who do not comply with Fuze's Network Readiness Testing and/or Failover Testing.

Below are the most common setups and an overview of how each will be supported.

## Bring Your Own Equipment (BYOE)

If a customer decides to bring their own network equipment (e.g. switches, routers, adapters, and/or cables, etc.), this is a BYOE set-up. Fuze has no visibility into the network environment; and therefore, is not responsible for network-related issues.

This set-up also applies to remote users that use non-Fuze provided modems or routers. It is their responsibility to contact their internet providers should issues arise.

### *Customer's responsibilities*

The customer is to ensure the network and/or equipment is configured to work with the Fuze platform, and work with Fuze should an issue arise.

### *Fuze's responsibilities*

We will work with your points of contact to identify the root cause and perform tests if needed. If the root cause is identified to be related to Fuze's services, Fuze will take responsibility for resolving the issue. In the case where the issue is network related, Fuze will make commercially reasonable efforts to assist.

## Bring Your Own Bandwidth (BYOB)

In this set-up, a customer chooses to bring their own bandwidth (e.g. circuits, T1, and/or internet service, etc.). Quality of Service (QoS) or packet prioritization cannot be guaranteed in a BYOB set-up.

### *Customer's responsibilities*

Ensures that the bandwidth meets Fuze's recommendations. If call quality issues arise, it is a customer's responsibility to contact their internet provider and to troubleshoot the circuit.

### *Fuze's responsibilities*

Fuze will be responsible for maintaining the Codec agreed upon.

## Network Consulting

For additional support and guidance on advanced configuration, we require you to work with your Fuze Account and/or Customer Success Manager to engage with our Network Consulting team through Professional Services.

## Fuze Real-time Network Monitoring (RTNM)

The Fuze Real-time Network Monitoring (RTNM) service, powered by AppNeta, provides customers with real-time data for insight on the state of their network and its connectivity to Fuze. Customers will be able to monitor the state & performance of the paths from their sites to the Fuze infrastructure

in real-time, gaining visibility into the root cause of performance issues whether they stem from the application, network, or third-party tools. It is specifically deployed to detect and troubleshoot network issues that could impact Voice and Video in Fuze applications before service is impacted based on threshold limits such as:

- Connectivity
- Latency
- Packet loss
- Jitter
- Round trip time
- Circuit capacity
- MOS

Fuze will deploy RTNM to all new customer locations with 25 or more users for analysis and verification during initial site implementation. Customers will have access to the RTNM device for 90 days following site go-live for no additional cost, with an option to purchase access beyond the 90 days for a monthly fee. After 30 days customer access will be revoked if intent to extend is not expressed. The RTNM device will remain onsite for Fuze Support to utilize for analysis and issue resolution as needed.

## Transition to Support

Fuze ensures all commercial office locations are fully vetted and optimized for Fuze Services before transitioning service delivery from Implementation to Support. Core Support and above is available post-transition for all customer locations. The Help Center and our Professional Services team are available resources prior to Core Support being invoked.

## Support Levels in Fuze Success Plans

Fuze offers a choice of three support levels – Core, Enhanced, and Premier– as part of the Fuze Success Plans. Fuze gives you the ability to choose the plan that fits your unique business requirements, IT needs, and business communications goals. Below is a high-level overview of each Fuze Success Plan.

	Core	Enhanced	Premier	
ADOPTION	Adoption Playbook	✓	✓	✓
	Fuze Help Center	✓	✓	✓
	Fuze Community	✓	✓	✓
	Public Training Classes	✓	✓	✓
	Fuze View	✓	✓	✓
	Fuze Discover		2 licenses	4 licenses
	Adoption Services		Guided Adoption Services	Managed Adoption Services
	Private Training Classes		20% discount	30% discount
SUPPORT	Support SLOs	Core SLOs	Enhanced SLOs	Premier SLOs
	Dedicated Support Resource		Case Manager	Technical Account Manager
	Real-time Network Monitoring	3 month trial	2 sites	4 sites
SUCCESS	Customer Success Resource	Customer Success Associate	Customer Success Manager	Customer Success Manager
	Bi-annual Business Review		✓	✓
	Quarterly Business Review			✓
	Monthly Success Summaries			✓
	Annual Solution Review			✓

### Core Support

- Customer’s Points of Contact - 2 Global

- 24/7/365 access to support via the Fuze Community, telephone, and email
- Industry Standard Initial Response targets
- Fuze Real-time Network Monitoring (3 month trial)
- Remote maintenance and updates
- Points of Contact access to self-service tools
- End-users access to the Fuze Help Center
- Add-on options: Designated Case Manager or Technical Account Manager

### Enhanced Support

- Includes all Core Support features
- Customer's Points of Contact – 5 Global
- Enhanced Initial Response targets
- Fuze Real-time Network Monitoring (2 sites)
- Designated Case Manager
- Add-on options: upgrade from a Case Manager to Technical Account Manager

### Premier Support

- Includes all Enhanced Support features
- Customer's Points of Contact – 2 Global and 2 Per Site
- Faster Initial Response targets
- Fuze Real-time Network Monitoring (4 sites)
- ¼ of a Technical Account Manager
- Add-on options: increase Technical Account Managers dedication

## Working with Fuze Support

Fuze's support engineers are committed to providing world-class expertise and assistance. Each member of our support organization is dedicated to building a strong and lasting relationship with your business.

### Points of Contact (Global and Site Contacts)

Each customer designates individuals to act as support liaisons and ensures that these people are properly trained in the operation and use of the product. The number and type of contacts depends on the level of support purchased. Fuze will not be required to provide support or maintenance services to any other individuals. Points of Contact (PoC) are crucial to the success of the support relationship. Fuze will validate current authorized PoCs as part of the transition from Implementation to Support process to ensure proper access to Fuze Support is available. These PoCs can be added and changed over time by request. To avoid any interruptions, notify Fuze Support if you transfer support responsibilities to another person. Reasonable access is necessary for personnel to answer questions about any problems reported.

### Customer IT Email Contact

The Customer IT Email Contact is a separate type of designation from the Site & Global Contacts we have authorized for each account. Site & Global Contacts are configured with login access to the Fuze Community and have access to open cases with our Support team. The Customer IT Email Contact is an email address we link to your account for certain communications. This contact is designed to ensure our support team is partnering with the right resources within your IT organization.

We will send all customer specific maintenance notifications to the appointed Customer IT Email Contact. Examples of common customer specific maintenance communication:

- Call server migrations
- Messaging node migrations
- Firmware upgrades
- Border proxy enablement

Fuze will also automatically close and forward all end user submitted requests to the Customer IT Email Contact on file. This allows your IT team to have full visibility into end users in need of assistance in real time and provides a streamlined end user experience.

Please contact Fuze Support to confirm or update the Customer IT Contact for your account.

## How to Contact Support

There are two ways to reach our support team members:

### *Fuze Community (Recommended)*

To ensure the quickest routing of all requests, we recommend submitting your requests through the Fuze Community. This is the best way to submit a case, because it allows customers to provide details and assign their own priority, and it also allows Fuze to direct the case to the right teams almost immediately.

### *Phone Support*

Our support engineers can be reached by phone. This option is best for follow-ups regarding an existing request, Priority 1 issues, and escalations.

**Note:** *Before you submit a case via phone or Community, consider our support options such as the knowledge base, user documentation, and online submission of cases, as they may be quicker and easier for you.*

## Ensuring Consistent Support Experiences

### Updated Information

It is important for Points of Contact to provide Fuze with up to date information. The following events can cause changes, and Fuze must be notified. Failure to notify us will result in our reduced ability to support a site.

- Network configuration changes
- Site moves
- New internet connections (IP address, gateway)
- Change to failover connections
- Topology changes

### Network Readiness Test (NRT)

Completing the NRT qualifies a site for Fuze's support. If your business decides to opt-out of this test, Fuze will need a signed waiver from the customer. The purpose of the test is to establish a baseline for network connectivity and verify that end-to-end network connections are correctly configured between the customer location and the Fuze network. The test will be conducted via a conference call which will include remote Fuze personnel along with an on-site presence by the customer.

### System Requirements

It is also important that the basic system requirements for our software-based solutions. Please reference our [Help Center](#) for the latest requirements.

## Case Lifecycle

### Opening a Case

Once a request is placed into our system, an automated message with the case ID and other relevant information will be generated and sent over to the PoC. The case will then be routed to the

appropriate support engineer. Initial response time is defined by the priority level (see below). For the duration of the case, we ask that you work with us towards a resolution.

## Collecting Case Information

When you report a problem to Fuze, be prepared to provide the following accurate information. An example of information commonly requested is as follows:

- Customer name and location
- Account name
- Issue type – e.g. audio, video, etc.
- Symptoms – e.g. echoes, dead air, etc.
- Exact location – e.g. address
- Name of impacted users/or an entire site
- Call and/or meeting examples, if applicable – e.g. date, time, DID, meeting #
- MAC addresses, if applicable

## Defining the Problem

Be prepared to describe the problem and provide information in the following format:

### *Problem Priority*

- P1 – Critical – Severe Impact to Business Operations
- P2 – Major – High Impact with Disruption to Normal Business Operations
- P3 – Minor – Low Impact to Normal Business Operations
- P4 – Informational – Service Requests

See below for more details about priority levels and the targeted response times.

### *Problem Symptoms*

- Provide an example of the issue.
- Is this a single occurrence, or is the issue ongoing?
- When the behavior first was observed and if this coincides with other relevant activities.
- If this was a previously stable environment, explain what changed prior to this behavior.

## *Attempts to Troubleshoot and Rectify*

Example: tried to restart the service at 17:23 but this failed.

## *Problem Details*

Provide as much information as you can about the problem. For example:

- Is this impacting a selected group of users, or an entire location?
- What are the features being impacted?

## Closing a Case

Upon completion of a case, the support engineer will follow up with the customer for approval before closing a case. If the engineer does not hear from the customer for a period of time, they will close the case but can reopen it for 30 days based on a customer request.

Customers can request closing a case by adding a comment to their existing case from the support community.

## Reopening a Case

If your problem reoccurs after your case is closed, a case can be reopened for 30 days or simply submit a new case citing the prior case as reference

You can re-open a case by logging into the community, calling support, or responding to the case thread via email. Support management will re-queue the case. If possible, the original case engineer will accept the case and follow-up with the customer, since they are already familiar with the case history. If the original engineer is not available, the next available engineer will accept the case.

## Support Priority Levels and Response Goals

Fuze works with customers to assign a priority setting to submitted problems. The priority defines timeframes for resolution goals and escalation potential. This ensures that the appropriate resources within Fuze resolve the problems as quickly and efficiently as possible.

All cases are prioritized per their impact to the customer – Priority 1 (P1) through Priority 4 (P4) – with P1 being the most important and urgent. Definitions for each priority are standard within the industry. Fuze Support responds in a manner appropriate to the nature of the case. The case priority can change depending on troubleshooting progress, or customer request.

Core	Enhanced	Premier
<p>Initial Response Target</p> <ul style="list-style-type: none"> <li>• P1 – 4 hours</li> <li>• P2 – 12 hours</li> <li>• P3 – 24 hours</li> <li>• P4 – 48 hours</li> </ul>	<p>Initial Response Target</p> <ul style="list-style-type: none"> <li>• P1 – 2 hours</li> <li>• P2 – 6 hours</li> <li>• P3 – 12 hours</li> <li>• P4 – 24 hours</li> </ul>	<p>Initial Response Target</p> <ul style="list-style-type: none"> <li>• P1 – 1 hour</li> <li>• P2 – 3 hours</li> <li>• P3 – 6 hours</li> <li>• P4 – 12 hours</li> </ul>

### Priority 1 – CRITICAL

Priority 1 cases severely impact one or more full locations and the customer's ability to conduct business, and is caused by an error that renders any of the voice and UC Fuze provided services as listed in the Agreement as inoperative or inaccessible. In such cases, no procedural workaround exists, so the objective is to get the customer back online by whatever means necessary.

For Core Support, Fuze will respond to a P1 case within four hours – for response time specific to your support package, please refer to the above chart.

Continuous efforts are made to isolate, diagnose, and deliver a solution or repair. Fuze will work the issue around the clock with the customer. Should the customer not be available around the clock for our engineers to work with the priority will be reduced accordingly. When the severity level has been changed to Priority 2 or Priority 3, the support team follows the guidelines for that priority.

### Priority 2 – HIGH

Priority 2 cases are high-impact problems that disrupt the customer operations but there is capacity to remain productive and maintain necessary business-level operations. Typically, it is an error that

renders one or more critical Fuze services functions unavailable or only partially available, or significantly degrades performance of the service.

For Core Support, Fuze will respond within 12 hours following receipt of a P2 case – for response time specific to your support package, please refer to the above chart.

### Priority 3 – MINOR

Priority 3 issues are medium-to-low impact problems that involve partial loss of non-critical functionality. It is caused by an error that causes minor impact on the use of an UC Fuze application or function, without disruption of any voice services, or if the error is limited to a small number of users. The problem impairs some operations but allows the customer to continue to function. For Core Support, Fuze will respond within 24 hours following the receipt of a P3 case – for response time specific to your support package, please refer to the above chart.

### Priority 4 – SERVICE REQUESTS

Priority 4 is reserved for questions and move, add, change, and de-provision (MACD) requests.

For Core Support, Fuze will respond within 48 business hours following the receipt of a P4 case – for response time specific to your support package, please refer to the above chart.

Customers can also choose to leverage the [self-service tools](#) for MACD requests (see above).

## Escalation Commitments

Fuze provides systematic escalation management to customers with current service plans.

The Fuze escalation process notifies levels of management throughout the life cycle of the technical issue. This ensures that the appropriate resources resolve outstanding technical problems as efficiently as possible.

Customers can escalate a case based on their needs and the response to their support request.

To escalate a case, click the Escalate button available within the case on the Fuze Community or call +1.800.890.1553.

## Weekend Support

Weekend support is defined as 18:00 Friday through 18:00 Sunday Eastern Time.

In a situation where there is a complete outage during weekend hours, Fuze always recommends opening a Priority 1 case to receive the fastest response time. Typical response time is within 30 minutes and a maximum of one hour. Requests to speak with a manager must be made via phone and will be responded to within one hour.

## What Customers Say About Fuze Support

Fuze Support consistently receives very high marks with customer satisfaction, scored in areas such as responsiveness, technical expertise, and overall effectiveness. These high marks don't come just from industry analysts, but from actual customers in response to real support issues.

After closing a case, a survey is sent to the customer asking for feedback as to how the case was handled and where Fuze can improve. We are proud to list some of the comments we've received from our customers:

*"You guys have the best support group I have ever seen. As IT Director I've seen a ton of support groups but nothing like what you guys have. You are fast, efficient and first time fix.... the best. I am happy we chose you guys to be our vendor."*

- Law Firm

*"Handled promptly. Felt like my problem was an important issue even though I'm just one person with an issue."*

- Research Software Company

*"One person point of contact. It was great to explain what we wanted and have that same person actually perform the technical service, and check in to make sure that it was working the way that we wanted it to."*

- Consulting Firm

*"Everyone I ever deal with is ALWAYS nice and pleasant."*

- Insurance Firm

*"She genuinely cared about my problem.... didn't just pass me on to someone else. She made me feel special and a priority to her. My concerns were her concerns and she was going to find resolution for them."*

- Medical Equipment Provider

*"I was pleasantly surprised by how quickly my request was taken care of."*

- Non-Profit Organization

*“The associate was able to complete everything in one go, without me needing to call Fuze repeatedly and getting different support engineers to resolve the issue.”*

- SaaS Company

*“Very quick and accurate responses. Easy to understand steps/guidance. Kind and professional employees.”*

- Information Technology

## About Fuze

Fuze unifies communications into a single, seamless user experience across any device. Giving users the flexibility to work whenever, wherever, and however.

Fuze is a global cloud communications provider for the enterprise. Our intuitive unified communications and contact center platform enables seamless transition between calling, meeting, chatting, and sharing powered by the industry-leading intelligent cloud architecture. Fuze empowers the digital and distributed workforce to communicate anywhere, anytime, and across any device. Founded in 2006, Fuze is headquartered in Boston, MA with offices around the world. For more information, visit [fuze.com](http://fuze.com).

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