

## XO INFRASTRUCTURE SERVICE TERMS AND CONDITIONS

### 1.0 Infrastructure Service Description

The XO Infrastructure Service ("Infrastructure" or "Service") is an XO premium service for the provision of a Customer-selected device (e.g., router, switch) ("Device") to be located at Customer-specified premises. Depending on Customer's needs, Services may include installation and configuration; monitoring of the availability status, capacity thresholds, and performance thresholds of a Device; incident management; problem management; performance threshold monitoring; configuration management; staging services; and additional professional services as set forth below.

### 2.0 Definitions

(a) **Alert** is an Event notification created by an IT Service, CI or Monitoring tool which usually requires IT Operations personnel to take actions and leads to Incidents being logged.

(b) **Change** is the addition, modification or removal of anything that could have an effect on IT Services. The scope should include all IT Services, CIs, processes, documentation, etc.

(c) **Configuration Item (CI)** is any component that needs to be managed in order to deliver an IT Service. Information about each CI is recorded in a Configuration Record within the Configuration Management System and is maintained throughout its lifecycle by Configuration Management. CIs are under the control of Change Management. CIs typically include IT Services, hardware, software, buildings, people, and formal documentation such as process documentation and SLAs.

(d) **CPU** is a Central Processing Unit that carries out the functions of a computer or server.

(e) **Device** is a network equipment item for which XO is responsible for delivering the Services described herein.

(f) **Event** is an alert notification created by an IT Service, CI or monitoring tool which usually requires IT operations personnel to take action.

(g) **Impact** is a measure of the effect of an Incident, Problem or Change on business processes. Impact is often based on how service levels will be affected. Impact and urgency are used to assign priority.

(h) **Incident** is an unplanned interruption to an IT Service or a reduction in the quality of an IT Service. Failure of a CI that has not yet Impacted service is also an Incident.

(i) **Incident Management** is the process responsible for managing the lifecycle of all Incidents. The primary objective of Incident Management is to return the IT Service to End Users as quickly as possible.

(j) **Insite** is XO's vendor's brand for its network Monitoring and management service.

(k) **MIB** is Management Information Base. MIBs describe the structure of the management data of a Device subsystem.

(l) **Monitoring** is repeated observation of a CI, IT Service or process to detect Events and to ensure that the current status is known.

(m) **Operation** is day-to-day management of an IT Service, system, or other CI. Operation is also used to mean any pre-defined activity or transaction.

(n) **Problem** is a cause of one or more Incidents. The cause is not usually known at the time a Problem Record is created and the Problem Management process is responsible for further investigation.

(o) **Problem Management** is the process responsible for managing the lifecycle of all Problems. The primary objectives of Problem Management are to prevent Incidents from happening and to minimize the Impact of Incidents that cannot be prevented.

(p) **Problem Record** is a record containing the details of a Problem. Each Problem Record documents the lifecycle of a single Problem.

(q) **Request for Change (RFC)** is a formal written request for a Change to be made. An RFC includes details of the proposed Change and may be recorded on paper or electronically. The term RFC does not mean a change record, or the Change itself.

(r) **Requirement** is a formal statement of what is needed. For example, a service level requirement, a Project Requirement or the required deliverables for a process.

(s) **Service Request** is a request from an End User for information, or advice, or for a standard Change or for access to an IT Service. For example to reset a password, or to provide standard IT Services for a new End User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. Many MACDs are Service Requests).

(t) **Uptime** is XO's vendor's brand for multi-vendor maintenance programs commonly referred to as break fix support.

**3.0** As part of the Infrastructure Service, Customer may choose any of the following features:

### 3.1 Incident Management

(a) **System Monitoring.** XO will monitor Customer infrastructure and identify Events, diagnose them and remotely resolve them quickly and effectively, keeping Customer up to date throughout the life of the Event through regular notifications. The XO network management systems will be configured to send Simple Network Management Protocol ("SNMP") polls and receive SNMP traps from the Devices and elements being managed. The polling interval is every five minutes. XO will monitor the following: (i) availability status; (ii) capacity thresholds; and (iii) performance thresholds.

(b) **System Resolution Event identification, logging and management.** XO will perform the following tasks during the identification of the Event: (i) Event identification, isolation and diagnosis: XO will review each Alert to assess if it is a true Alert or a hiccup in the Monitoring; (ii) clear an Alert if it is not a true Alert or Incident, or if it is associated with a known scheduled outage, defer it until clearance of that outage; (iii) for true Alerts or Incidents, group related Events into a single Incident with parent/child relationships of live Events (where necessary); and (iv) raise a Service Request.

(c) **Event severity classification and initiation of remedial actions.** XO will perform Incident diagnosis and troubleshooting to isolate and categorize the Incident as: Carrier, Customer, environment, hardware, power, software, or unscheduled outage. Where multiple unrelated Incidents occur, XO will prioritize actions related to the Incidents based upon the agreed severity levels.

(d) **Priority Management.** The management system can calculate a priority to be allocated to a managed Device or element based on urgency and business impact allocated by Customer during deployment. Upon the request of Customer, the parties shall have the option during each quarterly meeting to reevaluate and modify the urgency and impact level allocation for future Incidents. The available options for each Device are high, medium, or low priority levels are used for: call handling prioritization in the operations center; and configuring selective call notification for Customer. High priority calls will be handled first in the operations center, followed by medium priority and lastly, low priority calls. By means of example, an access circuit or router failing is not worked on before a core router failure Incident.

(e) **Multi-dimensional notification.** The system provides for a multi-dimensional set of notification rules, methods and configurations. The notification capability is highly flexible, offering many ways to receive a notification of an Event within the Customer network. Using Customer contacts' identification information, a variety of choices can be applied depending on Customer profile. Each contact will have a set of notification details for: Office phone, after-hours phone, email, and mobile. Notification groups can also be created and assigned at the following levels: Customer level, site level, and Device level. The

parameters can be set to communicate to all of these, some, or just one. These parameters are also set depending on the severity of the Event (i.e. high, medium or low). In many cases, email is suitable when there is a minor Event, while a direct phone call is preferable when a critical Event occurs. These options will be presented and discussed in detail during the deployment of the service. XO best practices are followed so that Customer receives all the important notifications Customer needs and that alternate methods are considered for minor and informational Events. Notification parameters, groups and contacts can be changed at any time at Customer's request. The notification matrix, which can be defined per product as required by Customer, defines the abovementioned elements of the required notification: Customer contact, the Incident Management process step (initial, diagnose, update and resolve), the method (telephone, mobile, SMS, e-mail), hours (business hours or outside business hours), and Event type priority (high, medium or low).

(f) Incident logging and tracking. The operations center will provide for an Incident Management process to seamlessly facilitate an Event/call from initial identification, notification, logging, diagnosing, transferring ownership, and updating and closure acceptance to achieve final resolution. This process is also responsible for: correct escalation management, initiating special sequence-of-events investigations, resource management, prioritization and allocation for Event resolution, and timely communications with Customer. XO will use the following table to categorize the severity of the Incident.

Severity 1	Severity 2	Severity 3	Severity 4
Production network is down. It is causing critical Impact to business Operations.	Production performance is severely degraded Impacting aspects of business Operations.	Network performance is degraded. Network functionality is noticeably impaired but most business Operations continue.	Customer requires information or assistance on product capabilities, installation or configuration.

(g) Escalation Management. Escalation activities provide for a number of XO escalation levels based both on the severity of the Incident (see severity definitions in table above) and the length of time the service Incident has been ongoing (less periods where the Customer and XO agree that the escalation timer should be stopped for any reason). All escalations proceed with an e-mail and phone call to each escalation level to make sure notification has been received.

3.2 Problem Management. XO will conduct a root cause analysis ("RCA") on all Severity 1 Incidents and only on Priority 1 Incidents determined by Customer to be business critical Impacting. Customer may request an RCA for other operational problems that XO identifies as being of sufficient importance to a maximum of one ad hoc RCA per month. This RCA report will be delivered to Customer within five working days of restore as a first draft and subsequently as a complete document within 10 working days. The RCA report will contain the root cause of the Problem and the actions necessary to prevent the Problem from recurring. Such actions may include activities required from either XO or Customer or both parties.

### 3.3 Performance Threshold Monitoring.

(a) Monitoring. The service will monitor attributes for a managed Device and gather performance statistics through threshold Monitoring on these attributes. Threshold Monitoring provides Customer with access, to for example: mean average value over the previous five minutes (e.g. CPU) or Current value (e.g. disk capacity free). These are based on the product manufacturer's Management Information Base (MIB). Threshold Monitoring provides threshold Events which are based on the Events exceeding the median value of the previous three SNMP polls (at five minute intervals). Threshold Events have severity values assigned as critical Events, major Events or informational only. These severities are assigned according to the three threshold levels that are exceeded as set out in the table below. In the case of a negative threshold, a threshold Event is raised when the performance metric descends below the

configured threshold.

Threshold Level	Event Severity
Minimum	Informational Only
Average	Major Event
Maximum	Critical Event

(b) Deliverables.

(i) Threshold management. Thresholds are used to manage capacity planning and act proactively to prevent possible future Problems (e.g. disk space utilization). Through implementation of threshold monitoring, the XO management system provides notifications to Customer on the performance of the products in relation to set thresholds.

(ii) Threshold Event Notification. XO will notify Customer of critical and major threshold Events according to the notification matrix. If the product is also covered under a XO Uptime agreement, the Incident Management process will be activated and XO will co-ordinate the required action as part of the Uptime service. For those products that are covered under a current maintenance contract with original equipment manufacturer (OEM), XO will continue to provide Incident Management and coordinate the required action. XO will follow up if threshold Event notifications remain open for three business days. If the performance issue is ongoing and the element performance stays above the critical threshold for more than three business days, XO will adjust thresholds and notify Customer thereof.

(iii) Reporting. XO will provide Customer with a number of performance-related reports including: live Device metrics graphs, Service health reports (weekly health reports are scheduled and kept for five weeks and monthly health reports are scheduled and kept for six months), and monthly service level reports (including reports at Customer facility level and site level) are scheduled and kept for six months. Typical reports provided include: reach ability (router, LAN/WAN, servers), element health index (router, LAN/WAN and server), CPU utilization (router, LAN/WAN, servers), bandwidth utilization chart (router and LAN/WAN interfaces), volume leaders (router, LAN/WAN and server), Situations to Watch report (router, LAN/WAN and server), average health index (router, LAN/WAN and server), total network volume (router, LAN/WAN and server), and usage of digital PSTN, PRI, jitter, latency, conference bridge, and call volume (UC environment).

### 3.4 Configuration Management.

(a) Configuration. The Insite service keeps an archived copy of supported Devices' configuration files that have been backed up. In addition, a complete listing of all managed Devices is maintained by XO, illustrating the current configuration status of Devices, including details such as Device serial number, hardware sub-components, firmware revision and software versions. Configuration changes are automatically detected and make use of the change control process so that Site summary information and Device configuration files are constantly updated.

(b) Deliverables.

(i) Basic managed Device configuration file management. The system will keep backup copies of all IOS-based Devices and archive the Device configuration files where possible (this feature is Device and manufacturer dependent and thus is limited to supported platforms and vendors). XO will automatically detect saved edits to the managed Device's configuration files and save the old configuration and the new configuration whether modified by XO or Customer. Each time a configuration file is 'saved' by someone on a remote Device it raises a configuration event on the system. In addition, the system does weekly download of the Devices' configuration files and compares them against those in its database. Any discrepancies will raise another configuration event. The Events are used to check that the changes do

not affect the reporting systems. If any Incidents develop due to changes made by Customer to the Device configurations, XO will not accept responsibility for any downtime or loss of functionality caused.

(ii) Enhanced Device Configuration File Management. In addition to the basic services provided, the Service will compare configuration events to a valid change control or confirm the details of the changes with Customer or field engineering staff.

(iii) Managed Device Database. XO will keep an updated record of all Device information where available, to be retrieved from the Devices being managed. Managed Device information will include, but is not limited to, items such as: Device name, software versions, firmware versions, and memory. The information is provided by XO managed services team. The amount of information available on a Device is specific to the Device and the vendor.

### 3.5 Proactive Engineering.

(a) XO will be responsible for delivering value-added technical advice based on information derived from managed services systems and interactions with Customer. Key responsibilities include: working with Customer's technical management responsible for critical applications and determining their Monitoring Requirements, critical characteristics and other 'hot spots' that require Monitoring and can be monitored; feeding this information back into the operations center to determine that the operation is delivering to Customer requirements; performing premium group and report maintenance functions; working with the Insite engineering support team to extend Monitoring based on a request from Customer, to support change control and the roll-out of new agent modifications, as required; working with the engineering support team on activities in support of Customer environment; Monitoring processes are optimized during deployment and operational modes; continually analyzing the inputs from the operations center (Service Requests, Events, thresholds, service response agents and performance reports), summarizing and making technical recommendations to Customer for the purpose of: guiding Customer to make design and configuration changes to the IT environment for the purpose of extracting enhanced performance and maximum business benefit and refining threshold settings so as to reduce the number of Events generated with a view to minimizing the load on both Customer and the operations center while still providing key inputs to the successful management of Customer environment; and working with XO to maintain Customer's level of satisfaction with the managed service offering remains high.

#### (b) Deliverables.

(i) Quarterly Events Analysis. XO will review the following: historical Events reporter for trends and critical threshold Events history to detect frequent trends.

(ii) Quarterly Analysis of 'Situations to Watch.' XO will review the network health 'Situations to Watch' report. XO will make a diagnosis on the basis of the information in the report and notify Customer of any trends, recommendations and information that may be relevant.

(iii) Recurring Events Analysis. XO will review the Events summary to determine recurring Events by Device and location. XO will make a diagnosis on the basis of the information in the summary and notify Customer of any trends, recommendations and information that may be relevant.

(iv) Operational Review. XO will review the following: Event report for trends by priority, Alert type and Device name. Reason for outage report: Top 10 Events and chronic Events.

(v) Performance Reporting. XO will provide Customer with the following performance-related reports on a quarterly basis: availability exceptions (router, LAN/WAN and server); summary reports for: bandwidth (LAN/WAN interfaces), CPU, memory, and file system (if applicable); Device performance Problems; and Device reboots.

(vi) Recommendations Report. As part of the quarterly review meeting with Customer, XO will provide a list of recommendations based on the above analyses. Customer shall be under no obligation to approve or initiate any of the recommendations described above.

3.6 Notifications. XO will provide Customer with the following notifications: (i) initial notification – when an Event has been received; (ii) investigation notification – notification of the Problem and Incident number; (iii) update intervals – updates of the progress on the Incident restoration; (iv) restoration notification – notification that the Incident has been resolved; and (v) Problem management debrief – review of root cause, corrective action, next steps, and timeline.

3.7 Staging Services. XO's Staging service provides for the testing/burn-in and pre-configuration of products prior to installation at the Customer location. Staging services are typically performed at a XO staging facility.

(a) Standard Staging Service. Staging service includes the following: (i) receive equipment at the XO staging center, check for shipping damage, and verify model types and quantities received against shipping information; (ii) unpack equipment and set on test bench; (iii) record serial numbers; (iv) install equipment models into correct chassis slots (if required); (v) power on equipment and perform manufacturer-specified test procedures; (vi) connect equipment to staging center network to verify Operation; (vii) configure equipment to Customer specified parameters with supplied parameters and protocols; (viii) apply standard 24-hour burn-in period; (ix) verify equipment Operation after burn-in; (x) repackage equipment with original manufacturer supplied documentation, Customer-supplied configuration information, and XO-provided data sheet that includes the following: site configuration diagram (Customer-supplied), all configured parameters, equipment serial numbers, and quality control verification check list; (xi) label shipping containers with product type and site designation; and (xii) shipment of the equipment to the Customer's specified installation site. Shipping charges from XO's staging facility to Customer's specified installation site will be billed to Customer at actual cost to XO.

(b) Optional Staging Services. XO can supply the following additional services for an added fee: (i) labeling of equipment with Customer-provided labels and (ii) asset labeling of equipment with XO-created bar code labels. Such labels will specify Customer-required information such as: equipment model number, serial number, in service date and will be displayed using industry standard bar coding criteria.

(c) Customer Responsibilities. Customer must provide the following information to XO at least two weeks prior to date that staging service will be provided: (i) a logical site diagram; (ii) shipping and delivery instructions for all Customer installation locations; (iii) configuration parameters and protocols sufficient for the equipment to be manageable; and (iv) sample configuration for each Device to be configured.

(d) Staging Service Exclusions. Staging service does not include: (i) Customer-provided Devices (ii) shipping charges to the Customer installation locations (these will be invoiced separately); (iii) creation of master configurations for network Devices; or (iv) creation of network diagram and or network architecture for the network Devices. The validity of the master configuration is Customer's responsibility. XO is not responsible for mistakes on the master configuration file supplied by Customer. Successful operation of the network Devices will depend on the accuracy of the master configuration file supplied to XO.

#### **4.0 Pricing, Billing and Charges**

XO may modify pricing immediately for any price reductions or upon thirty (30) days' notice for any price increases. If Customer elects not to accept a price increase, it may notify XO in writing of its intent to terminate the Service within thirty (30) days of receipt of the notice of an increase, after which XO will terminate the Service within thirty (30) days of receipt without imposing any termination liabilities.

#### **5.0 Service Requirements and Restrictions**

Customer must provide the following information at least thirty (30) days prior Customer's Start of Service Date in order for XO to commence installation and Service delivery:

1. Customer acknowledged/approved detail of a network diagram prepared by an XO sales engineer including, but not limited to, Device manufacturer, model name/number, serial number, location

address, equipment maintenance contract if Device is owned by Customer (e.g. Cisco SmartNet), current Device configuration, and desired Device configuration.

2. Documentation regarding network circuits not on the XO Network.

## **6.0 Letter of Authorization**

If XO requires Customer account information from any third parties that Customer contracts with in conjunction with the Device to be managed by XO, Customer will provide an appropriate Letter of Authorization granting XO permission to contact and obtain information or assistance from such third parties on behalf of Customer.

## **7.0 Device**

### **7.1 XO-provided Device.**

XO retains all right, title and interest in any XO-provided Device delivered to Customer. XO-provided Devices may only be used in conjunction with the Service. Customer is not authorized to use the Device for any other purpose. Customer must comply with all manufacturer's terms and conditions and instructions for use that accompany such equipment as failure to do so may void any applicable warranty. Customer may not move or otherwise relocate the Device, and will take all reasonable measures to secure and care for the Device as it would its own Device. Customer shall be responsible for all loss, damage or destruction of the Device from the date of delivery to Customer's Premise until the date the Device is removed from Customer's Premises by XO or its contractors or agents. Any violation of the terms of this paragraph shall be considered a default of this Agreement. Upon termination or expiration of the Service Term, the Device must be in the same condition as when originally delivered, normal wear and tear accepted. If equipment cannot be recovered by XO, or if equipment is damaged beyond the ordinary wear and tear resulting from its use, Customer will be liable to XO for either the replacement value of the Device or its repair costs, as determined by XO in its sole discretion.

7.1.1 XO shall furnish service and support for any XO-provided Device only during the Service Term, provided that the Device is used by Customer in compliance with these terms and conditions.

### **7.2 Customer-provided Device.**

7.2.1 Customers providing their own Devices shall present an itemized list of Devices to be activated in conjunction with the Service. Customer equipment must match Device make, model name specified in the Service Order. Customer is responsible for all activities and costs associated with any maintenance, upgrades or additional service or licenses for its Device as may be required by XO.

7.2.2 If, after diagnosing a problem with the Service XO determines that the Customer-provided Device, hardware or software is the cause of the problem, Customer will be responsible for such equipment, hardware or software.

7.2.3 Customer acknowledges and agrees that:

- a. Customer-provided Devices must be compatible with the XO services; incompatible Devices are not warranted to work with the service.
- b. All Customer-provided Devices must be in good working condition. Any defective components that impact the proper configuration, testing and operation of the Service must be replaced at the Customer's expense.
- c. XO is not responsible for configuration changes or other alterations to a Customer-provided Device made by Customer after initial configuration.

7.4 For XO to configure Customer-provided Device and to download Service settings to Customer-provided Device, Customer is responsible for the following:

- a. Customer must provide XO with administrator password(s) or alternatively the "unlock" password(s); and
- b. Customer-provided Device must have the latest software version specified by XO; and
- c. Ensuring that Customer software licenses permit XO to configure and manage Device.

## **8.0 Change Management**

8.1 Pricing includes one remote non-hardware related service change request per year per Device for up to twelve (12) Devices and Customer may request modifications to its routing tables, add or change routing protocol schemes or protocol prioritization schemes and software modifications that take less than two hours to complete without additional cost. Additional service changes that are expected to take longer than two hours must be approved by Customer in writing. All onsite Service requests will be billed on a time and materials basis.

8.2 For change requests that require configuration changes across more than twelve (12) Devices, XO will provide project management for planning and scheduling of changes under the change management process and implement changes as part of the pool of change requests. Changes exceeding the allotted pool of change requests will be billed at a flat rate of \$250 per Device, if such change request takes less than two hours to implement. Service changes that are expected to take longer than two hours must be approved by Customer in writing.

## **9.0 Suspension, Termination and Cancellation Charges**

9.1 XO may suspend Service immediately in the event Customer violates XO's Acceptable Use Policy.

9.2 XO may discontinue provisioning Services and to terminate the Agreement for any reason whatsoever by providing at least thirty (30) days prior written notice. Termination by XO may be based upon, but not limited to, a determination that the rules, regulations or policies of a regulatory entity, or any other applicable federal, state, or local governmental agency or entity may cause the provisioning of such Services to be unlawful, unprofitable, impractical or undesirable in the sole determination of XO.

9.3 If Service is terminated after it has been activated, but prior to the expiration of the Service Term, including discontinuation of Service by XO due to Customer non-payment or other Customer Default, Customer must pay all charges, which Customer agrees is reasonable, associated with the service ordering and installation, as well as the monthly recurring charges for the remaining Service Term of the Service Order. It is agreed that XO's damages in the event of Service termination will be difficult or impossible to ascertain. The provisions set forth above are intended, therefore, to establish liquidated damages in the event of termination and are not intended as a penalty.

## **10.0 Disclaimers and Limitation of Liability**

IN ADDITION TO THE LIMITATION OF LIABILITY AS SET FORTH IN THE AGREEMENT, XO PROVIDES, AND CUSTOMER HEREBY ACCEPTS, ANY XO OR THIRD PARTY SOFTWARE PROVIDED TO OR USED BY CUSTOMER IN CONNECTION WITH SERVICE "AS IS," WITH NO EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF ANY KIND INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE. NOTHING HEREIN MAY BE INTERPRETED TO ENHANCE OR CREATE ANY WARRANTY WITH RESPECT TO ANY THIRD PARTY SOFTWARE. XO DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF THE DELIVERY, INSTALLATION, SUPPORT OR USE OF ANY SOFTWARE. XO ASSUMES NO OBLIGATION TO CORRECT ERRORS IN ANY SOFTWARE. CUSTOMER UNDERSTANDS AND ACCEPTS ALL RESPONSIBILITY FOR ANY SOFTWARE MEETING CUSTOMER'S REQUIREMENTS OR EXPECTATIONS.

## **11.0 SERVICE AND SUPPORT**

11.1 Device and Service Support. After Service activation, Customer will be required to contact XO Customer Care to request moves, adds, changes to the Service. Only the authorized Customer representatives may request changes to the XO Service. However XO is not responsible for maintenance of physical Device hardware and software.

11.2 XO Service Coverage Hours. Service and Support is provided on a 24 x 7 x 365 basis.

11.3 Device Administration

11.3.1 Device Administration. XO will retain all administrator privileges for hardware and software



delivered under the Service.

11.3.2 Customer Device Administration. XO shall have no liability for failure to provide the Service if the failure is related to actions taken by Customer. Customer shall defend, indemnify, and hold XO, its principals, officers, directors, agents, and employees harmless from and against any loss, cost, damage, liability, claims and expenses of any kind arising directly or indirectly from the installation, operation, support of Device, or from Customer's or any of Customer's subcontractors' or agents' acts or omissions including, but not limited to, reasonable attorneys' fees and court costs, except to the extent such loss, damage, cost or expense is due to the gross negligence or willful misconduct of XO, its employees or agents.

Customer remains responsible for the use of each of its accounts, whether used under any name or by any person, and for ensuring full compliance with this agreement by all users of the account. In the event of a breach of security through Customer's account, immediately contact XO customer service.

11.4 Only authorized Customer contacts can request changes to the Service. XO will provide Customer with an order number and a requested service date. Note that certain remote changes may require a reboot of Device to take effect.

Rev. 9/11/14