

Upgrade select XO services to Verizon services

Reference guide

Beginning February 1, 2020, Technology Upgrade services are being disconnected (except Federal, state, and local Government agencies and educational institutions).¹

Use this reference guide to:

- Find your current XO product or service(s) in the chart below
- Review the equivalent Verizon services, indicated with a check mark in the related column, across from the listed XO services
- Easily see compatibility and key product features

XO Trunking Services, including: ISDN PRI, Business Trunks, TDM Integrated Access and XO SIP

Comparable Verizon products:		Business Connection	Verizon Communications Express (VCE)	IP Integrated Access	IP Trunking	ISDN PRI
		VoIP trunking phone service bundle providing access, router and phones for a single price	Cloud-based VoIP phone service providing collaboration features delivered over the internet	VoIP trunking phone service that provides voice and data over the internet with a traditional PBX	VoIP trunking phone service that provides voice and data over the internet with an IP PBX	Classic trunking phone service that delivers voice and data with a traditional PBX
CPE (customer premises equipment)	PBX compatible	✓		✓		✓
	IP PBX compatible	✓			✓	
	IP router	✓	✓	✓	✓	
Phones	Standard telephones ²	✓		✓		✓
	IP telephones	✓	✓		✓	
Access	Circuit switched					✓
	IP (internet, private IP, etc.)	✓	✓	✓	✓	
Features	Mobility features		✓			
	Collaboration tools		✓			
	Unlimited local / long distance		✓			
	Voicemail	✓	✓	✓	✓	✓
	Soft client		✓			
	Customer training		✓			
Pricing structure	Single bundled price	✓				
	Monthly charge + usage + features		✓	✓	✓	✓

¹ Subject to regulatory agency approvals (where required) and contractual obligations

² Analog adaptor can be purchased to support standard phones

XO Business Lines

Comparable Verizon products:		Verizon Communications Express (VCE)	Business Lines
		Cloud-based VoIP phone service providing collaboration features delivered over the internet	Classic phone service that allows voice calling, fax and alarms
CPE	IP router	✓	
Phones	Standard telephones ²		✓
	IP telephones	✓	
Access	Circuit switched		✓
	IP (internet, private IP, etc.)	✓	
Features	Mobility features	✓	
	Collaboration tools	✓	
	Unlimited local / long distance	✓	
	Voicemail	✓	✓
	Soft client	✓	
	Customer training	✓	

XO Centrex

Comparable Verizon products:		Verizon Communications Express (VCE)	Centrex	Business Lines
		Cloud-based VoIP phone service providing collaboration features delivered over the internet	Cloud-based classic phone service that allows feature-rich office voice calling that's available in nine NE/ Mid Atlantic states and DC ³	Classic phone service that allows voice calling, fax and alarms
CPE	IP router	✓		
Phones	Standard telephones ²		✓	✓
	IP telephones	✓		
Access	Circuit switched			✓
	IP (internet, private IP, etc.)	✓		
Features	Mobility features	✓		
	Collaboration tools	✓		
	Unlimited local / long distance	✓		
	Voicemail	✓	✓	✓
	Automatic call back		✓	
	Distinctive call waiting codes		✓	
	Soft client	✓		
	Customer training	✓		

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³ NY, NJ, RI, PA, CT, VA, MD, DC, and DE

XO Toll Free

Comparable Verizon products:	IP Toll Free	Toll Free
	IP inbound business phone service that allows receipt of toll-free calls (800, etc.) over internet access	Classic inbound business phone service that allows receipt of toll-free calls (800, etc.)
CPE	TDM PBX compatible	✓
	IP PBX compatible	✓
	IP router compatible	✓
	Key system, etc., compatible	✓
Phones	Standard telephones compatible ²	✓
	IP telephones compatible	✓
Access	Circuit switched compatible	✓
	IP (internet, private IP, etc.)	✓
Features	Inbound domestic & international toll free	✓

XO Long Distance

Comparable Verizon service:	Dedicated Long Distance	Switched Long Distance
	Business Long Distance that allows outbound calling within a city, state, U.S. and international through a standard PBX over a T-1 or ISDN PRI	Business phone service that allows outbound calling within a city, state, U.S. and international over a business line or local ISDN PRI
CPE	PBX compatible	✓
Access	TDM voice access product required	✓

XO Conferencing

Comparable Verizon products:	Visual Communications with Zoom	Audio Conferencing	Webex
	Video and web collaboration tools to support virtual meetings and conference calls – add audio conferencing to support audio access to conferencing platforms	Classic audio conferencing service with U.S. and international toll-free bridging services	Video and web collaboration tools to support virtual meetings and conference calls – add audio conferencing to support audio access to conferencing platforms
Features	Video conferencing		✓
	Multi-screen sharing		✓
	Audio service	✓	✓
	Mobile screen support		✓
	Built in IM client		
	Support for non-Cisco room systems		

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XO Broadband

Comparable Verizon products:		Fios	DSL	Broadband
		Native Verizon fiber broadband – best effort, residential style internet service	Classic audio conferencing service with U.S. and international toll-free bridging services	Resold broadband (DSL, cable modem) – best effort, residential style internet service
Features	7x24 hour customer support	✓	✓	
	Professional installation	✓		
	Static or dynamic IP routing	✓	Static only	Static only
	Assignment of IP addresses (where available)	✓		
	Availability	Verizon footprint ³	Verizon footprint ³	Nationwide
CPE	Modem	✓	✓	✓
Access	Cable		✓	✓
	Fiber	✓		✓

XO Hosted Security

Comparable Verizon products:		Private IP and hosted network Security with internet breakout		
		Helps customers reduce and manage risk by providing tools and support to monitor and manage IT security assets and technology across a broad set of security vendors through one single interface		
		Virtual Network Services – Essential	Virtual Network Services – Core	Virtual Network Services – Complete
Features	Firewall	✓	✓	✓
	VPN	✓	✓	✓
	Mobile access	✓	✓	✓
	IDS/IPS		✓	✓
	Application control		✓	✓
	Web content filtering		✓	✓
	Anti-virus		✓	✓
	Identity awareness		✓	✓
	Anti-bot		✓	✓
	Threat emulation			✓
	Threat extraction			✓
	Anti-spam			✓
	Data-loss prevention			✓



Visit [verizon.com/xo](https://www.verizon.com/xo) or call a Verizon specialist at 800.421.3872 for more details today