

TERMS & CONDITIONS DOCUMENT

Section 2 - Special Information Required on Forms

2.1 Customer Bills

The Company name shall be identified on each Customer bill. Each bill will prominently display a toll-free number for service or billing inquiries, together with an address where the Customer may write to the Company. If the Customer has agreed to communicate via electronic media, Company will provide an email address where the Customer may send a billing inquiry or complaint in writing. If the Company uses a billing agent, the Company will also include the name of the billing agent it uses. Each bill for telephone service will contain notations concerning the following:

- 2.1.1 When the bill shall be paid by the Customer to the Company;
- 2.1.2 Billing detail, including the period of service covered by the bill;
- 2.1.3 Late payment charges and when they will be applied;
- 2.1.4 How the Customer may pay the bill;
- 2.1.5 If a Customer's bill contains charges for interLATA and interstate toll calling billed by the Company on behalf of an interexchange carrier authorized to provide those services, then the bill will include a toll-free number for service or billing inquiries relating to the other interexchange carrier.
- 2.1.6 Each bill shall also include the following statement:

"This bill is now due and payable. It will be subject to a late charge if not paid within 30 calendar days of the invoice date. Should you have any questions regarding this bill or your XO service, please call our Customer Care Department at the number on this invoice.

If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102, or at www.cpuc.ca.gov, or call 1-800-649-7570 or TDD 1-800-229-6846.

If your complaint concerns interstate or international calling, write the Federal Communications Commission at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at fccinfo@fcc.gov, or call 1-888-225-5322, or TTY 1-888-835-5322.

Note: The California Public Utilities Commission handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California Public Utilities Commission consumer protection rules are available online, at www.cpuc.ca.gov.

To avoid having service disconnected, payment of the disputed bill should be made "under protest" to the CPUC or payment arrangements should be made agreeable to the company pending the outcome of the Commission's Consumer Affairs Branch review. The Consumer Affairs Branch shall review the basis of the billed amount, communicate the results of its review to the parties and inform you of your recourse to pursue the matter further with the Commission."

2.2 Deposit Receipts

Each deposit receipt shall contain the following provision:

"This deposit, less the amount of any unpaid bills for service furnished by XO Communications shall be refunded, together with any interest due, within 30 calendar days after the discontinuance of service, or after 12 months of service, whichever comes first. However, deposits may not receive interest if the Customer has received a minimum of two notices of discontinuance of service for nonpayment of bills in a 12-month period."

Issued by:
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Director, Regulatory Affairs

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