

TERMS & CONDITIONS DOCUMENT

Section 35 - Sample Forms, (cont'd.)

Order Totals

Total MRC:		
Grand Total Discount:		
Grand Total MRC:	Grand Total NRC:	Grand Total Annual Fees:

THE APPENDED "XO SERVICE ORDER TERMS" ARE INCORPORATED INTO AND MADE PART OF THIS "SERVICE ORDER AGREEMENT." ORDER AGREEMENT."

By executing this Service Order Agreement ("SOA"), Customer is requesting, and agrees to pay for, the Service(s) identified herein and to be bound by the attached "XO Service Order Terms," including the "General Terms and Conditions" and applicable "Supplemental Product Terms and Conditions," "Additional Definitions" and "Miscellaneous Charges" (collectively, "Terms and Conditions") incorporated therein by reference and located at www.terms.xo.com. It is the intent of the parties to incorporate via reference into this SOA all applicable website terms and conditions located at www.terms.xo.com, as they may be modified from time to time consistent with this SOA. If a "Master Services Agreement," "Carrier Services Agreement," "Master Services Order Agreement," or "Carrier Master Services Order Agreement" (or their equivalents) (collectively "Master Agreement") exists between Customer and XO and is in effect as of the date of this SOA, Service will be furnished pursuant to such Master Agreement, as supplemented by the service descriptions, customer information, rates and charges set forth in this SOA, as well as any Schedules, Addenda, Appendices or Exhibits appended hereto and made part hereof, but without reference to the "XO Service Order Terms" attached hereto or the Terms and Conditions except as referenced in such Master Agreement. If said Master Agreement does not include the necessary product terms and conditions for the Service(s) or Service feature(s) requested herein, then the applicable Product Terms and Conditions set forth at www.terms.xo.com will apply to such Service(s) or Service feature(s), and are hereby incorporated into the Customer's Master Agreement with respect to such Service(s) or feature(s).

Customer will pay the "Grand Order Totals" of charges set forth above, which amounts in all instances are exclusive of taxes, surcharges and fees to be imposed by XO including, but not limited to, applicable federal, state, local use, excise, sales, or privilege taxes, duties or similar liabilities either shown as Miscellaneous Charges or imposed by operation of law. If there are any discrepancies between the Grand Order Totals of charges shown above and charges appearing elsewhere in this SOA, the Grand Order Total of charges will control.

Customer authorizes XO to acquire from third parties any credit information, Customer Proprietary Network Information ("CPNI"), or other information necessary for XO to establish Customer's account and provision and maintain Service. Customer will furnish such executed "letters of agency" to XO or its designee as may be required in connection with Service.

The undersigned represents that he/she is authorized to enter into this SOA on behalf of Customer.

Customer must sign and deliver this SOA, without modification, to XO within thirty (30) days of the "Date" (not the "Request Service Date") set forth at Page 1 hereof, or XO may decline to provide the Service offered.

CUSTOMER:

XO COMMUNICATIONS SERVICES, LLC

Authorized Customer Representative's Signature

Authorized XO Representative's Signature

Authorized Customer Representative's Name

Authorized XO Representative's Name

Authorized Customer Representative's Title

Authorized XO Representative's Title

Date Signed by Customer

Date Signed by XO
(Sales Manager or above)

Issued by:
Kelly Faul
Director, Regulatory Affairs

Effective: July 27, 2012

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Section 35 - Sample Forms, (cont'd.)

XO Service Order Terms

A. SERVICE. The Services to be furnished are identified in this SOA, the Terms and Conditions incorporated herein (and located at www.terms.xo.com) and in any Schedules, Addenda, Appendices or Exhibits appended hereto and made part hereof ("Agreement"). Service also may be provided pursuant to tariffs on file with regulatory agencies, in which event the applicable tariffs will be incorporated herein and made part of this SOA. In the event of a conflict between the rates, terms and conditions set forth in this SOA, (including these XO Service Order Terms and the Terms and Conditions), and those established in any applicable tariff, the tariff will govern to the extent of the inconsistency. Upon cancellation of any tariff, these XO Service Order Terms and the Terms and Conditions will apply. And, when applicable, Service will be subject to XO's "Acceptable Use Policy" ("AUP") found at www.xo.com/tools/legal.html.

B. TERM. The initial term of Service ("Initial Term") will be as set forth in the SOA and will begin on the Start of Service Date.

C. CUSTOMER TERMINATION FOR CONVENIENCE. If Customer elects to terminate Service for convenience, in whole or in part, or if Customer elects not to renew Service, in whole or in part, for a subsequent term of Service, it must provide XO with written notice of its intent. Such notice must identify with specificity the Service to be terminated (e.g., Circuit Identification Number, the A and Z locations of Service) and the requested effective date of termination, which date may not be less than thirty (30) days from the date the notice is received by XO. Any attempted termination via any other method or approach will not be effective. Customer will be liable for applicable early termination charges.

D. COMPANY TERMINATION FOR DEFAULT. If Company terminates Service, in whole or in part, for cause, Customer will be liable for applicable cancellation or early termination charges.

E. RATES AND CHARGES. Service rates and charges will be as set forth in the Terms and Conditions or in this SOA and will remain in effect during the Initial Term, unless otherwise specified in this Agreement or where subject to tariff. In the event of a conflict between the rates and charges set forth in the Terms and Conditions and those established in this SOA, the rates and charges set forth in this SOA will govern.

F. PAYMENT. Customer will pay for Service by check sent to an address specified by XO, by wire transfer sent in accordance with applicable instructions provided by XO, or by such other method approved by XO and communicated to Customer. All invoices are due within thirty (30) days of invoice date. Any invoice not paid in full within said period will be past due and subject to a late payment fee of the lesser of 1.5% per month or the maximum rate permitted by applicable law on all past-due balances.

G. CREDIT AUTHORIZATION. Customer acknowledges that XO's acquisition of credit information from third parties is not an extension of "credit" to Customer. As a result of any credit inquiry, XO may impose alternative payment requirements on Customer, including the submission, upon demand, of a cash deposit, bond or other financial assurance of payment. Acceptance by Customer of such an alternative payment method may be a condition precedent to the initial or continued provision of Service to Customer.

H. CANCELLATION BEFORE START OF SERVICE DATE. If Customer cancels Service or breaches this Agreement after its execution but prior to the Start of Service Date, Customer will be subject to applicable cancellation fees and other payment requirements established in the Terms and Conditions or in this SOA.

I. START OF SERVICE DATE. The Start of Service Date, unless otherwise specified in writing, will be the date Customer is notified by Company that Service is available for use. Billing will commence on the Start of Service Date.

J. COMPLETE AGREEMENT. This Agreement represents the complete agreement of the parties and supersedes all prior agreements and understandings, whether written or oral, except for any MSA, CSA, or MSOA (or their equivalents) existing between the parties as of the date of this SOA. By its signature on this SOA, Customer acknowledges and accepts that the Terms and Conditions including, but not limited to, those relating to billing and payment, default, warranties, dispute resolution, indemnification and limitations of liability located at www.terms.xo.com are incorporated into and made part of the Agreement.

K. CHANGES. This Agreement may be modified only by written amendment of this SOA, or by changes made by XO from time to time to applicable tariffs, the Terms and Conditions or the AUP, as required or permitted by law. Neither Electronic Mail nor Instant Messaging ("IM") shall be considered a "writing" sufficient to affect the terms of this Agreement. Any purported modification of the SOA not signed by XO will be null and void and will subject the Agreement to immediate termination. Customer will be bound by any Agreement modifications made by XO via changes to tariffs or the Terms and Conditions located at www.terms.xo.com effective, respectively, upon the tariff changes taking effect or the passing of the notice period following their posting at www.terms.xo.com, or upon the posting of changes to the AUP located at www.xo.com/tools/legal.html. The referenced XO websites containing the Terms and Conditions and the AUP will be accessible by Customer at all times. Customer will be provided with at least fifteen (15) days prior notice of any modification of the Terms and Conditions that might materially and adversely affect Customer ("Notice Period"). Notice may be furnished by: (1) a message included with an invoice; (2) a postcard or letter; (3) calling and speaking to Customer or leaving a message; or (4) e-mail, if the Customer has consented to its use. Customer may within the Notice Period, elect to discontinue Service in accordance with Section C above, and avoid the effects of the modification. In such event, Customer will not be liable for early termination charges. In addition, any material modifications of the Terms and Conditions will be published at www.terms.xo.com at least fifteen (15) days in advance of their taking effect. In no event will any modification made by XO diminish, or be deemed to diminish, any Service Level Agreement applicable to Service and contained in the Supplemental Product Terms and Conditions. Upon Customer request made by calling 1-888-699-6398, XO will furnish a hard copy of the website terms and conditions applicable to Service at the time of the Customer request.

L. JURISDICTION AND VENUE. This Agreement will be governed by the substantive law of the Commonwealth of Virginia without reference to its principles of conflicts of laws. Customer consents to the exclusive jurisdiction and venue of the Federal District Court for the Eastern District of Virginia or the State courts in Fairfax County, Virginia.

Issued by:
Kelly Faul
Director, Regulatory Affairs

Effective: July 27, 2012

TERMS & CONDITIONS DOCUMENT

Section 35 - Sample Forms, cont'd.

ADDENDUM TO
XO SERVICE AGREEMENT

This Addendum is to the Service Agreement ("Agreement") entered into between XO Communications Services, LLC (T) and Customer on _____.

The Agreement is modified to incorporate the following terms and conditions:

1. This Agreement is effective when signed by both the parties and subsequently approved by the California Public Utilities Commission ("CPUC") or Federal Communications Commission ("FCC") ("Effective Date"), as appropriate. In no event shall the Effective Date of this Agreement occur prior to XO's receipt of such Commission approvals.

2. This Agreement shall at all times be subject to such changes and modifications by the CPUC and the FCC, as said Commissions may, from time to time, direct in the exercise of their appropriate jurisdiction.

3. Customer requests that its identity be kept confidential and not publicly disclosed by XO or the CPUC, unless required by law.

By Signing This Form, I Represent That I Agree To And Understand The Terms And Conditions Of This Addendum. Further, I Represent That I Am Authorized To Approve And Accept The Responsibility Of The Terms And Conditions Herein.

CUSTOMER:

XO COMMUNICATIONS SERVICES, LLC (T):

Company/Organization Name

By: _____

By: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Issued by:
Kelly Faul
Director, Regulatory Affairs

Effective: July 27, 2012

TERMS & CONDITIONS DOCUMENT

Section 35 - Sample Forms (cont'd)

Sample Customer Bill

XO COMMUNICATIONS
8851 Sandy Pkwy
Sandy, UT 84070

Invoice Date
Account Number
Invoice Number
Payment Due Date
Total Amount Due
Customer Care
Pay Online

ACCOUNT SUMMARY

Previous Balance
Payments
Net Balance
Adjustments
Current Charges
Total Amount Due

Cust.00100000000000
CUSTOMER NAME
CUSTOMER ADDRESS
CITY, CA xxxxx

Detach Here - Return Top Portion with Payment

Invoice Date
Account Number
Invoice Number
Payment Due Date
Total Amount Due
Customer Care
Pay Online

California Commission Notice

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.

TERMS & CONDITIONS DOCUMENT

Section 35 - Sample Forms (cont'd)

Sample Customer Bill (cont'd)

California Payment Notice

You are responsible for the payment of all charges on your bill. Failure to pay any portion of your bill may result in collection action. In addition to collection action, nonpayment of certain charges may result in the disconnection of your local service. Examples of charges - for which failure to pay cannot result in the disconnection of local service - include: noncommunications related services, any charges billed on behalf of a third party, any Category III (fully competitive) or other unregulated competitive services. Unregulated competitive services include services de-tariffed due to statutory requirement, federal preemption, or insignificant marketing power.

Past Due Amounts

PLEASE ENCLOSE THE REMITTANCE SLIP TO ENSURE THE ACCURATE POSTING OF YOUR PAYMENTS TO YOUR ACCOUNT. ALSO PLEASE BE ADVISED INTEREST OF 1.5% PER MONTH (OR THE MAXIMUM AMOUNT PERMITTED BY LAW) WILL BE CHARGED ON PAST DUE AMOUNTS BEGINNING THE 31ST DAY FOLLOWING THE INVOICE DATE.

Issued by:

Kelly Faul
Director, Regulatory Affairs

Effective: July 27, 2012

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Section 35 - Sample Forms (cont'd)

Sample Customer Bill (cont'd)			
Payments			
PREVIOUS BALANCE			
Payment on			
BALANCE BEFORE NEW CHARGES:			
PRODUCT CHARGES			
Product	FR Date	TO Date	Quantity Each Amount
Total Product Charges			
OTHER CHARGES			
	FR Date	TO Date	Quantity Each Amount
Total Other Charges			
PRODUCT USAGE CHARGES			
	Calls	Minutes	Amount
Total Usage Charges			
PRODUCT DISCOUNTS			
Total Product Discounts			
FEDERAL SURCHARGES AND TAXES			
Fed Reg Fee and Property Tax Surcharge			
Federal Excise Tax			
Federal Subscriber Line Charge			
Federal Universal Service Fund Surcharge			
Long Distance Access Charge			
Number Portability Charge			
Total Federal Surcharges and Taxes			
STATE AND LOCAL SURCHARGES AND TAXES			
CA High Cost Fund-A Surcharge			
CA High Cost Fund-B Surcharge			
CA PUC Reimbursement Fee			
CA Relay Services & Comm. Devices Fund			
CA Teleconnect Fund			
CA Universal Lifeline Surcharge			
California CASF			
Emergency Telephone Users Surcharge			
Property Tax Recovery Charge			
Total State and Local Surcharges and Taxes			
Summary			
TOTAL CURRENT CHARGES			

Issued by:
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Director, Regulatory Affairs

Effective: July 27, 2012

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Section 35 - Sample Forms (cont'd)

Sample Customer Disclosure Statement

(date)

(Customer name)

(Customer address)

Dear (Customer):

Thank you for choosing XO Communications for your local communications needs. The charges, terms, and conditions for the (type of service) you have purchased are governed by tariffs on file with the California Public Utilities Commission. To obtain copies of this information, please contact your customer service representative at (telephone number).

From time to time it may be necessary to change our rates, terms, and conditions. Should this occur, you will be notified at least 30 days prior to any substantial increased in rates. Any description to the terms and conditions will be described in a bill insert included at the time that modifications are implemented. The attached information package more fully describes the services you have purchased. Once you have had an opportunity to review these materials, please sign and return the included confirmation form and return it in the attached envelope.

We look forward to serving you. If you have any questions please contact your customer representative at the above number.

XO Communications Services, LLC (T)

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Section 35 - Sample Forms (cont'd)

Sample Customer Disclosure Statement (cont'd)

CONFIRMATION

I, (name), am authorized to confirm that (company name) has purchased (name of services) from XO Communications Services, LLC. I am aware that purchasing these services will result in XO providing (company) some or all of its local exchange telephone services. My signature below authorizes the transfer of the local telecommunications services described above from my current provider of local communications services (if any) to XO.

(signature)

Issued by:
Kelly Faul
Director, Regulatory Affairs

Effective: July 27, 2012

TERMS & CONDITIONS DOCUMENT
Section 35 - Sample Forms, (cont'd)

Sample Customer Privacy Notice

The California Public Utilities Commission requires XO Communications Services, LLC ("the Company") to provide a written description of how the Company handles a Customer's private information and to disclose any ways that such information might be used or transferred that would not be obvious to the Customer.

The release by the Company of non-public Customer information is restricted by the decisions and regulations promulgated by the California Public Utilities Commission as well the California Public Utilities Code, specifically Decision 92860, as modified, and Public Utilities Code Sections 2891, 2891.1, and 2893. In compliance with the statutes and regulations, the Company requires a Customer's written consent before it will release to third parties information regarding the Customer's calling patterns, telephone numbers called, credit or other financial information, the services purchased by residential Customers from either the Company or information service providers that are not affiliated with the Company, and demographic information which is disaggregated sufficiently to permit identification of the individual Customer.

Furthermore, the Company may have occasion to sell or license lists of its residential Customer subscribers. In the event that the Company does provide such information to third parties, such lists will not include the telephone numbers of any Customer assigned an unlisted or unpublished number without the Customer's written permission.

Notwithstanding the above, there are instances where the Company may be required to release certain non-public Customer information without first notifying the Customer and obtaining written consent. Consistent with the California Public Utilities Code, the Company will provide required Customer information to an emergency agency responding to a 911 call, or other call communicating an imminent threat to life or property, to a law enforcement agency in response to lawful process, to a collection agency for the purpose of collecting unpaid debts, to the California Public Utilities Commission pursuant to its jurisdiction, to other telephone companies, including local and long distance carriers, as necessary to provide telephone service within or between service areas, to the Federal Communications Commission or the California Public Utilities Commission in response to orders regarding the provision of services over the Company's facilities by parties other than the Company. In addition, except for Customers subscribing to non-published number, the Company will release information that is customarily provided in a subscriber directory or through directory assistance services. Finally, the Company may provide the names and addresses of Customers subscribing to Lifeline service

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Section 35 - Sample Forms, (cont'd)

Sample Customer Privacy Notice (cont'd)

to other certified California utilities for use in outreach programs directed towards low-income subscribers.

Appendix B of California Public Utilities Commission Decision 93361, as modified by subsequent decisions, sets forth the privacy rules for credit information and calling records. This Appendix is reprinted below in its entirety.

Release of Credit Information and Calling Records

I. Definitions

A. *Credit Information.* A subscriber's credit information is the information contained in the subscriber's utility account record, including but not limited to: account established date, "can-be-reached" number, name of employer, employer's address, subscriber's social security and/or driver's license number, billing name, location of previous service. Not included in subscriber credit information for purposes of these rules are: nonpublished subscriber information, or subscriber's name, address, and telephone number as listed in the telephone directory.

B. *Calling Records.* Calling records are the records of calls made from a subscriber's telephone no matter how recorded and regardless of whether such information appears in the subscriber's monthly telephone service bill. Toll records and pen registers are examples of calling records.

II. Release of Subscriber Credit Information and Calling Records

A subscriber's credit information and/or calling records shall be released by a telephone utility only under the following circumstances:

- A. Upon receipt of a search warrant obtained pursuant to California or federal law; or
- B. Upon making a return to a subpoena or subpoena duces tecum, when in fact authorized by a state or federal judge to divulge the information or records.
- C. In the case of civil or administrative subpoenas, upon notifying the subscriber that a subpoena has issued and affording that subscriber at least ten days to move to quash the subpoena; or

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Section 35 - Sample Forms, (cont'd)

Sample Customer Privacy Notice (cont'd)

D. Upon receiving permission of the subscriber to release the information.

III. Notification to the Subscriber

A. Except as provided below, the subscriber whose credit information or calling records are requested by judicial subpoena or search warrant shall be notified by the utility by telephone the same day that the subpoena or search warrant is received (only one attempt by telephone is necessary.) Telephone notification, whether successful or not, shall be followed by written notification within twenty-four hours after the receipt of the subpoena or warrant.

B. Both oral and written notification shall state that a judicial subpoena or search warrant was received for credit information or calling records for the specified dates and telephone numbers, and provide the name of the agency making the request.

IV. Deferral of Notification

A. Notification to the subscriber will be deferred, and no disclosure made for a period of 90 days if there is a certification for nondisclosure in the body of a subpoena or search warrant. The certification for nondisclosure must contain a statement that there is probable cause to believe notification to the subscriber would impede the investigation of an offense pursuant to which the subpoena or warrant was issued. Upon making return to the court to a subpoena, the telephone utility shall request instruction from the court whether it should notify the subscriber of its receipt of the subpoena before divulging the information or records requested.

B. The 90-day period can be extended for successive 90-day periods upon a new written certification in each instance that there is probable cause to believe notification to the subscriber would impede the investigation of an offense pursuant to which the subpoena or warrant was issued.

C. Successive new written certifications shall be made by the individual who procured the issuance of the subpoena or warrant or, if that person is unavailable, be another member of the authorized agency who also certifies that he or she has been assigned to handle the matter for which the credit information or calling records has been obtained.

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Director, Regulatory Affairs

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Section 35 - Sample Forms, (cont'd)

Sample Customer Privacy Notice (cont'd)

D. Within five working days of the expiration of any outstanding certification, or any renewal of such certification, the deferred notification shall be given in writing to the subscriber in accordance with (C) above.

V. Exception to Procedure for Release or Credit and Calling Records

A. The procedure set forth above does not apply where the requester is a collection agency working for the utility on the subscriber's account or is an independent telephone company or Bell Company.

VI. Retention of Records

A. Records of request for credit information and calling records, other than from a utility's employees, shall be retained for a period of at least one year from the date on which the subscriber is notified in writing of the request. A copy of the letter of notification which was sent to the subscriber shall also be retained for a like period of one year.

Issued by:
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Director, Regulatory Affairs

Effective: July 27, 2012

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Section 35 - Sample Forms, (cont'd)

Sample Customer Notice of Discontinuance of Service for Non-Payment of Bills

(Remit Address1)
(Customer Address1)
SUSPENSION NOTICE

(Letter Date)

Re: (AccountNumber)

Dear Customer:

This notice is to inform you that your account with (Remit Address1) is past due. Our records indicate a past due balance of \$(Total Arrears) and a total balance of \$(Total Balance Due). We request payment in the amount of \$(Total Arrears) be received in our office no later than (Due Date). On (Action Date), your service will be suspended for non payment of the past due amount. If your account is suspended for nonpayment, you may be assessed reconnect fees and/or be required to pay a deposit equal to two month's charges prior to reconnection.

To prevent an interruption in service and to avoid additional charges, please mail your payment today to:

(Lockbox Address)

If you believe that the amount now overdue was billed in error, (Remit Address) will investigate the disputed amount upon written request. If, after investigation and review by (Remit Address) there is still disagreement over the amount due, you may appeal the dispute to the Consumer Affairs Branch of the California Public Utilities Commission, 505 Van Ness avenue, San Francisco, CA 94102, Telephone 800- 649-7570.

If you have any questions regarding the amount due, wish to make payment by credit card, or wish to make arrangements for payment, please contact us at (Collector Phone Number).

XO values the opportunity to serve you. Should you find it necessary to disconnect services, you may be responsible for early termination liability, which shall be assessed at time of billing disconnect and calculated based on recurring charges and/or estimated usage charges pursuant to the terms of your contract and/or relevant tariff. Thank you for the opportunity for XO to be your telecommunications provider of choice.

Sincerely,

XO Communications Collections Department

Issued by:
Kelly Faul
Director, Regulatory Affairs

Effective: July 27, 2012

TERMS & CONDITIONS DOCUMENT

Section 35 - Sample Forms, (cont'd)

Sample Customer Notice of Discontinuance of Service for Non-Payment of Bills

(Remit Address1)
(Customer Address1)

TERMINATION & FINAL DEMAND NOTICE

(Letter Date)

Re: (AccountNumber)

Dear Customer:

This notice is to advise you that your account with (Remit Address) has been suspended and final demand for payment is hereby made.

Payment in the amount of \$(Total Arrears) must be received in our office no later than (Action Date) to prevent your account services from being permanently disconnected, the underlying contract agreements terminated and the account forwarded for possible legal action. If your account is forwarded for legal action, you will be responsible for any and all collection and attorney fees. If you wish to reconnect your service upon payment of the past due amount, you may be assessed reconnect fees and/or a deposit equal to two month's charges prior to reconnection.

To prevent your account from being permanently disconnected and forwarded for possible legal action, please mail your payment today to:

(Lockbox Address)

If you believe that the amount now overdue was billed in error, (Remit Address) will investigate the disputed amount upon written request. If, after investigation and review by (Remit Address) there is still disagreement over the amount due, you may appeal the dispute to the Consumer Affairs Branch of the California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, CA, 94102, Telephone 800-649-7570.

If you have any questions regarding the amount due, wish to pay the total balance due or make arrangements for payment, please contact us at (Collector Phone Number).

XO values the opportunity to serve you. Should you find it necessary to disconnect services, you may be responsible for early termination liability, which shall be assessed at time of billing disconnect and calculated based on recurring charges and/or estimated usage charges pursuant to the terms of your contract and/or relevant tariff. Thank you for the opportunity for XO to be your telecommunications provider of choice.

If payment has already been submitted, please disregard this notice.

Sincerely,

XO Communications Collections Department

Issued by:
Kelly Faul
Director, Regulatory Affairs

Effective: July 27,