Effective January 31, 2020, the services in this product guide are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

Effective November 30, 2020, the services in this product guide are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits. (N) (N)

SECTION 1 - DEFINITIONS

Advance Payment - Part or all of a payment required before the start of service.

Authorized User - A person, firm or corporation which is authorized by the Customer or joint user to be connected to the service of the Customer or joint user.

Central Office (CO) - Telephone company facility where subscribers' lines are joined to switching equipment for connecting other subscribers to each other, locally and long distance.

Company - XO Communications Services, LLC, the issuer of this product guide, which is a Delaware corporation, or any of its affiliates which concur in this product guide.

Customer - The person, firm, or corporation which orders service and is responsible for the payment of charges and compliance with the Company's regulations.

Individual Case Basis (ICB) - A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

IntraLATA Service - Service which originates and terminates within the same Local Access and Transport Area (LATA).

InterLATA Service - Service which originates in one Local Access and Transport Area (LATA) and terminates in a different LATA.

M/M - Month to month.

MOU - Minutes of use.

SECTION 1 - DEFINITIONS, (CONT'D.)

Non-recurring Charges - The one-time initial charges for services or facilities, including but not limited to charges for construction, installation, or special fees for which the Customer becomes liable at the time the Service Order is executed.

Primary InterLATA Carrier ("PIC") - Long distance carrier designated by a telephone subscriber to provide the Customer with interLATA service without having to dial a special access code.

Originating Off-net - A call originating on and placed via non-company owned facilities or a combination of non-company owned and leased facilities.

Originating On-Net - A call originating on and placed via company-owned facilities or a combination of company owned and leased facilities.

Recurring Charges - The monthly charges to the Customer for services, facilities and equipment which continue for the agreed upon duration of the service.

Service Order - The written request for communications services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and the acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this product guide.

Station - Denotes the network control signaling unit and any other equipment provided at the Customer's premises which enables a Customer to establish communications connections and to effect communications through such connections.

SECTION 1 - DEFINITIONS, (CONT'D.)

Station-to-Station - Service where the person originating the call from other than a public or semi-public coin telephone dials the telephone desired and the call is completed without the assistance of a Company operator and the call is not billed to a number other than the originating number.

Two Point Message Toll Service - Furnishing of facilities for telecommunications between different local calling areas in accordance with the regulations and schedule of rates specified in this product guide. The rates specified in this product guide are for payment for all services furnished between the calling and called stations.

United States - The 48 contiguous states and the District of Columbia, Hawaii, Alaska, Puerto Rico, the U.S. Virgin Islands, as well as the off-shore areas outside the boundaries of the coastal states of the 48 contiguous states to the extent that such areas appertain to and are subject to the jurisdiction and control of the United States.

User or End User - Any person or entity that obtains the Company's services provided under this product guide, regardless of whether such person or entity is so authorized by the Customer.