Effective January 31, 2020, the services in this product guide are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and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 A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement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Effective November 30, 2020, the services in this product guide are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and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 A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement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 4 - DOMESTIC SERVICES

4.1 Reserved for Future Use

4.2 Reserved for Future Use

4.3 Toll Free Service

4.3.1 A call begins when call termination is received by or passes through customer premises equipment. It is the Customer's responsibility to pass appropriate answer supervision back to the Company point of connection.

4.3.2 If a Customer of the Company Toll Free service is found to be non-compliant in passing back appropriate answer supervision, the Company reserves the right to suspend and/or deny service. The Company shall give the Customer three (3) days notice of intent to suspend or deny service due to such non-compliance.

4.3.3 The Customer shall be liable for all costs and toll charges associated with their 800/888/877 service, including unauthorized calls associated with the use of 800/888/877 service obtained from the Company, including, but not limited to, calls made using Toll Free Service when such calls are in any way routed through the Customer's location. Customers shall maintain sole responsibility for the security of 800/888/877 number(s) issued to them.

4.3.4 Nothing in this section, or, in any other provision of this product guide, or in any marketing materials issued by the Company, shall give any Customers who have reserved 800/888/877 telephone numbers hereunder or Customer who subscribe to and use Toll Free Service, or their transferees or assignees, any ownership interest or proprietary right in any particular 800/888/877 telephone number.

4.3.5 Customers (including carrier customers) are prohibited from using any telephone numbers beginning with an 800/888/8/77 service code, or any other number advertised or widely understood to be Toll Free, in a manner that would result in; (a) the calling party or the subscriber originating line being assessed any fee or charge by virtue of completing the call; (b) the calling party being connected to a pay-per-call service; (c) the calling party being charged for information conveyed during the call unless the calling party has a presubscription or comparable arrangement; or (d) the calling party being called back collect for the provision of audio or data information services, simultaneous voice conversation services, or products. The Customer shall be afforded a period of no less that seven (7) days and no more than fourteen (14) days during which a violation may be brought into compliance. 800/888/877 service no in compliance with the above regulations at the expiration of such period may be terminated immediately.

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.3 Toll Free Service, (Cont'd.)

4.3.6 The Customer must obtain an adequate number of access lines associated with Toll Free service(s) to handle the Customer's expected demand in order to prevent interference or impairment of this service, or any other service provided by the Company, taking into account (1) call volume (2) average call duration; (3) time-of-day characteristics; and (4) peak calling periods. The Company, without incurring any liability, may disconnect or refuse to furnish Toll Free services to any Customer that fails to comply with these conditions. In case of disconnection, the Customer will be notified at least five (5) days in advance of the disconnect. The Customer will be responsible for all charges incurred as well as any access charges the Company may incur as a result of the Customer failure to comply within the above conditions.

4.3.7 A Customer is responsible for all charges for all calls placed to the Customer's Toll Free service including network blocked calls. An applicant for Toll Free service may be required to supply the following information when requesting service: an initial traffic forecast, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. A new product guide forecast shall be submitted quarterly after service is initiated. Customers of Toll Free service may not use Automatic Number Identification (ANI), provided by the Company incidental to the furnishing of Toll Free service, to invoice, either directly or indirectly their Customer in connection with their furnishing of other than common carrier services.

4.3.8 All new 800/888/877 and future toll free prefixes, for the purpose of this product guide, apply to all Company existing 800/888/877 services, rates, and rules and regulations that governs all Company Toll Free service.

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.3 Toll Free Service, (Cont'd.)

4.3.9 Reservation and Administration, Ownership, Use, and Assignment of Telephone Numbers for XO 800

4.3.9.1 The Company will accept a prospective Customer's request for a particular 800/888/877 service telephone number. Up to a total of ten (10) such requested numbers may be requested. The Company will accommodate each request to the extent possible. If a requested number(s) can be assigned to a prospective Customer, the Company will notify the Customer and will reserve it for the Customer's use for a fifty-nine (59) day period. If, at the end of the fifty-nine (59) day period, the prospective Customer has not subscribed to the Company 800/888/877 services using a reserved number(s), the Company, in accordance with its procedures, may make the reserved number available for use by another Customer.

4.3.9.2 In its capacity as Resp Org, the Company will reserve, assign, activate, or change, upon receipt of a verified request, 800/888/877 numbers for a Customer or prospective Customer and will administrator 800/888/877 numbers, in accordance with customary industry standards and practices, the terms of this product guide, and the effective procedures of the 800/888/877 Service Management System (SMS) database administration. Customers may request, reserve, assign or activate 800/888/877 numbers on their own behalf, or a Customer that resells Company inbound transmission services may request, reserve, assign, or activate 800/888/877 numbers on behalf of a Customer or prospective Customer of such reseller. A Customer who resells Company inbound transmission services must provide to any Customer or potential Customer, upon reasonable request therefore, information concerning the status of a particular 800/888/877 number or number(s) in which the Customer or potential Customer has interest and, if applicable and available the identity of the Resp Org(s) for the 800/888/877 number(s), the Customer must notify the Company within forty-eight (48) hours so the Company may release the 800/888/877 numbers to the pool of numbers for assignment in accordance with industry practice and standards.

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.3 Toll Free Service, (Cont'd.)

4.3.9 Reservation and Administration, Ownership, Use, and Assignment of Telephone Numbers for XO 800, (cont'd.)

4.3.9.3 800/888/877 numbers are incidental to the inbound calling service with which they are associated and, as such, may not be sold, transferred, or otherwise conveyed independent of inbound transmission. The assignment of an 800/888/877 telephone number(s) for use with company-provided inbound transmission service confers of the Customer no proprietary interest what so ever in the number(s) assigned. It shall be a violation of this product guide if the Customer seeks to acquire, or does acquire, any 800/888/877 associated with inbound service provided by the Company for the primary purpose of selling, brokering bartering, or releasing for a fee (or other consideration) to another party that 800/888/877 number, independent of the Company service with which it is associated. In any instance in which the Company learns that a Customer or prospective Customer is attempting to sell or otherwise transfer or assign an 800/888/877 number to another person, in violation of this product guider, the Company may immediately and without notice release the number from reserved status, or it may immediately upon written notice to the Customer discontinue the furnishing of service, or it may immediately upon written notice to the Customer discontinue the furnishing of service via the 800/888/877 number. The Company telephone number forfeited as a result of the impermissible or reassigned to the undertaking will not be reserved for the prospective Customer or reassigned to the Customer under any condition or circumstances by the Company.

4.3.9.4 Each 800/888/877 service telephone number must be placed in actual and substantial use by the Customer.

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.4 Third Party Marketing Promotion

4.4.1 The Company may from time to time enter into agreements with third parties to market Company services. Subsequent to entering into such agreements, the Company may pay commission to the third party marketing entity for qualifying monthly usage revenues generated by the Company Customers to whom the third party has marketed Company service(s). The actual level of commissions to be paid will be dependent on the nature and extent of activities engaged in by the third party on the Company's behalf, including, without limitation, initial sales efforts, order coordination and processing, customer service, service problem determination and resolution, billing coordination, billing dispute resolution, and the collection or guarantee of collection of the amounts billed to the Company Customers enrolled by the third party. The commission payments may be remitted by the third party, in whole or in part, and in its sole discretion, to Customers to whom it has marketed Company service(s).

4.4.2 Within a Third Party Marketing Promotion, the Company may waive its portion of installation charges on voice and data basic digital service and switched services until such time as the Customers dedicated access line (DAL) services is installed and made available.

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.5 Switched Long Distance Product

4.5.1 The Switched Long Distance Product is a measured business switched direct dialed inbound and outbound communications service. The service is billed in six (6) second increments after an initial billing increment of sixty (60) seconds. The duration of each call will be rounded off to the nearest higher increment for billing purposes. Additionally, fractional cents will be rounded off to the nearest higher cent. Unless specified otherwise in this product guide, the duration of each call for bill purposes will be rounded off to the nearest highest increment. Toll Free service (applicable MRCs can be found in Section 5.1.8), Operator Assistance, and Directory Assistance services are available to customers subject to the provisions of this product guide.

4.5.2 Rates and Charges

	Per Minutes of Use
IntraLATA	$0.133*
Intrastate	$0.133*

Effective February 19, 2010, the following rates will be available to new customers:

	Per Minutes of Use
IntraLATA	$0.116
Intrastate	$0.116

* Effective February 19, 2010, these rates will be available to current customers.

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.6 XO Unlimited Business Plan

4.6.1 The XO Unlimited Business Plan is an outbound long distance calling plan available to Company's business customers who are also subscribed to Company's local, intraLATA, and interLATA service. Customers subscribing to this plan must make a one-year minimum commitment. The Monthly Recurring Charge includes both intraLATA and interLATA usage.

There is a 10 line maximum per service location. This Plan must be applied to all standard business lines at a given service location. The following restrictions apply to this offering: call-center applications are prohibited, including, but not limited to, auto-dialers; non-standard (e.g., excessive) internet connections and other data transmission are prohibited (services have been engineered to meet typical peak hour usage and anything beyond such use shall be considered non-standard); and any use not consistent with standard business use, as reasonably defined by the Company, is prohibited. Toll Free service (applicable MRCs can be found in Section 5.1.8), Operator Assistance, and Directory Assistance services are available to customers subject to the provisions of this product guide.

4.6.2 Rates and Charges

Monthly Recurring Charge, per line	$20.00

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.7 XO Long Distance Business Plan

4.7.1 XO Long Distance Business Plan is a long distance calling plan available to Company's who are also Company's local exchange customers. Customers must be subscribed to the Company's local, intraLATA, and interLATA service at the subscribed-to location. The plan includes outbound and inbound intraLATA and interLATA calling. Toll free calls that terminate on XO facilitates are included in the plan. A Monthly Recurring Charge will apply per service location. Calls to off-net toll free numbers will be charged separately and billed at the switched toll-free per minute rate. Operator Assistance and Directory Assistance services are available to customers subject to the provisions of this product guide.

Customer chooses a plan based on minutes of use. If Customer's service location monthly usage exceeds the minutes of use for the plan chosen, it will be charged a per minute overage rate. Unused minutes will not be carried over to a subsequent month. Monthly recurring charge does not include any taxes, surcharges, or fees. Calls are billed in six second increments except the XO LD Business Plan which will be billed in sixty (60) second increments. Operator Assistance and Directory Assistance services are available to customers subject to the provisions of this product guide.

4.7.2 IntraLATA/Interstate

Long Distance Packages	Monthly Recurring	Overage Rate Per Minute
XO LD Business Plan	$0	$0.069
XO LD Business Plan 200*	$7.50	$0.045
XO LD Business Plan 500	$17.50	$0.043
XO LD Business Plan 1500	$45.00	$0.041
XO LD Business Plan 2500	$68.75	$0.035
XO LD Business Plan 5000	$137.50	$0.034
XO LD Business Plan 7500	$206.25	$0.033
XO LD Business Plan 10,000	$275.00	$0.032
XO LD Business Plan 15,000	$412.00	$0.031
XO LD Business Plan 20,000	$550.00	$0.030
XO LD Business Plan 25,000*	$625.00	$0.029
XO LD Business Plan 30,000	$750.00	$0.028
XO LD Business Plan 35,000*	$875.00	$0.027
XO LD Business Plan 40,000*	$1,000.00	$0.019
XO LD Business Plan 60,000	$1,440.00	$0.025
XO LD Business Plan 80,000	$1,840.00	$0.019

As of April 1, 2008, the following plan will be available to new customers:

XO LD Business Plan 40,000	$1,000.00	$0.026

* As of April 1, 2008, these plans will be available to current customers only.

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.8 Directory Assistance

4.8.1 Directory Assistance service provides a Customer with requested telephone numbers and/or addresses within the state. Customers can reach a Directory Assistance Operator by dialing 411 or (NPA) 555-1212. The Directory Assistance Operator will furnish up to three items per call or will let the Customer know if the requested information cannot be found. Customers will be charged for calls placed to Directory Assistance even when the requested information cannot be found.

Each Directory Assistance Call, per call	**$2.25**

4.8.2 Call Completion Feature

Customers using Company's Directory Assistance Service will have the option of completing calls through Company's Call Completion feature. At the Customer's request, the Directory Assistance Operator will connect the Customer to the requested telephone number. In addition to the per call charge for Directory Assistance listed above, Customers will be charged for the duration of the completed call as follows:

(a) Customers placing the call from a telephone line that is subscribed to Company long distance service will be charged according to Customer's current Company rate plan.

(b) Customers placing a call from a telephone line that is subscribed to Company local service only will be charged $0.10 per minute for the duration of the completed call. Other than the Directory Assistance per call charge and the applicable usage charges for the completed call, there is no additional charge for using this feature.

4.8.3 A credit will be given for calls to Directory Assistance as follows:

The Customer experiences poor transmission or is cut-off during the call; or The Customer is given an incorrect telephone number. To obtain such a credit, the Customer must notify its Customer Service representative within 48 hours of the placement of the call to Directory Assistance

4.8.4 Residential customers are eligible to place two (2) calls to Directory Assistance per line per month at no additional charge.

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.9 Public Telephone Surcharge

In order to recover the Company=s expenses to comply with the FCC=s pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard product guide usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company's service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the A#@ symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Rate per Call	$0.50

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.10 Operator Assistance

Operator Assistance - A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner.

Third Number Billing - Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls - Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

Person to Person - Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.

Station to Station - Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.

General Assistance - The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information and Customer Service 800 telephone numbers, but does not request the operator to complete the call.

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.10 Operator Assistance, (Cont'd.)

4.10.1 IntraLATA Per Minute Rates

Per Minute Rates	$1.15

4.10.2 Operator Assisted Surcharges - The following surcharges will be applied on a per call basis.

Collect	$7.50
Billed to 3rd Party	$9.99
Person to Person	$12.50

4.11 Employee Long Distance Program

The Employee Long Distance Program provides Company Regular Full-Time and Part-Time employees who choose Company as their primary interexchange carrier with the following long distance and toll free rates. Employees are responsible for applicable taxes and surcharges.

Rates	
InterLATA Long Distance:	$0.06
IntraLATA Long Distance:	$0.06
InterLATA Toll Free:	$0.06
IntraLATA Toll Free:	$0.06

4.12 Historic Invoices

The Company will furnish, upon Customer's request, copies of invoices which were originally issued to the Customer more than thirteen months prior to the request or copies of invoices that are available on-line, but that customer does not wish to retrieve from the available on-line system. Customers can request the invoice in one of two formats: electronic copy (portable data file/.pdf) or CSV/CD of Call Detail Record. Customer will be charged based on the format requested and on a per invoice basis.

Format	Rate Per Invoice
Electronic	$10.00
CSV/CD of CDR	$25.00

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.13 XO Corporate Long Distance Plan

XO Corporate Long Distance Plan is a long distance calling plan available to Customers who subscribe to Company's local or long distance service. Customer subscribes to a monthly long distance revenue commitment level. Usage for domestic interstate dedicated and switched service and intrastate dedicated and switched service contribute to the Customer's commitment level. The commitment level subscribed to by the customer will determine the per minute rate billed to the Customer. If customer's monthly total usage does not meet its subscribed commitment level, customer will be charged the difference between its usage and its commitment level.

Customers must subscribe to this service for a minimum of one year.

Operator Assistance and Directory Assistance services are not included in this plan, but are available to customers subject to the provisions of this product guide. Switched usage will be charged at the per minute rate described in this product guide's Switched Long Distance Product.

The service is billed in six (6) second increments after an initial billing increment of six (6) seconds. The duration of each call will be rounded off to the nearest higher increment for billing purposes. Additionally, fractional cents will be rounded off to the next highest cent. Unless specified otherwise in this product guide, the duration of each call for bill purposes will be rounded off to the nearest highest increment. The monthly recurring charge does not include any taxes, surcharges, or fees.

For Customers subscribed to the $10,000 commitment level, toll free usage cannot exceed 60 percent of customer's total long distance usage.

Plan Name	**LD Monthly Commitment**	**Dedicated Intrastate Rate Per Minute (1+ & toll free)**
XO Freedom Plan	$ 275	$0.056
XO Capital Plan	$ 720	$0.056
XO Advantage Plan	$ 1,080	$0.056
XO Elite Plan	$ 1,360	$0.056
XO Professional LD Plan	$ 1,800	$0.056
XO National LD Plan	$ 4,000	$0.056
XO Executive LD Plan	$ 7,000	$0.056
XO Premiere LD Plan	$10,000	$0.056
XO NAS Plan	$15,000	$0.056

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.14 Reserved for Future Use

4.15 Service Extension Charge

A Service Extension Charge will be assessed when a customer requests and XO agrees to provide services at a location beyond XO's demarcation point. This non-recurring charge will be applied to the first and each additional circuit as outlined below:

	NON-RECURRING CHARGES	
Type of Circuit	**First Circuit**	**Each Additional Circuit**
Less Than or Equal to a DS1 (1.544 Mbps)	$ 325.00	$ 80.00
More Than a DS1 (1.544 Mbps) and Less Than or Equal to a DS3 (44.736 Mbps)	$ 550.00	$ 550.00

4.16 Administrative Service Fee

The Administrative Service Fee is being applied to help recover expenses associated with administration and system support costs associated with providing and improving quality of customer service. The Administrative Service Fee will be assessed at 2.5 percent of customer's total Monthly Recurring Charges.

SECTION 4 - DOMESTIC SERVICES, (CONT'D.)

4.17 Unity LD Plan

Unity LD Plan is a measured business direct-dialed switched long distance calling. The plan includes outbound and inbound intrastate, intraLATA and interLATA calling.

Operator Assistance and Directory Assistance services are available to customers subject to the provisions of this product guide, but are not included as part of this offering.

4.17.1 Rates and Charges

A. Rates

Calls are billed in six second increments. The duration of each call for billing purposes will be rounded up to the next highest increment. Fractional cents will be rounded up to the next highest cent. The rates shown below are the per-minute rates for interexchange calls which originate and terminate within the state.

Switched $0.069 per minute