Effective January 31, 2020, the services in this product guide are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and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 A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement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Effective November 30, 2020, the services in this product guide are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and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 A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement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 5 - GRANDFATHERED SERVICES

5.1 XO Switched and Dedicated/Dialtone Services - *As of September 25, 2005, this product will only be available to current customers at their current locations*

XO's Switched and Dedicated/Dialtone Services provide XO's customers with direct dialed communications services which are available for use by its customers on a twenty-four (24) hours a day seven days a week basis. Customers may originate Switched and Dedicated/Dialtone services from locations served by the Company, and may terminate such calls to any location within the United States. Switched and Dedicated/Dialtone Services include 1+ Outbound and Inbound Service, Operator Assistance, Toll Free Service and Directory Assistance Services as set forth below. Customers may not substitute other services or rates for those set forth in this section or other sections of this product guide that are associated with the Switched and Dedicated/Dialtone Service, excepted as explicitly permitted by the terms and conditions of the Switched and Dedicated/Dialtone Service.

For the purposes of this Section, timing of messages will be determined by the following method.

(a) Chargeable time begins when connection is established between the calling station and the called station.

(b) Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.

5.1.1 Standard Rates for Inbound and Outbound Services

Usage Rates for Switched and Dedicated/Dialtone Services are billed in six (6) second increments with an initial billing period of sixty (60) seconds. The duration of each call for bill purposes will be rounded off to the nearest highest increment. Fractional cents will be rounded to the next highest cen. The following rates apply to intrastate interLATA and IntraLATA calls. XO Dedicated/Dialtone is an On-Net service where XO is the provider of dial tone. XO Switched is an Off-Net service where the local dial tone is provided by a LEC other than XO.

XO Switched	$0.1463
XO Dedicated/Dialtone	$0.1463

SECTION 5 - GRANDFATHERED SERVICES (CONT'D.)

5.1 XO Switched and Dedicated/Dialtone Services, (Cont'd.) - *As of September 25, 2005, this product will only be available to current customers at their current locations*

5.1.2 Access Lines

Where XO is not the provider of special access to the customer, XO may, at the customer's request and where available, order such access from the applicable LEC. In such cases XO reserves the right to charge that end user, in lieu of XO's tariffed access rates, a rate equal to the rates charged by the applicable LEC to XO, including any adjustments to such charges necessary to reflect any rate changes instituted by the applicable local exchange carrier.

5.1.3 Payphone Surcharge

A payphone surcharge will be charged for all originating payphone traffic including local, toll-free switched and dedicated services traffic, and any 10-10-XXX-0-plus dial around service traffic.

Per Call	$0.50

5.1.4 Directory Assistance

Customer's placing a Directory Assistance call as Gold and Platinum Service Customers will be charged a rate of $2.25 for each call.

5.1 XO Switched and Dedicated/Dialtone Services, (Cont'd.) - *As of September 25, 2005, this product will only be available to current customers at their current locations*

5.1.5 Reserved for Future Use

SECTION 5 - GRANDFATHERED SERVICES (CONT'D.)

5.1 XO Switched and Dedicated/Dialtone Services, (Cont'd.) - *As of September 25, 2005, this product will only be available to current customers at their current locations*

5.1.6 Discount Schedule

Customers are eligible for discounts based on usage levels and contract terms as shown below. Elements included in determining the annual commitment level, excluding taxes and surcharges, are: local line monthly recurring charges; local usage; intrastate, interstate, and international long distance usage; international toll-free usage, internet service, DSL services, conference calling services, and private line services. The discount will be applied monthly in the form of a credit off the bottom line of the Customer's bill. The discount will be applied to the following elements: intrastate and interstate toll-free and outbound services; international toll-free; and other international services. In the event customer's Company billings fail to equal or exceed Customer's Switched and/or Dedicated/Dialtone revenue commitment, Company will bill Customer for the actual amount of Company service utilized plus the difference between the actual amount of service utilized and Customer's annual revenue commitment.

Discount Schedule based on annual commitment level and term of contract:

Annual Commitment Level	**1 Year**	**2 Year**	**3 Year**
$3,600	5.0%	6.5%	8.5%
$6,000	7.5%	9.5%	11.5%
$12,000	12.5%	14.5%	16.5%
$18,000	15.0%	17.0%	19.0%
$24,000	17.5%	19.5%	21.5%
$36,000	18.0%	20.0%	22.0%
$48,000	19.0%	21.0%	23.0%
$60,000	20.0%	22.0%	24.0%
$120,000	22.0%	24.0%	26.0%
$240,000	24.0%	26.0%	28.0%
$600,000	26.0%	28.0%	30.0%

SECTION 5 - GRANDFATHERED SERVICES (CONT'D.)

5.1 XO Switched and Dedicated/Dialtone Services, (Cont'd.) - *As of September 25, 2005, this product will only be available to current customers at their current locations*

5.1.7 Verified Account Codes

Verified Authorization codes used to restrict and/or monitor long distance usage. Upon the customer's request, 1+ dialing is limited to caller with authorization access. The caller dials the 1+ number, is prompted for the code, and then connects to the dialed party.

	MRC	**NRC**
Verified Account Codes (1-100)	$10.00	$25.00
Verified Account Codes (Per 100 after first 100)	$10.00	$25.00
Changes to Verified Account Codes- Per change	$10.00	$25.00

5.1.8 Toll Free Services

Customer may also choose any number of special Toll Free features for the rates indicated.

Feature	**MRC**	**NRC**
Toll Free Number Charge	$13.50	$0.00
Toll Free Change Charge	$0.00	$35.00
Toll Free Number Directory Listings - Per Listing	$10.00	$35.00
Toll Free – Payphone Blocking	$135.00	$0.00
Toll Free – Alternate Routing Disaster	$35.00	$95.00
Toll Free – Day of Year Routing	$5.00	$95.00
Toll Free – Expedite Charge	$0.00	$500.00
Toll Free – LATA Restriction / Allowance	$0.00	$135.00
Toll Free – Message Referral	$0.00	$0.00
Toll Free – NPA/NXX Restriction / Allowance	$0.00	$135.00
Toll Free – State Restriction / Allowance	$0.00	$135.00
Toll Free – Additional Listings	$10.00	$35.00
Toll Free Feature Package	$35.00	$35.00
Includes: State Routing, LATA routing, Area Code Routing, NPA/NXX, Percent Allocation, Time of Day Routing, Time of Week Routing		
Toll Free – Area Code Restriction / Allowance	$0.00	$135.00
Toll Free – DNIS	$0.00	$450.00
Route Advanced Overflow	$10.00	$135.00
Toll Free – Real Time ANI	$5.00	$5.00

SECTION 5 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Dedicated Long Distance - *As of November 14, 2005, this product will only be available to current customers at their current locations.*

Dedicated Long Distance provides Customer, where technically feasible, with a dedicated facility from the Customer premise to Company's interexchange point of presence. To be eligible for this product, Customer must agree to a minimum annual commitment level of at least $3,600. Elements included in determining the annual commitment level are: local line monthly recurring charges, excluding taxes and surcharges; local usage; intrastate, interstate, and international long distance usage; usage; and international toll-free usage, internet service, DSL services, CAP services, conference calling services, and private line services. If the Customer terminates agreement before its expiration date, Customer is liable for any unfulfilled annual commitment amounts for each partial and entire year remaining in the contract term. The rates and charges described below do not include the applicable local loop charges.

The duration of each call for bill purposes will be rounded up to the nearest highest increment. Calls are billed in six second increments after an initial increment of sixty (60) seconds. Fractional cents will be rounded to the next highest cent. Per minute charges and the discount schedule apply to outbound (1+) and inbound (toll-free) calls.

Intrastate Long Distance Rate	$0.07 per MOU

XO provides its Dedicated Long Distance service to end-users for their long distance service needs and thus should only be utilized by the end-user for their long distance traffic. Customers who elect to place local calls across such service (intentionally or unintentionally) will be billed at the applicable Dedicated Long Distance intrastate/intraLATA toll rate.

Local Calls over Dedicated Long Distance Trunks	$0.06