

INTEREXCHANGE SERVICES TARIFF

Effective January 31, 2020, the services in this tariff are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and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 A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement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Effective November 30, 2020, the services in this tariff are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and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 A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement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

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(N)**SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES****4.1 Message Toll Service**

Message Toll Service (MTS) is a direct dialed communications service which is available for use by customers twenty-four (24) hours a day. Customers may originate MTS from locations served by the Company, and may terminate in all locations within the State of Hawaii. Operator Assistance, Toll Free Service and Directory Assistance services are also available to Customers of the Company's MTS service subject to the provisions of this tariff. For the purposes of calculating rates, Message Toll Service rates are not distance sensitive.

For the purposes of this Section 4.0, 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.
- (c) Chargeable time does not include time lost due to faults or defects in the connection.

INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)

4.1 Message Toll Service

4.1.1 Reserved for Future Use

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INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)

4.1 Message Toll Service, (Cont'd.)

4.1.1 Reserved for Future Use

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INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)

4.1 Message Toll Service, (Cont'd.)

4.1.1 Reserved for Future Use

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INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)

4.1 Message Toll Service, (Cont'd.)

4.1.1 Reserved for Future Use

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INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)

4.2 Reserved for Future Use

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INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)**4.3 Operator Assistance**

4.3.1 Operator Assistance - A Customer may obtain the assistance of a local operator to complete interexchange telephone calls in the following matter. In addition to the rates specified in Section 4.2, surcharges as specified in Section 4.3.2 will apply.

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.

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

	Auto	Live
Third Number Billing	\$2.25	\$2.25
Non-Company Calling Card	\$1.00	\$2.00
Person to Person	\$3.00	\$3.00
Collect Calling	N/A	\$3.00
Station to Station	\$1.80	\$1.80
Long Distance Directory Assistance	\$2.25	

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(D)**4.3.2.1 Usage Rates for Operator Completed Calls**

The following rate applies on a per minute basis to calls completed by an operator. The per minute charge begins once the operator has connected the call. Calls 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 cent, \$0.20 per minute of use

4.3.3 Busy Line Verification and Interrupt Service: Busy Line Verification and Interrupt Service, which is furnished where and to the extent that facilities permit, provides the Customer with the following options:

4.3.3.1 Busy Line Verification - Upon request of the calling party, the operator verifies and reports back to the customer that the line is busy with a call in progress or is available for incoming calls.

4.3.3.2 Busy Line Verification with Interrupt: The operator verifies that the number is busy with a call in progress and is available for incoming calls. At the Customer's request, the operator will then interrupt the call, advising the called party the name of the calling party. The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)**4.3 Operator Assistance, (Cont'd.)****4.3.3.3 Rates**

Rates for Busy Line Verification and Interrupt Service, as specified below, will apply under the following circumstances:

4.3.3.3.1 The operator verifies that the line is busy with a call in progress or is available for incoming calls.

4.3.3.3.2 The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

Busy Line Verification, each request	\$0.75
Busy Line Verification with Interrupt, each request	\$1.55

INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)**4.4 Promotional Offerings**

The Company, from time to time, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. No individual promotional offering will exceed six months in duration, and any promotional offering will be extended on a non-discriminatory basis to any customer similarly classified who requests the specific offer. At the Company's option, a letter outlining the promotion may be filed with the Commission Staff in lieu of filing language in the tariff.

4.4.1 Small Business Services Administrative Service Charge Promotion

Beginning October 1, 2011 and ending October 15, 2011, XO will offer to its Small Business Services customers a discounted Administrative Service Charge rate of \$7.50 per month. This discounted rate will be offered to these customers until May 31, 2012. At the expiration of this promotion, these customers will receive Administration Service Charge at an undiscounted rate. This promotion will continue while the customer maintains its current account at its current level of service. This promotion is not transferable or assignable.

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INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)**4.5 Trial Service Offering ("TSO")**

- 4.5.1** In the normal course of business the Company, at its discretion, may elect to offer certain services to Customer on a "trial basis".
- 4.5.2** In order to conduct such "trials", the Company will file with the Commission, on at least the minimum notice required by the Commission relative to such service, a Trial Service Offering ("TSO") Supplement.
- 4.5.3** The TSO Supplement will contain a brief description of the trial service(s), features, special agreements, applicable rates and regulations. In addition, the Supplement will include specific information as to the availability and estimated duration of the Trial Service Offering.
- 4.5.4** The filing of a TSO Supplement does not obligate the Company to continue the trial service beyond the stated trial period or to offer said service as a general tariffed offering in the future.
- 4.5.5** Service(s) provided hereunder are subject to all other applicable provisions in the tariffs of the Company lawfully on file with the Commission. However, the TSO rates and charges will supersede applicable general tariff rates and charges for the duration of the trial period.

INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)**4.6 Individual Case Basis (ICB) Arrangements**

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such service in this tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis and will be filed with the Communications Division of the Hawaii Public Utilities Commission.

4.7 Special Assembly

The Company may provide a unique intrastate service arrangement for a Customer where no tariffed service exists for the service. The unique service can be provided via a Special Assembly.

The Company will file the Special Assembly including contract of terms, conditions and rates by letter with the Communications Division of the Commission.

INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)**4.8 Directory Assistance**

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.

4.8.1 Each call to Directory Assistance will be charged as follows:

Per Call

\$2.25

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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.

INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)**4.9 Public Telephone Surcharge**

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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 tariffed 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#0 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

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Issued: September 23, 2005

Effective: September 25, 2005

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INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)**4.10 Satisfaction Guarantee**

This offer is available to a New Customer, which is defined as a Customer who has not subscribed to any XO service during the one year period prior to subscribing to new XO service. Pursuant to this offering, a New Customer may cancel its new Service, without incurring contractual penalties, within three (3) months of the Service installation date if the New Customer is not completely satisfied with the Services provided by XO. (A month is equal to 30 calendar days.) In order to be eligible for this offering, a New Customer must not have received telecommunications service from another Service Provider at the location to which the new XO services are provided, or the New Customer must switch back to the Service Provider that provided New Customer's telecommunications service prior to New Customer subscribing to the new XO service.

New Customer must notify XO, in writing (via certified or overnight delivery with signature) with the XO claim form no later than three (3) months from the date of Service installation and before contacting their previous provider, of its intent to discontinue the Services. New Customer must allow XO a minimum of 30 days from the day of New Customer's notice, for the cancellation of the Services, including re-connection to the original Service Provider. After receipt of New Customer's timely notice, XO, in conjunction with the termination of New Customer's Service, will waive any applicable contract termination charges.

XO also will reimburse the New Customer for any installation charges incurred by New Customer to restore the New Customer to its previous Service Provider at the identical level and type of service provided by the previous Service Provider at the same customer location. In order to receive the reimbursement, the New Customer must, within (3) months of the installation date, provide XO with the following: (1) the XO reimbursement form; (2) a copy of the invoice from the other Service Provider posting the non-recurring charges for restoring New Customer's service to the other Service Provider; and (3) a copy of the last invoice that the New Customer had received from the other Service Provider prior to switching to XO, if applicable.

If New Customer previously did not have a provider other than XO at the location to which the Services are provided, or if the previous Service Provider will not or cannot provide the identical level and type of service previously provided to New Customer, XO will reimburse New Customer any initial XO installation charges New Customer incurred in conjunction with the installation of Service. All reimbursements will be in the form of a check. Credits will not be given.

XO is not liable for any outage or inconvenience to New Customer relating to restoring the New Customer to its previous Service Provider. The New Customer is responsible to pay XO for all charges for XO new Service provided to the New Customer through and including the date of Service termination prior to receiving reimbursement from XO.

This offering is not available to customers receiving non-standard pricing, non-standard products, or non-standard terms and conditions (e.g., individual case basis prices, products, or terms and conditions), or customers for whom XO performed Special Construction or Special Configurations. Special Construction is defined in Section 2.1 7 of this tariff. Special Configuration refers to the situation in which a customer's service connection is established through a non standard network architecture design.

INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)**4.11 Switched Long Distance Product**

4.11.1 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 next highest cent. Unless specified otherwise in this Tariff, 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 5.2), Operator Assistance, and Directory Assistance services are available to customers subject to the provisions of this tariff.

(D)**4.11.2 Rates and Charges**

	Per Minutes of Use
IntraLATA	\$0.141*
Intrastate	\$0.141*

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

	Per Minutes of Use
IntraLATA	\$0.066
Intrastate	\$0.066

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

INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)**4.12 XO Unlimited Business Plan**

4.12.1 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 5.2), Operator Assistance, and Directory Assistance services are available to customers subject to the provisions of this tariff. (D)

4.12.2 Rates and Charges

Monthly Recurring Charge, per line	\$20.00
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INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)

4.13 XO Long Distance Business Plan

4.13.1 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 tariff.

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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 (\$0.00 MRC) 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 tariff.

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4.13.2 Rates and Charges:**A. IntraLATA/InterLATA**

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

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Issued: October 18, 2011

Effective: October 31, 2011

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INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 — SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)**4.14 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.

<u>Format</u>	<u>Rate Per Invoice</u>
Electronic	\$10.00
CSV/CD of CDR	\$25.00

4.15 Reserved for Future Use

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INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)**4.16 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 tariff. Switched usage will be charged at the per minute rate described in this tariff'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 Tariff, 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.

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Plan Name	LD Monthly Commitment	Dedicated Intrastate Rate Per Minute (1+ & toll free)
XO Freedom Plan	\$ 275	\$0.054
XO Capital Plan	\$ 720	\$0.054
XO Advantage Plan	\$ 1,080	\$0.054
XO Elite Plan	\$ 1,360	\$0.054
XO Professional LD Plan	\$ 1,800	\$0.054
XO National LD Plan	\$ 4,000	\$0.054
XO Executive LD Plan	\$ 7,000	\$0.054
XO Premiere LD Plan	\$10,000	\$0.054
XO NAS Plan	\$15,000	\$0.054

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SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)

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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

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INTEREXCHANGE SERVICES TARIFF

SECTION 4.0 - SERVICE OFFERINGS, RATES & CHARGES, (CONT'D.)**4.20 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 tariff, but are not included as part of this offering.

4.20.1 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
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