

LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

Effective January 31, 2020, the services in this product document are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and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 A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement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Effective November 30, 2020, the services in this product document are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and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 A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement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

9. MISCELLANEOUS CHARGES

9.1 Universal Service Fund Contribution Charge

Customers will be assessed a monthly federal Universal Service Fund Contribution charge on all telecommunications services to cover the cost of contributions that the Company is required to make under the Telecommunications Act of 1996 to the Federal Universal Service Fund.

Services provided pursuant to this document are subject to a monthly Universal Service Fund Contribution charge, which is equal to 0.75% (0.0075) of the Customer's total intrastate charges. This charge applies on a monthly basis to all customer monthly bills.

9.2 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 intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided services 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 interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). 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.

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.

	<u>Per Call</u>
Surcharge – PacBell Region	\$0.49
Surcharge – Verizon Region	\$0.49

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9. MISCELLANEOUS CHARGES (Cont'd)

9.3 Reserved for Future Use

9.4 Reserved for Future Use

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9. MISCELLANEOUS CHARGES (Cont'd)

9.5 Access Recovery Charge

The Access Recovery Charge ("ARC") is a monthly charge designed to recover increased network costs for access circuits used to provide Service to customers, including but not limited to increases due to FCC or other governmental or regulatory actions or judicial determinations made in connection with incumbent local exchange carrier charges for such circuits. XO reserves the right to add, change or delete Access Recovery Charges upon notice to Customer. The ARC is calculated by application of a percentage to each customer's total monthly recurring charges (MRCs). The ARC percentage to be applied will be determined by the customer's total MRCs on its monthly invoice. The chart below shows the ARC percentage that will be applied based on the MRCs.

This Access Recovery Charge will be assessed on all local exchange services.

Total MRC	Charge Percentage	Total MRC	Charge Percentage
\$0.00-100.00	16.00%	\$7,500.01-10,000.00	5.0%
\$100.01-200.00	15.00%	\$10,000.01-20,000.00	4.7%
\$200.01-400.00	14.00%	\$20,000.01-30,000.00	4.5%
\$400.01-600.00	10.5%	\$30,000.01-40,000.00	4.3%
\$600.01-800.00	9.5%	\$40,000.01-50,000.00	4.1%
\$800.01-1000.00	8.5%	\$50,000.01-75,000.00	3.9%
\$1,000.01-1,500.00	7.5%	\$75,000.01-100,000.00	3.7%
\$1,500.01-2,500.00	7.0%	\$100,000.01-250,000.00	3.5%
\$2,500.01-5,000.00	6.5%	\$250,000.01-500,000.00	3.4%
\$5,000.01-7,500.00	5.25%	\$500,000.01 +	3.3%

9.6 Supplemental Change Charge

Customers will be assessed a Supplemental Change Charge when a change is requested to an installation Service Order in progress. This non-recurring charge will be based on the total monthly recurring charges for the Service Order and the time at which the change was requested during the order process. These charges are outlined below:

	NON-RECURRING CHARGES		
	Timeframe of Change Request		
Monthly Recurring Charge Range	Within 2 Business Days of Order Acceptance	On or after 3rd Business Day after Order Acceptance and up to the 5th Business Day Prior to Due Date	Within 5 Business Days of Due Date
Up to \$500.99	\$0.00	\$100.00	\$200.00
\$501.00 to \$2,000.99	\$0.00	\$200.00	\$350.00
\$2,001.00 and Up	\$0.00	\$300.00	\$500.00

Changes made to Service Orders in progress may result in a change to the order due date. If the Customer requests to keep the original due date additional, charges may also apply as outlined in Company's California Terms & Conditions Document or Company's Schedule Cal. P.U.C. No. 5-T.

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9. MISCELLANEOUS CHARGES (Cont'd)

9.7 Administrative Service Charge

The Administrative Service Charge 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 Charge will be applied as follows:

	<u>Per Billing Invoice</u>
Monthly Recurring Charge	\$12.50

9.8 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:

Type of Circuit	NON-RECURRING CHARGES	
	Maximum	
	First Circuit	Each Additional Circuit
Less Than or Equal to a DS1 (1.544 Mbps)	\$ 812.50	\$ 200.00
More Than a DS1 (1.544 Mbps) and Less Than or Equal to a DS3 (44.736 Mbps)	\$ 1,375.00	\$ 1,375.00