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Effective January 31, 2020, the services in this product document are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and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 A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement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Effective November 30, 2020, the services in this product document are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and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 A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement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

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1. GENERAL

1.1 Reserved for Future Use

1.2 Application of the Product Document

- 1.2.1 This Product Document governs the Carrier's services that originate and terminate in Maryland. Specific services and rates are described elsewhere in this Product Document.
- 1.2.2 The Company's services are available to residential and/or business customers.
- 1.2.3 The Company's service territory is the entire state of Maryland, where technically feasible.

EFFECTIVE: November 30, 2020

Kelly Faul – Regulatory Affairs Director
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1. GENERAL

1.3 Definitions

- 1.3.1 “Call Rounding” is the price for each call will be rounded to the next highest penny
- 1.3.2 “Carrier,” “Company” or “Utility” refers to XO Communications Services, LLC
- 1.3.3 “Commission” means the Maryland Public Service Commission.
- 1.3.4 Reserved for Future Use
- 1.3.5 “Completed call” is a call which the Company’s network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other answering device.
- 1.3.5 “Customer” means any person, firm, corporation, or governmental entity who has applied for and is granted service or who is responsible for payment of service.
- 1.3.6 “Dedicated” means a facility or equipment system or subsystem set-aside for the sole use of a specific Customer.
- 1.3.7 “Dial Tone or Dedicated Access” refers to locations where XO is providing the local dial tone or dedicated access.
- 1.3.8 “LATA” means a local access and transport area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192 for the provision and administration of communications services.
- 1.3.9 “Message Toll Service” is a service that provides facilities for telecommunications between different local calling areas of the same LATA in accordance with the regulations and schedule of rates specified in this Product Document. The rates specified in this Product Document are in payment for all services furnished between the calling and called stations.
- 1.3.10 “MOU” means minutes of use.

EFFECTIVE: July 1, 2015

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1. GENERAL (Cont'd)1.3 Definitions (Cont'd)

- 1.3.11 "Originating Off-Net" refers to a call originating on and placed via non-Company owned or Company leased facilities.
- 1.3.12 "Originating On-Net" refers to a call originating on and placed via Company owned or Company leased local exchange facilities.
- 1.3.13 "Residential" customer is a customer who has telephone service at a dwelling and who uses the service primarily for domestic or social purposes. All other customers are non-residential customers.
- 1.3.14 "Responsible Organization" (RESP ORG) is the long distance company responsible for managing and administering the 800 subscriber's records in the 800 Service Management System (SMS/800). The SMS/800 only recognizes one RESP ORG for each 800 number. Management and record administration consists of data entry, changing records, accepting trouble reports and referring to and/or clearing associated documents.
- 1.3.15 "Service" means any telecommunications service(s) provided by the Carrier under this Product Document.
- 1.3.16 "Station" means a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.
- 1.3.17 "Station-to-Station" is service where the person originating the call from other than a public or semipublic coin telephone dials the telephone number desired and the call is completed without the assistance of the Company operator and the call is not billed to a number other than the originating number.
- 1.3.18 "Switched Access" refers to locations where the local dial tone is being provided by someone (ILEC or CLEC) other than the Company.
- 1.3.19 "Toll Free Off-Net" refers to Toll Free Service terminating on non-Company owned or Company leased local exchange facilities.
- 1.3.20 "Toll Free On-Net" refers to Toll Free Service terminating on Company owned or Company leased local exchange facilities.
- 1.3.21 "Toll Free Service" refers to 800, 877, 888 and 866 service.

EFFECTIVE: July 1, 2015

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