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LOCAL EXCHANGE SERVICES

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Effective January 31, 2020, the services in this tariff, unless otherwise noted, are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and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 A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement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 August 27, 2020, services for Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities) are no longer available to new customers. Moves, additions, or changes will no longer be permitted for existing customers.

Effective November 30, 2020, the services in this tariff, including all versions of basic local service, are withdrawn for all customers including Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and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 A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement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

7.0 PROMOTIONAL OFFERINGS -- Category

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.

7.1 Keeping the Momentum

Beginning on the Effective Date and ending on June 30, 2002. New Customers, defined as Customers who have not received Company service for at least one year prior to receiving service under this promotion, who sign Service Order Agreements for one, two or three year terms for Company's Integrated Access, ISDN PRI or any X Option product or one or more T-1 lines for local service on or before March 31, 2002 will receive a credit equal to the non-recurring charges and one month of service for each year of the term. The credit will appear on the Customers' invoices during the 13<sup>th</sup>, 25<sup>th</sup> and 37<sup>th</sup> months of Customer's contract.

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LOCAL EXCHANGE SERVICES

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7.0 PROMOTIONAL OFFERINGS—Category I7.2 Deluxe XOption #7 Promotion

Customers signing new contracts for Deluxe XOption #7 located in Section 3.11.7 of this tariff on or before December 31, 2004 may receive the following promotional pricing. All requirements for this XOption as listed in Section 3.11.7 apply during the promotional period

Monthly Recurring Charge

|     |           |
|-----|-----------|
| (A) | \$1160.00 |
| (B) | \$1300.00 |
| (C) | \$1445.00 |
| (D) | \$2165.00 |

|                      |          |
|----------------------|----------|
| Non-Recurring Charge | \$999.00 |
|----------------------|----------|

7.3 Deluxe XOption #16 Promotion

Customers signing new contracts for Deluxe XOption #16 located in Section 3.11.16 of this tariff on or before December 31, 2004 may receive the following promotional pricing. All requirements for this XOption as listed in Section 3.11.16 apply during the promotional period

Monthly Recurring Charge

|     |           |
|-----|-----------|
| (A) | \$1685.00 |
| (B) | \$1825.00 |
| (C) | \$1970.00 |
| (D) | \$2690.00 |

|                      |          |
|----------------------|----------|
| Non-Recurring Charge | \$999.00 |
|----------------------|----------|

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LOCAL EXCHANGE SERVICES

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7.0 PROMOTIONAL OFFERINGS—Category I7.4 PRI Promotion

The PRI Promotion offers new Customers discounts on the Monthly Recurring Charge and Non-Recurring Charge as described below. Those Customers who subscribe to a two or three year term commitment when ordering Company ISDN-PRI service will receive the discounted rates as described below.

Two Year Term:

MRC: \$575.00

NRC: 50% discount on standard charge

Three Year Term:

MRC: \$550.00

NRC: Waived

The Monthly Recurring Charge does not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees or surcharges. DID blocks and optional features will be billed at standard tariffed rates. Should Customer terminate service prior to the end of the term commitment, Customer is responsible for all applicable waived Non-Recurring Charges. This promotion cannot be combined with any other offer, promotion or individual case basis pricing arrangement. This promotion will expire on November 30, 2004.

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LOCAL EXCHANGE SERVICES

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7.0 PROMOTIONAL OFFERINGS—Category I7.5 On-Net Promotion

The On-Net Promotion offers eligible Customers two free months of service (as described below) for each year of their term commitment and a reduced installation fee. This promotion is available to New Customers, defined as Customers who have not received service from Company for at least one year prior to receiving service under this promotion, and existing Company Customers who add new service locations, defined as a Customer location that has not received service from Company for at least one year prior to receiving service under this promotion. In order to be eligible for this promotion, Customers must subscribe to the services listed below, for a two or three year term commitment, on or before August 31, 2003; and service must be provided via Company on-net facilities.

Services offered under this promotion: any XOptions that includes Dedicated Internet Access; ISDN PRI; switched T1; network access for DS1 private lines; or local lines and trunks. All products with a DSL component and XOptions M – Satellite Office Solutions are ineligible for this promotion. Customers receiving local line or trunk service under this promotion must purchase a minimum of ten (10) local lines or trunks.

The free months will be the 7<sup>th</sup>, 13<sup>th</sup>, 19<sup>th</sup>, 25<sup>th</sup>, 31<sup>st</sup>, and 37<sup>th</sup> months of Customer's contract and, because Company bills in advance for recurring charges, will appear as automatic credits on the Customer's account in the Customer's 6<sup>th</sup>, 12<sup>th</sup>, 18<sup>th</sup>, 24<sup>th</sup>, 31<sup>st</sup> and 36<sup>th</sup> billing cycles. The free month is defined as the applicable monthly recurring charge (MRC) for the product(s) chosen by the Customer. Credits for monthly recurring charges do not include usage, taxes, user fees, or surcharges. Customers signing a two year term will also receive a 50% discount off the installation charges associated with the service chosen. Customers signing a three year term will also receive a waiver of the installation charges associated with the service chosen. This promotion may not be combined with any other promotion or offer and will be available until August 31, 2003, unless sooner canceled, withdrawn or modified. In cases where the free month is outside of the Customer's contract term, all contract terms and conditions apply.

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LOCAL EXCHANGE SERVICES

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7.0 PROMOTIONAL OFFERINGS—Category I7.6 XOptions M -- Satellite Office Solutions Summer Promotion

This promotion is available to New and Existing Customers that subscribe to XOptions M -- Satellite Office Solutions, pursuant to this promotion on or before August 31, 2003, for a minimum two year commitment.

Under this promotion, Customers may receive XOptions M – Satellite Office Solutions service without having to meet the requirements set forth in section 3.11.17 of this tariff that the Customer: (1) receive XO service at a minimum of three locations; and (2) receive at one location, one of the sixteen XOptions bundles.

This promotion may be combined with other promotions and special offers. This promotion may not be used with any individual case basis offerings.

7.8 The XO Multi-location Incentive Promotion

This promotion is available to Customers that contract for XO service at new locations on or before September 30, 2003. As used in this promotion, “new location” is defined as a location that has not received any XO service during the previous one year. Each new location must be subscribed to XO services for a minimum one year term commitment.

Under this promotion, XO will provide a one time credit to each new location. The credit will be equal to the lesser of the following: one month’s recurring charges of the new location or \$1000.00. The credit will be applied during the new location’s first month’s bill cycle or the soonest thereafter.

This promotion may not be combined with other promotions, individual case basis arrangements or other special offers. Customers who cancel service within 90 days of the Start of Service under the Satisfaction Guarantee will be responsible for paying XO the total credits received under this promotion by each location.

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LOCAL EXCHANGE SERVICES

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7.0 PROMOTIONAL OFFERINGS – Category I7.9 Contract Renewal Promotion II

Beginning on the Effective Date and ending on September 30, 2004, existing Customers whose Service is provided on a month-to-month basis or whose current contract is within thirty (30) days of expiration and who execute a new one- (1), two- (2), three- (3) or five- (5) year term for all voice products, excluding voice features, that have a monthly recurring charge component may be eligible to receive one free month of service for each year of their term. The free month(s) will appear on the Customer's invoice in the 12th, 24th, 36th, 48th and 60th months of Customer's Service Order Agreement, depending on contract length.

Customers located in an area where the Company is collocated in the ILEC wire center serving the Customer are eligible for this promotion. Other Customers may be eligible for this promotion depending upon their service configuration. All customers are also required to meet minimum revenue commitments.

The free month is defined as the applicable monthly recurring charge(s) (MRC) for standard priced voice product(s), excluding voice features, chosen by the Customer. No free month credit shall exceed \$7,500.00. If customer's MRC(s) exceeds \$7,500, Customer will be charged the difference between the actual MRC(s) and \$7,500 in the free month(s). Credits for monthly recurring charges do not include usage, taxes, user fees, or surcharges. This promotion cannot be combined with other promotions.

If Customer's Company Service is terminated prior to the end of Customer's term commitment, the Customer will be liable for all credits applied to Customer's account pursuant to this promotion. All other terms and conditions of Company's services shall apply.

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LOCAL EXCHANGE SERVICES

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7.0 PROMOTIONAL OFFERINGS—Category I7.10 Contract Renewal Promotion III

Beginning on the Effective Date and ending on September 30, 2004, existing Customers whose Service Order Agreement is within thirty (30) days of expiration who enter into a Service Order Agreement for a one- (1), two- (2), or three- (3) year term for Basic Business Lines, Trunks, Two-way PRI, Integrated Access or XOption Service Offerings may be eligible to receive a ten-percent (10%) discount to be applied to the Monthly Recurring Charge for such Service Offering for the duration of the new term of the Service Order Agreement. The new term and this promotional discount will commence upon conclusion of the existing Service Order Agreement.

Customers must be located in an area where the Company is collocated in the ILEC wire center that serves the Customer are eligible for this promotion. Other Customers may be eligible for this promotion depending upon their service configuration. All customers are also required to meet minimum revenue commitments.

If Customer's service is terminated prior to the end of Customer's new Service Order Agreement term commitment, the Customer will be liable for all credits applied to Customer's account pursuant to this promotion. All other terms and conditions of Company's tariffs and contract shall apply.

This promotion may not be combined with any other promotion. The promotion does not apply to features, accounts with special off-tariffed pricing, or carrier accounts.

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LOCAL EXCHANGE SERVICES

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7.0 PROMOTIONAL OFFERINGS – Category I7.11 Looking Up Promotion

Beginning of the Effective Date and ending on January 31, 2004, new Customers may be eligible to receive the following discounts on installation and Monthly Recurring Charges as described below. Those Customers who subscribe to a two or three year term commitment when ordering XOptions Number 7, 13, 15 or 16 or who subscribe to a one, two or three year term of Digital Switched T1 services will receive the discounts as described below.

Digital Switched T1 Trunk

1 year term: 50% discount on installation and 10% discount on MRC

2 year term: Free installation and 15% discount on MRC

3 year term: Free installation and 20% discount on MRC

XOptions Numbers 7, 13, 15 or 16

2 year term: Free installation and 15% discount on MRC

3 year term: Free installation and 20% discount on MRC

The Monthly Recurring Charge does not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees or surcharges. Should Customer terminate service prior to the end of the term commitment, Customer is responsible for all applicable early termination charges and the cost of the previously waived installation. This promotion cannot be combined with any other offer, promotion or individual case basis pricing arrangement.

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LOCAL EXCHANGE SERVICES

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7.0 PROMOTIONAL OFFERINGS—Category I7.11 X Options Monthly Credit

The XOptions Monthly Credit Promotion offers Customers meeting certain criteria a monthly credit, as described below, during the Customer's initial term of service.

In order to receive the credits offered in this promotion, Customers must sign up for a minimum two year term commitment, on or before March 31, 2003, for any of the following XOptions bundles: #7 and #16.

Under this promotion, Customers will receive monthly credits as follows:

| <u>XOptions bundle</u> | <u>Monthly Credit</u> |
|------------------------|-----------------------|
| #7 and #16             | \$50.00               |

Monthly credits will be applied per XOption bundle, with only one credit offered per bundle. Credits will be applied each month during the Customer's initial term of service only. This promotion will not apply to any renewal periods. If for any reason, the Customer fails to complete its initial term commitment, XO reserves the right to charge the Customer all amounts that XO credits under this promotion.

Except for the XOptions #7 and the XOptions #16 promotions, this promotion cannot be combined with any other promotions, individual case basis arrangements or other special offers.

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LOCAL EXCHANGE SERVICES

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7.0 PROMOTIONAL OFFERINGS—Category I7.12 X Options Simplification Promotion

This promotion is available to New and Existing Customers that subscribe to XOptions Bundles 5A, 6A, 7A, 13A, 15A and 16A, pursuant to this promotion on or before July 31, 2004.

Under this promotion, Customers will receive a 15% discount off the tariff prices for the XOptions bundles specified above. The promotional discount will apply to the monthly recurring charge and overage usage charges only. The discount does not apply to packages B, C or D of the XOptions offerings. This promotion does not apply to any XOptions bundles or packages that are not listed above.

This promotion may not be combined with other promotions and special offers, except for the XOption #7 and #16 Promotions. This promotion may not be used with any individual case basis offerings.

7.13 Business Lines Simplification

This promotion is available to New and Existing Customers that order business lines pursuant to this promotion on or before July 31, 2004 with a minimum of a two year term commitment.

Under this promotion, Customers who order business lines according to Section 3.1 of this tariff may select up to seven features at no additional cost. The eligible features include: 3-Way Calling, Call Transfer, Caller ID and Name, Call Forwarding Variable, Call Forwarding Busy, Call Forwarding No Answer and Sequential Hunting. Customers must comply with all other terms and conditions of the business line offering as specified in the tariff.

This promotion may not be used with any individual case basis offerings.

7.14 Metra Plus XOptions #15A Promotion

Beginning effective January 1, 2007 and ending March 31, 2007, the Company will offer the following promotional rate for the Metra Plus XOptions #15A package. New customers committing to a three-year term and existing customers renewing for an additional three-year term will receive the following rate for the duration of the new contract period:

|                          |            |
|--------------------------|------------|
| Monthly Recurring Charge | \$1,100.00 |
|--------------------------|------------|

This offer may not be combined with any additional discounts or promotions. This rate applies only to the Monthly Recurring Charge and does not include any additional charges; including, but not limited to usage charges; sales, use, gross receipts, excise, access or other local, state and federal taxes; user fees or surcharges.

## LOCAL EXCHANGE SERVICES

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7.0 PROMOTIONAL OFFERINGS—Category I7.15 ISDN-PRI / Digital T1 Promotion

Beginning effective January 1, 2007 and ending March 31, 2007, the Company will offer the following promotional rate to new and existing customers who sign-up for a new three year term for Category 1 ISDN-PRI and Full Digital T1 Trunks.

Customers will receive the following rate for the duration of the new contract period:

|                          |          |
|--------------------------|----------|
| Monthly Recurring Charge | \$550.00 |
|--------------------------|----------|

This offer may not be combined with any additional discounts or promotions. This rate applies only to the Monthly Recurring Charge and does not include any additional charges; including, but not limited to usage charges; sales, use, gross receipts, excise, access or other local, state and federal taxes; user fees or surcharges.

7.16 Three Free Month Promotion II

Beginning April 18, 2007 and ending September 30, 2007, the Company will offer the following promotion to new customers and existing customers who sign-up for a new two or three year term or commitment. Company will credit one month of Customer's Monthly Recurring Charges for each year of its new commitment on the following Category One products: ISDN PRI, Full Switched Digital T-1 Service, and XOptions (7, 13, 15, & 16).

The credited month of service will be applied as follows:

| Commitment  | Credited Months of Service |
|-------------|----------------------------|
| 2 Year Term | 13th and 25th Month        |
| 3 Year Term | 13th, 25th, and 37th Month |

The credited month is defined as the applicable monthly recurring charge (MRC) for the product(s) selected by the Customer, it does not include usage, taxes, user fees, or surcharges. The credited month(s) will appear as an automatic credit on the Customer's account. All of the Customer's terms and conditions for the selected service apply to the credited month of service. This promotion may not be combined with any other promotion.

7.17 XO Half Off the MRC Promotion

Beginning April 18, 2007 and ending September 30, 2007, the Company will offer the following promotion to new customers and existing customers who sign-up for a new two or three year term or commitment. Company will credit 50% off of the Customer's monthly recurring charges for the first three full invoice cycles from activation date on the following Category One products: ISDN-PRI, Full Switched Digital T-1 Service, and XOptions (7, 13, 15, & 16).

The credit is defined as the applicable monthly recurring charge (MRC) for the product(s) selected by the Customer, it does not include usage, taxes, user fees, or surcharges. The credited months will appear as an automatic credit on the Customer's account. All of the Customer's terms and conditions for the selected service apply to the credited month of service. This promotion may not be combined with any other promotion.

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LOCAL EXCHANGE SERVICES

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7.0 PROMOTIONAL OFFERINGS—Category I7.18 Three Year Term Summer Sizzle Promotion

Beginning May 15, 2007 and ending August 15, 2007, the Company may offer the following promotion in response to competitive marketplace conditions to new customers who sign-up for a three year term commitment. Customers enrolled in this promotion will receive the following Monthly Recurring Charges (MRCs) for XOptions #7A, XOptions #15A, or XOptions #16A service packages.

The monthly recurring charges will be applied as follows:

| Product       | Monthly Recurring Charge |
|---------------|--------------------------|
| XOptions #7A  | \$618.00                 |
| XOptions #15A | \$1,059.00               |
| XOptions #16A | \$618.00                 |

The above charges apply to MRCs only and do not include any installation charges, non-recurring charges, usage charges, taxes, user fees, or surcharges. All of the Customer's terms and conditions for the selected service apply. This promotion may not be combined with any other promotion.

7.19 Small Business Services Promotion

Beginning May 14, 2010 and ending July 14, 2010, XO will offer to current Small Business Services' customers the following promotion: waiver of the Administrative Service Charge. This waiver will continue while customer maintains its current account at its current level of service. This promotion is not transferable or assignable.

7.20 Small Business Services Rate Stabilization Promotion

Beginning August 1, 2010; XO will offer to current Small Business Services' customers the following promotion: stabilization of rates. Small Business Services' customers will maintain their rates that were in effect on July 14, 2010. This promotion will continue while customer maintains its current service on its current account with its current level of service. Small Business Services customers who change their service or term of service will no longer receive the benefits of this promotion. This promotion is not transferable or assignable.