



Customer Self-Service Toolkit from XO

Simple. Efficient. Flexible.

The value of a positive and consistent customer experience.

At XO, we firmly believe in the value of a positive and consistent customer experience. Your business is demanding so working with XO should be **simple**. Your time is valuable so our tools should be **efficient**. Your business is dynamic so our systems should be **flexible**. That's why we offer extensive automated capabilities that support your need for accurate and timely access to information about your XO services.

Our tools provide secure, self-service portals and application programming interfaces (APIs) for the creation, maintenance, tracking, and reporting of your XO services. They're quick and easy to use, affording you time to concentrate on growing your business.

Ready to Get Started?

To learn more about any of our self-service tools, please contact your XO Carrier Customer Service Manager or call us at 800.474.1763.

A Little More About Our Big Portfolio.

XO offers a wide range of additional solutions for carriers seeking to offer their customers competitively priced, high-capacity services throughout the US.

VPN Services

<http://www.xo.com/services/carrier/vpn/Pages/default.aspx>

Internet Services

<http://www.xo.com/services/carrier/internet/Pages/overview.aspx>

Network Transport

<http://www.xo.com/services/carrier/transport/Pages/overview.aspx>

XO Customer Tools at a Glance...

Self-Service Portals



Network Access Pricing Tool (NAPT)

- Price and Qualify Network Access Services for multiple products



Virtual Front Office (VFO)

- Directly submit XO orders online
- Monitor service delivery process for in-flight orders



XO Ops Center

- View and monitor circuit inventory and alarms
- Initiate trouble tickets and track trouble ticket lifecycle
- Escalate trouble tickets



XO Business Center

- Review your accounts and manage user access
- View, download and analyze bills
- Make payments



XO Stats

- View daily, weekly and monthly circuit usage
- Run circuit tests from a selection of XO Core Routers

Application Programming Interfaces (APIs)



XO EasyQuote

- Obtain updated loop pre-qualification and pricing information from XO



Comet

- Open, modify and close trouble tickets