



XO[®] Business Center: QuickStart Guide

Welcome! As an XO Communications' customer, you have 24x7 access to the XO[®] Business Center, our robust and easy-to-use customer self-service website. The XO Business Center contains a full suite of tools designed to put you in control of your communications services by enabling you to manage invoices, trouble tickets and voice features online.

Save this QuickStart Guide and use it as a reference tool!

User Name: _____

Password: _____

Need Assistance?

If you have trouble accessing your account or have questions, call XO Customer Care toll-free at (800) 421-3872.

Accessing XO Business Center

Go to <http://bc.xo.com> to register for a new Business Center account, log into your existing account, or view an educational online demo about the Business Center features.

You can also access the Business Center by visiting the XO Communications company website at www.xo.com and clicking on the Business Center Login button on the home page.

XO Communications : BUSINESS CENTER

Welcome to the next generation of the XO[®] Business Center—a powerful, self-service portal that enables you to get even more from your XO services. Pay your invoices, open repair issues, and much more. Business Center is more robust than ever and available any time, day or night.

If you are an existing Business Center user, sign in now to start using the new features. If you haven't registered yet, [Learn More](#), [View Demo](#), or [Register today](#).

Sign-in to your Account

User ID:
Example: (jsmith1)

Password:

[Forgot Password?](#)

Registering for a Business Center account

You can register for a Business Center account anytime by visiting <http://bc.xo.com> and clicking on [Register Today](#) (you will need the account number from your XO invoice to complete your registration).

Why Use XO® Business Center?



Billing

- View, download and analyze bills and voice and data usage reports
- Submit a one-time payment via credit card or bank account debit, or sign up for Autopay
- Sign up for paperless billing and email bill notification
- Update your personal profile and preferences and change your billing address online



Online Feature Management for VoIP Customers

Self-administer changes in real time to manage services and telephone features on existing phone lines, including:

- Set Up Call Forwarding
- Reset Voicemail Passcodes
- Configure Hunt Groups and Incoming Call Routing
- Manage Voice VPN
- Bulk Upload Account Codes
- Edit Phone Numbers Displayed in Caller ID
- Set Up Automatic Call Routing



Customer Care

- Initiate trouble tickets and check their status, without having to call XO Customer Care
- Sign up to receive network outage and proactive maintenance notifications
- Email inquiries to XO Customer Care
- Browse or search our expanded Knowledge Base (repair and troubleshooting information and FAQs)



Usage Statistics & Website Maintenance

- Monitor throughput on each Internet access circuit
- Update your website online

XO Business Center Navigation

The top navigation bar takes you to the main functional areas within the Business Center: My Account, Billing, Support, Contact Us, and Help.

1 My Account

This [Overview](#) page displays up to five Billing Locations with the current balance due for each, and five of your most recently submitted support requests and trouble tickets. You can also perform searches to display information on service locations, trouble tickets and telephone numbers/circuit IDs. In the [Manage Users](#) section you can create and approve new Business Center users, and view and update the existing users' status. Go to [My Profile](#) section to update your account information or change your password. In the [Notification Preferences](#) section you can sign up to receive network outage and proactive maintenance notifications, and billing email alerts and reminders.

2 Billing

View current balance due, invoice date, and due date for each of your accounts. Access and download up to 13 months of account statements and call detail in your choice of PDF, CSV or XML formats. [Go Green](#) by signing up for paperless billing. Pay

3 Support

your bills online or set up automatic payments.

Use the [Message Center](#) tab to access the list of all issues submitted within the last 90 days. Search for and display details of each Network Alert, trouble ticket or billing inquiry by clicking on the reference number. Access the online Knowledge Base for answers to frequently asked questions by clicking on the [Help](#) tab.

4

Contact Us

Submit issues to XO Customer Care; initiate trouble tickets and check their status; contact XO Customer Care agents.

5

Help

Access the online Knowledge Base for answers to frequently asked questions and troubleshooting advice. Search by topic for up-to-date billing, troubleshooting and support information.

your bills online or set up automatic payments.

3

Support

Use the [Message Center](#) tab to access the list of all issues submitted within the last 90 days. Search for and display details of each Network Alert, trouble ticket or billing inquiry by clicking on the reference number. Access the online Knowledge Base for answers to frequently asked questions by clicking on the [Help](#) tab.

4

Contact Us

Submit issues to XO Customer Care; initiate trouble tickets and check their status; contact XO Customer Care agents.

5

Help

Access the online Knowledge Base for answers to frequently asked questions and troubleshooting advice. Search by topic for up-to-date billing, troubleshooting and support information.

Product Tools

Search your locations, trouble tickets, and telephone numbers

Locations Tickets Orders Phone numbers and Circuit IDs

Search for a location

Examples: '187 Beach St' or 'San Jose' or 'CA'

Access the tools to manage your VoIP services (**Online Feature Management**), view your DIA circuit performance (**XO Stats Usage Reporting**), or update your website online (**XO Gateway**) via the Location Details page. **These tools were previously accessed through the Products & Services tab, which has been removed.**

First, search for the desired service location by entering the street address, city, or state in the search bar and clicking **Find**. If multiple locations match the criteria, a list of locations will be displayed. Select the desired location from the list.

You can also click on the location address if it's shown on the list of the Most Viewed Locations below the search bar.

Location Details Page

Locations Tickets Orders Phone numbers and Circuit IDs

Search for a location

Examples: '187 Beach St' or 'San Jose' or 'CA'

XO MEMPHIS:
5885 RIDGEWAY CENTER PKWY, suite 111, MEMPHIS, TN, 38120
Account #:000000000000352 Phone:(989) 123-0000

Balance:\$20,741.72

Important messages:

Product Portals such as Online Feature Management are now accessible via the Location Details Page.
[Read more](#)

Overview Support Tickets Orders User Permissions

Paperless Billing

Go paperless and never turn back. It saves you money and in theory it saves trees!

Update Paperless Billing

[Configure Paperless Billing for other accounts](#)

Change Mailing Address

If you update the "Mailing Address" within 24 hours of your invoice date you may have to wait until next month before the invoice will be sent to the new address.

1234 TRUSE RD,
MEMPHIS, TN, 38117, USA

Quick Links

- [Create a Support Ticket](#)
- [Configure XO VoIP Services](#)
- [View Usage Reporting](#)
- [Login to XO Gateway](#)



Once the Location Details page is displayed, access the tool you need by clicking on the appropriate link in the **Quick Links** box on the right.

For example, click on **Configure XO VoIP Services** to access Online Feature Management to begin managing your voice service features.

User Types

Once you register, the XO Business Center allows you to control account access across your organization. For more flexibility, the Business Center offers four pre-defined User Types (Master Administrator, Administrator, Advanced User, and Basic User), each with varying levels of access rights or privileges. To start managing Business Center users, go to [My Account](#) and click on [Manage Users](#).

Last Name	First Name	MI	User ID	Email	User Type	Access Status
LAST NAME	FIRST NAME		User ID	13884@xo.com	Master Admin	Active
LAST NAME	FIRST NAME		User ID	19449@xo.com	Basic	Active
LAST NAME	FIRST NAME		User ID	25837@xo.com	Advanced	Active
LAST NAME	FIRST NAME		User ID	39473@xo.com	Admin	Active

The first person to register for the XO Business Center is designated the Master Administrator on the account.

The [Master Administrator](#) can perform all functions within the Business Center which includes adding or disabling access and resetting passwords as well as managing users including other administrators. In addition, Master Administrators can initiate and check the status of trouble tickets, request email support, view, download and pay bills online, access online help, update contact and mailing address information, access product tools and more.

To modify a user's profile, click on the hyperlinked User ID to display and edit user details.

[Administrators](#) can perform all functions except disabling Master Administrator or Administrator access. More than one person can be designated an Administrator.

[Advanced Users](#) can do everything the Administrator does, except manage user access.

[Basic Users](#) can access the online Knowledge Base, and submit trouble tickets or email issues to Customer Care. Basic users cannot manage other users or access billing information.

Want to know more?

Learn more about how the Business Center can help you manage your services by viewing an online demo on <http://bc.xo.com> or www.xo.com/care.

XOBCQSG0611

© Copyright 2011. XO Communications, LLC. All rights reserved.
XO, the XO design logo, and all related marks are registered trademarks of XO Communications, LLC.

