

INTRODUCTION

Welcome to myXO

Welcome to myXO, the XO Communications customer portal.

The myXO portal offers a complete suite of tools that put you in charge of your XO services, help you manage critical business functions and control costs. Access myXO from almost any device—smartphone, tablet or laptop—anywhere, at any time.

Pay your bill. View network usage statistics from your smartphone. Track trouble tickets. Initiate changes to your XO services and more. myXO opens up new possibilities and gives you the visibility you need concerning your communications services accounts.

You'll enjoy the myXO portal's clean, intuitive, easy-to-use design.

Once you log in, all the tools you need are at your fingertips from a central, powerful Dashboard.

Accessing myXO

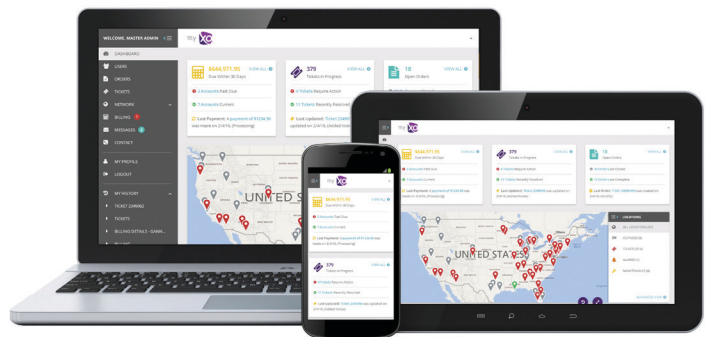
Go to portal.xo.com to log in to your existing account. You can also access myXO from xo.com. From the xo.com homepage, go to the top right corner and click the myXO button

Your myXO Dashboard

The Dashboard is your command-central, and is customized for your preferences. In this way, the Dashboard displays what you most want to see regarding your XO account and services. The Dashboard becomes your “single pane of glass” to get to whatever you need quickly. After you log in to the portal, the Dashboard automatically opens for you.

From the Dashboard, you can quickly:

- View highlights of new myXO capabilities
- See information concerning your individual XO services
- Track new XO service orders
- Access service-specific online interfaces
- Examine billing detail and payment status
- Get important messages about your services
- Open or view tickets and outage notifications
- Initiate changes to your XO services
- And much more!



Your Main Navigation Dashboard

Use the Dashboard for an “at a glance” quick view of the information that matters most to you. Your personalized Dashboard screen may contain elements from any of the buttons available from myXO.

In the **Users** area, select and update your employees’ access to myXO with appropriate permissions at any time.

If you’ve ordered any new services for your network, use **Orders** to track status and view the progress of your installation.

We hope you don’t ever have to click here, but in the rare event that you do, it’s here to help you open **Tickets** or manage status of open trouble tickets.

The new **Network** page puts an inventory of your circuits and their active alarms, tickets, maintenance events, and other information at your fingertips. Beyond the Network map view, you can also examine a list of events such as alarms, tickets, outages, and scheduled maintenance.

Within the **Voice** area, you can self-administer changes in real time to manage your XO IP Flex, IP Flex with VPN, SIP or Enterprise SIP (ESIP) Online Feature Management (OFM) services, and allow your employees to select their own preferences for advanced calling features.

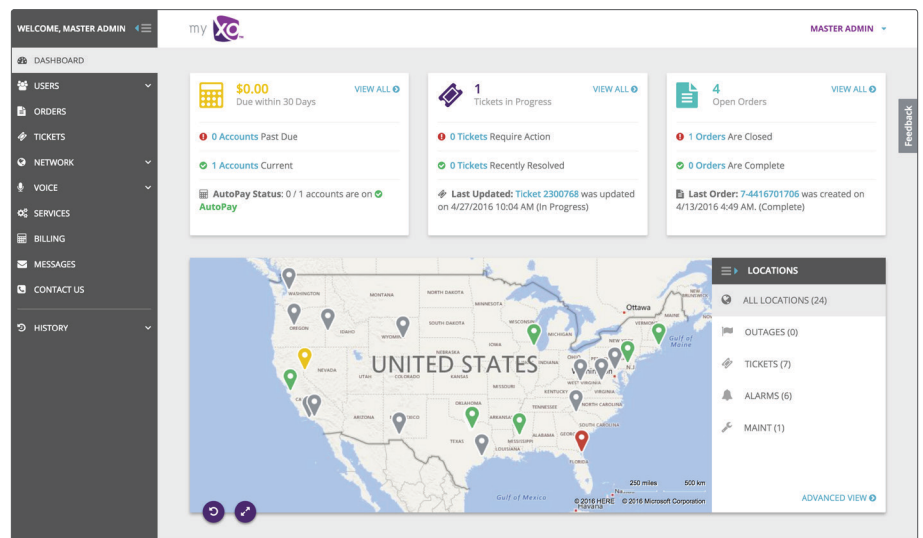
Use the **Services** icon to view an overview of all of your locations, circuits, and telephone numbers. From the “Services” page, you may now submit Move, Change, or Disconnect requests for specific circuits or telephone

numbers at your convenience, without having to contact a customer support representative. You may also submit price requests for new services at existing or new locations.

Billing allows you to view, download and analyze bills and voice and data usage reports; submit a one-time payment using a credit card or sign up for AutoPay; sign up for paperless billing and email bill notification; update your billing contact information; or change your billing address online.

The consolidated **Messages** center is where you’ll find important service-related notices concerning your XO services or account.

Need help or assistance? Speak with an XO Care representative easily by clicking on one of the options under **Contact Us**. If you wish, avoid hold time by using the convenient callback tab and we’ll tell you when to expect a return call from an expert who can assist you.



Security

2-Factor Authentication

Protecting your company’s service information is a top priority.

You may now enable an additional layer of authentication security for your myXO portal account, adding SMS or email passcodes to your login process.

