The following are XO Communications’ (“XO’s”) general business rules for local number portability (“LNP”), including requests for customer service records (“CSRs”) and submission of local service requests (“LSRs”) to port telephone numbers (“TNs”) from XO to other service providers. These rules will be periodically updated and posted at the following website:


********** Effective April 1, 2011**********

XO will no longer accept email or fax LSRs except in limited circumstances. All LSRs must be submitted via XO’s Port Out Tool (“XPORT”) at http://apps.xo.com/XPORT/login.jsp. Although submission of LSRs via XPORT will not be required before April 1, 2011, all New Service Providers (“NSPs”) are encouraged to begin using XPORT immediately as it will reduce the rejection of invalid LSRs and increase efficiency of the overall porting process.

**AUTOMATED LSRs VIA XO’S GUI TOOL (“XPORT”)**

* XPORT is XO’s online Graphical User Interface (“GUI”) Port Out Tool available at http://apps.xo.com/XPORT/login.jsp. XPORT allows service providers to electronically request and receive CSRs in real-time and submit and receive automated LSRs and responses.

* To request a user name and password for XPORT, please go to http://apps.xo.com/XPORT/login.jsp and click on the “Register Now” link. Please fill out the form and click “Add User.”

**MANUAL LSRs VIA EMAIL**

* Manual LSRs will be accepted by email only if XPORT is unavailable or by prior arrangement between a service provider and XO. In these limited circumstances, a manual LSR for an XO customer may be submitted to xolsr@xo.com, and a manual LSR for a legacy Allegiance customer may be submitted to algxlsr@xo.com. Any manual LSR submitted under other circumstances will be delayed processing or rejected with instructions to submit the LSR through XPORT.

* All manual LSRs must be typewritten. Handwritten LSRs will be rejected.

* Manual LSRs should include the following in the subject line:
For new orders: Purchase Order Number ("PON") and jurisdiction (state) of the order, both of which must be in ALL CAPS (do not include any other verbiage in the subject line)

For supplements and cancellations: PON, Version Number ("VER"), jurisdiction (state) of the order, and the XO order number if you have received a Firm Order Commitment ("FOC"), all of which must be in ALL CAPS (do not include any other verbiage in the subject line)

For simple ports that request a one business day port interval (see below for criteria): NOTE: Manual LSRs for one day porting will be rejected unless there is a connectivity issue with XPORT. An LSR may be submitted to xolsr@xo.com with the same required fields as the template from XPORT. Subject field must read: “1-Day Simple Port.”

SINGLE NUMBER ONE DAY PORT OUTS

* A Desired Due Date ("DDD") of one (1) business day may be requested on an LSR only if the order meets the criteria for simple ports, which (per FCC rules): “(1) do not involve unbundled network elements; (2) involve an account only for a single line; (3) do not include complex switch translations (e.g., Centrex, ISDN, AIN services, remote call forwarding, or multiple services on the loop); and (4) do not include a reseller.”

* For XO services, the following criteria are necessary for the port to qualify as a simple port:
  
  - A single TN is involved and the TN is in a valid status:
    - Active In-Service
  
  - The TN must be on a valid product type that is a simple port:
    - ISDN PRI Group
    - Basic Business Line
    - Wholesale VoIP Trunk Group

* All LSRs that request a one (1) business day porting interval must be submitted via the “1-Day Port” link in XPORT. Any LSR submitted via standard procedures (via “View CSR/Create LSR” link in XPORT) will not be guaranteed to be processed as a 1 day port request.

* Any LSR submitted via the “Create 1 Day Port Request” link in XPORT that does not meet the criteria for a simple port will be rejected with the following message:

  - Your LSR request for a 1-day porting interval has been rejected because the entered telephone number does not qualify as a simple port. Please follow standard procedures for submission of a non-simple port request by selecting the menu option “View CSR/Create LSR.”

To submit a one day port request to XO, the NSP must (1) input the single telephone number on the first entry screen, and (2) complete the information on the following screen.
TOLL-FREE NUMBERS

* For toll free ports/disconnects, please fax an LOA to 469-461-7202 or email it to resporgrelease@xo.com. If the LOA is emailed, XO will provide a tracking number, which is required for status and escalation inquiries. For status issues, please send an email to xoporthouts@xo.com or call the Port Out hotline: 866-967-6787.

LSR FIELD REQUIREMENTS

* **VER** – Version Number = starts at 00 as your first submission and increases numerically with each supplement. Orders will be rejected for alpha VER.

* **ATN** – Account Telephone Number = should be filled out with the main billing 10-digit TN; validation required for simple ports

* **D/T Sent** – Date/Time Sent = must match the Date/Time LSR is received by XO

* **DDD** – Desired Due Date = must be set at least four (4) business days after LSR is submitted, unless the port qualifies as a simple port, in which case this may be set to one (1) business day.

* **REQTYPE** – Request Type = required
  * CB = facilities will not be reused. TXNU numbers will not be provided.
  * BB = facilities will be reused. TXNU numbers will be provided. If reusing facilities, the D order has to be sent back to XO before the FOC Due Date. If XO has not received the D order by the FOC Due Date the NPAC subscriptions will be cancelled and a reject notice will be sent.

* **ACT** – Activity = required
  * V = Port of all of TNs on customer’s account
  * P = Partial port; some TNs on customer’s account will remain with XO

* **SUP** – Supplement = required on all supplemental LSRs, otherwise prohibited
  * 1 = cancel
  * 2 = change due date only
  * 3 = other – requires remarks

* **CC** – Company Code = required

* **AGAUTH** – Agency Authorization = required

* **AUTHNM** – Authorized Name = required

* End User Information – name and address must match XO’s records; zip code validation required for simple ports

* Required on Number Portability Section:
  * **REF NUM/LNUM** – Sequential Number Assigned To Each Porting TN
  * **PORTED#** – TN Requested to Port
  * **NPQTY** – Total Quantity of TNs Requested To Port

* Required on Disconnect Information:
- **DQTY** – Total Quantity of TNs Requested To Disconnect
- **REF NUM** – TN requesting to disconnect
- **DISC#** – TN requesting to disconnect

* CONTACT SECTION – **INIT, TEL #, E-MAIL and FAX NO.** = required (Please be certain that the E-Mail address provided reflects the correct address for XO to use when issuing all FOCs or rejects)

* Validation of simple ports will be based on no more than the following four fields: (1) 10-digit telephone number (ATN); (2) customer account number (if applicable); (3) 5-digit zip code; and (4) pass code (if applicable).

**PARTIAL PORTS**

* All TNs must be addressed on the LSR. If a TN is being disconnected, it must be included on the disconnect page (DQTY field) and not addressed in comments/remarks. If the TNs are staying with XO Communications, this needs to be stated in the comments/remarks as “remaining TNs to stay with XO”.

* All services must be addressed on the LSR, including any internet/data services and what the disposition of those services will be going forward – i.e. porting, disconnecting or services to remain with XO.

**DUE DATE INTERVALS**

* For simple ports, the Desired Due Date (“DDD”) may be set at 1 business day.

* For any port that does not qualify as a simple port, the DDD must be set no earlier than four (4) business days and no later than 30 days after the LSR is submitted.

* Depending upon the number of TNs (over 50) and complexity of the order, the due date confirmed by XO on the Firm Order Commitment (“FOC Due Date”) may be established on an individual case basis.

  - The due date for any order requesting to port more than 50 TNs will be negotiated between XO and the New Service Provider.

* Where intervals proscribed in a final order by the state commission vary from those stated herein, XO will abide by the commission-proscribed intervals for the applicable state only. As stated above, to ensure state-specific compliance, the jurisdiction (state) of the order MUST appear in the subject line of any manual LSR.

**RESPONSE INTERVALS**

* For simple ports, a FOC or rejection notice will be returned within 4 hours (excluding weekends and holidays) from the time XO receives an LSR.

  - LSRs received after 1:00 pm in the applicable time zone below (based on TN Installation Service Location) are considered received the next business day:
Northeast // Mid-Atlantic // Southeast Regions – EASTERN TIME ZONE
Midwest // Southwest Regions – CENTRAL TIME ZONE
West Coast Region – PACIFIC TIME ZONE
Western Region (excluding West Coast) – MOUNTAIN TIME ZONE

* For port requests other than simple ports, a FOC or rejection notice will be returned within 24 hours (excluding weekends and holidays) from the time XO receives an LSR, unless the response interval is otherwise defined by inter-company agreements.

- LSRs received after 3:00 PM MST are considered received the next business day.

  EXAMPLE: If XO receives an LSR on Friday before 3:00 PM MST, XO will return a FOC or rejection notice within 1 business day (24 hours), which means the FOC or rejection notice will be sent no later than Monday by close of business.

  EXAMPLE: If XO receives an LSR on Friday after 3:00 PM MST, XO will return a FOC or rejection notice within 1 business day (24 hours) of receipt on Monday, which means the FOC or rejection notice will be sent no later than Tuesday morning.

- If the FOC is not received by the New Service Provider (“NSP”) within 24 hours, then the NSP should contact XO.

PREFERRED CARRIER FREEZE

* If the TN is subject to a preferred carrier freeze placed on the account by XO’s subscriber, the LSR will be rejected with the following (or similar) message:

  
  This LSR has been rejected. XO is unable to process this port-out request because the telephone number is subject to a preferred carrier freeze placed on the account by the subscriber of record, which is an information/enhanced service provider. If you have further inquiries about this request, please contact xxxx@xxxxx.com with Subject: “LSR for xxx-xxx-xxxx.”

* If the NSP contacts XO’s subscriber and receives an LOA from the subscriber that authorizes the port, the NSP should send the LOA via email to preferredcarrierfreeze@xo.com with the PON number in the subject field and resubmit the LSR through XPORT.

ORDER SUPPLEMENT AND TN ACTIVATION

* Changes to an order must be submitted on a supplemental LSR (“SUP”).

* A SUP for any reason will require a new DDD.
EXAMPLE: XO receives a SUP LSR. The SUP LSR should have a DDD no earlier than four (4) business days after the SUP LSR is submitted. If an earlier DDD is requested, the expedite field must be marked and the expedite request must be approved by XO Management.

* Orders may not be supplemented or have the DDD changed more than three times. If a 4th SUP is received, the order will be cancelled and a new LSR must be submitted. A cancellation notification will be sent to the NSP.

* Once the NSP receives a FOC, the NSP must ensure that its NPAC subscriptions are entered 18 business hours (2 full business days, weekends not included) prior to the port date to ensure that the NSP can activate the TNs. For concurrence issues, contact concurrence@xo.com.

* The NSP must activate the TNs within 5 business days or the order will be cancelled and a new LSR must be submitted. A “failure to port” notification will be sent to the NSP.

  • EXAMPLE: If the NSP receives a FOC Due Date for 01/26/11, the NSP will have until 02/02/11 to port. A SUP is not required unless the NSP is requesting a DDD later than the closing of the 02/02/11 window. The customer’s TNs will remain in XO’s switch until XO confirms activation of the TNs by the NSP in NPAC/SOA.

  • The NSP may not request an extension or SUP of the FOC Due Date once the NSP has activated any of the TNs on its order in NPAC/SOA.

  • Once the NSP has activated any TN on its order in NPAC/SOA, the NSP assumes responsibility for the customer’s service on all requested TN(s) on the order. After any TN on the order is activated, all of the requested TNs on the order will be removed from XO’s switch (even if not all requested TNs have been activated by the NSP).

CONCURRENCE, REPAIR, OR INSTALLATION ISSUES

* For concurrence issues, either XO or Allegiance, please send an email to concurrence@xo.com with complete information about the issue.

* If the order is over 30 days old, please contact XO Repair at 888-575-6398 for service issues.

* If there is an install issue, please contact XO Customer Care Center at 888-575-6398 or have the customer contact a Sales Representative.

SNAP BACK

* Snap back requests are reviewed on a case-by-case basis. In the event that the NSP is unable to provide service to the customer after activating the TNs in NPAC/SOA, XO may allow the NSP to initiate a snap back of all of the customer’s ported TNs to XO. Partial snap backs are never permitted. Once the TNs have been removed from
the XO switch, XO is unable to accept a snap back. The NSP has until the next business day after the FOC Due Date to snap back the TNs to XO. To do so, please contact the port out hotline at 866-967-6787 and choose the port out prompt or email concurrence@xo.com.

STATUS AND ESCALATION PROCESS

* For inquiries regarding an LSR submitted via XPORT, please provide CCNA and PON with your inquiry. For inquiries regarding manual LSRs sent via email, please provide the tracking number that was assigned to your order via auto response.

* Inquiries for status must not take place until XO’s response intervals have expired. Request for status inside the response interval will be directed to call back after the interval has expired if an FOC or Reject is not received.

* Please use the following contacts for status inquiries, beginning with the 1st Level:
  - 1st Level – All status inquiries must be called into 866-967-6787 or emailed to xoportouts@xo.com.
  - 2nd Level – Cara Rhea, Team Lead, Port Outs 303-539-7996
  - 3rd Level – Sal Molina, Manager, Port Outs 303-539-7785
  - 4th Level – Bill Seagraves, Sr. Manager, Port Outs 630-371-3194

* NOTE: FCC regulations prohibit our department from speaking directly to customers. Under no circumstances should a customer be provided with the contact information for either the Legacy Allegiance Port Out Team or the XO Port Out Team. In the event that a customer needs to speak with a representative of Allegiance/XO, then refer the customer to the XO Customer Care Center at 888-575-6398.

HOURS OF OPERATION

* Normal hours of operation are 8:00AM to 5:00PM MST on working business days, which are Monday thru Friday excluding XO holidays. XPORT will be available during these hours of operation. If you need technical assistance with XPORT during these hours, please contact: 866-967-6787.

  - XO does not work coordinated hot cuts. Translations are pulled between 8am-5pm CST Monday – Friday and in no particular sequence. If the FOC Due Date has not passed and the customer is experiencing service issues, the customer will need to contact XO Repair at 888-575-6398.

* An LSR sent to XO on a holiday will be considered to be received by XO on the following working business day. XO will observe the following holidays:

  - New Year’s Day
  - Martin Luther King Jr. Day
  - Presidents’ Day
  - Memorial Day
  - Independence Day
  - Labor Day
• Thanksgiving Day
• Day after Thanksgiving
• Christmas Day

**TERMS**

ATN = Account Telephone Number
DDD = Desired Due Date, as requested on LSR
FOC = Firm Order Confirmation
FOC Due Date = Due Date, as confirmed on FOC
LSR = Local Service Request
MST = Mountain Standard Time
NSP = New Service Provider
PON = Purchase Order Number
SUP = Supplement
TN = Telephone Number
VER = Version Number