

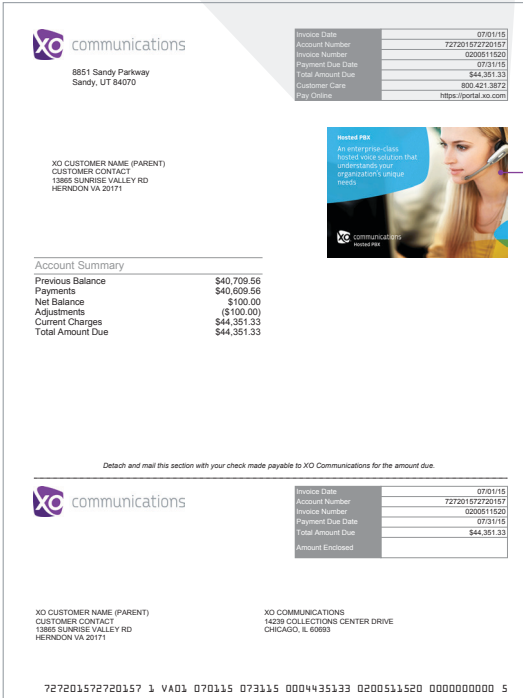
# How to Read Your XO Bill

At XO Communications, we think your billing statement should do more than simply tell you how much you owe. It should provide information about the services you've ordered, show you where you're spending your dollars, and help you manage your spending. Here's what you'll find on your XO billing statement.

For easy reference, all of the key information you need to know about your monthly invoice is located on the first page. Have this page handy whenever you call Customer Care with an inquiry concerning your invoice.

1. **Invoice Date** – This is the date of your current monthly invoice.
2. **Account Number** – Unless your business has more than one location, your billing account number is repeated on all pages following the remittance page in the upper right corner of the invoice.
3. **Invoice Number** – This is the number of your current monthly invoice. The number appears in the box at the top right corner of every page.
4. **Payment Due Date** – This is the date that your monthly payment is due to XO.
5. **Total Amount Due** – This is the amount you owe XO, which is the sum of current charges, previous balance, and adjustments, less payments.
6. **Customer Care Number** – Call this toll-free telephone number with billing inquiries. This number appears in the box at the top right corner of page one, and at the bottom of all pages containing invoice detail.
7. **Pay Online** – For easy reference, the website address of the myXO portal is located in the box at the top right corner of page one and at the bottom of all pages containing invoice detail. The myXO portal gives you the ability to view, download, and securely pay your XO bills online. Register today!
8. **Front-Page Statement Message** – This area may contain messages pertaining to your services, information about new solutions offered by XO, or promotional offers.

1	Invoice Date	07/01/15
2	Account Number	727201572720157
3	Invoice Number	0200511520
4	Payment Due Date	07/31/15
5	Total Amount Due	\$44,351.33
6	Customer Care	800.421.3872
7	Pay Online	<a href="https://portal.xo.com">https://portal.xo.com</a>



**xo communications**  
8551 Sandy Parkway  
Sandy, UT 84070

**xo communications**  
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Account Number: 727201572720157  
Invoice Number: 0200511520  
Payment Due Date: 07/31/15  
Total Amount Due: \$44,351.33  
Customer Care: 800.421.3872  
Pay Online: <https://portal.xo.com>

**XO CUSTOMER NAME (PARENT)**  
CUSTOMER CONTACT  
13658 SUNRISE VALLEY RD  
HERNDON VA 20171

**Account Summary**

Previous Balance	\$40,709.56
Payments	\$40,609.56
Net Balance	\$100.00
Adjustments	(\$100.00)
Current Charges	\$44,351.33
Total Amount Due	\$44,351.33

**Second Step**  
An enterprise-class second step solution that understands your organization's unique needs.

**xo communications**  
14209 COLLECTIONS CENTER DRIVE  
CHICAGO, IL 60693


727201572720157 1 VAD1 070115 073115 0004435133 0200511520 0000000000 5

- 9. **Payment Coupon** – If paying by check, please enclose detachable coupon in the XO return envelope provided to ensure prompt posting of your payment. The remittance address is on the front of the coupon.
- 10. **Amount Enclosed** – Enter the amount you will be paying here, if you are direct billed and are not paying by credit card or electronically. Using electronic payment is secure, free and fast. To find out how you can pay by credit card or Automated

Clearing House (ACH) electronic wire transfer, visit <https://portal.xo.com>.

- 11. **Bill Messages** – This section explains any upcoming changes to your bill, including important regulatory and legal notices. Depending on the Public Utilities Commission requirements in your state, the bill messages may extend to subsequent pages.

*Detach and mail this section with your check made payable to XO Communications for the amount due.*




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Account Number	727201572720157
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Payment Due Date	07/31/15
Total Amount Due	\$44,351.33
Amount Enclosed	

XO CUSTOMER NAME (PARENT)  
CUSTOMER CONTACT  
13865 SUNRISE VALLEY RD  
HERNDON VA 20171

XO COMMUNICATIONS  
14239 COLLECTIONS CENTER DRIVE  
CHICAGO, IL 60693

727201572720157 1 VA01 070115 073115 0004435133 0200511520 0000000000 5



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**Service Quality Requirements**

Local Exchange Service Quality Requirements: The law obligates all telecommunications carriers to provide installation and repair in a timely manner. Credits or other remedies may be available for delays in repair, installation or missed appointments.

**Virginia Payment Notice**

You are responsible for the payment of all charges on your bill. Failure to pay any portion of your bill may result in collection action. In addition to collection action, non-payment of certain charges may result in the disconnection of your local service. Examples of service charges for which failure to pay cannot result in the disconnection of local service include Intra-LATA toll charges.

**Moving and Correspondence Information**

If you are moving, please alert Customer Care at the number on this invoice at least 45 days in advance to ensure a smooth transition of services to your new location. Please do not include correspondence or cash with your payment. Payment inquiries and other account issues should be directed to Customer Care at the number on this invoice.



- 12. **Previous Balance** – Net amount billed from your last invoice, not including any payments.
- 13. **Payments** – Payments received within the stated billing period. (Only appears if a payment is made.)
- 14. **Balance Before New Charges** – Unpaid amount from previous bills.
- 15. **Commitment Information** – Monthly long distance usage commitment and usage actually attained during this billing cycle.

- 16. **Product Charges** – Monthly recurring charges (MRCs) including product itemization, billing period, quantity, unit price, and total amount by product. XO bills monthly services in advance. Therefore, if you are a new XO customer, you may see prorated charges on your first invoice. These charges represent charges from your date of installation to the end of your monthly billing cycle, plus a full month’s charges for the following month.

**STATEMENT OF ACCOUNT: Consolidated**

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Payments

<b>12</b>	<b>PREVIOUS BALANCE</b>	<b>40,709.56</b>
<b>13</b>	Payment on 06/28/15	(40,609.56)
<b>14</b>	<b>BALANCE BEFORE NEW CHARGES:</b>	<b>100.00</b>

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**15** Commitment Information

XO Freedom Plan			
	<b>Commitment</b>	<b>Attained</b>	<b>Shortfall</b>
	275.00	457.05	.00
<b>Total Commitment Charges</b>			<u>.00</u>

**16** Product Charges

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Internet Access						
10M EoS 7xT-1 Circuit	07/01/15	07/31/15	1	543.00	543.00	
500 MB Burstable 1 G Service	07/01/15	07/31/15	1	540.00	540.00	
DIA T1 On Net Promo	07/01/15	07/31/15	1	449.00	449.00	
Ethernet DIA Port MRC	07/01/15	07/31/15	1	565.00	565.00	
HSD 1G Burst 500M Port	07/01/15	07/31/15	1	6,360.00	6,360.00	
Network Access Facility	07/01/15	07/31/15	1	895.00	895.00	
<b>Total Internet Access</b>					<b>9,352.00</b>	
Private Data Networks						
1.544 MB Serial Network Access	07/01/15	07/31/15	1	777.00	777.00	
10MB Ethernet Access Loop	07/01/15	07/31/15	1	555.00	555.00	



**17. Other Charges** – Itemized non-recurring charges (NRCs) and Conferencing Calling charges (if applicable).

- **Access Recovery Charge (ARC):** calculated as a percentage of total monthly charges, and serves to recover a portion of the Incumbent Local Exchange Carrier (ILEC) access circuit price increases, approved by the FCC.
- **Early Contract Termination Fee:** applicable to certain services, will appear after termination of the services if you terminate your contract before the term of the contract is completed. Early Termination charges represent the difference between your committed level of spending and the total amount attained before contract termination.

**18. Product Usage Charges** – Displays total number of calls, minutes and amount for each usage type before discounts are applied.

**19. Fees and Charges** – Will only appear if applicable; late charges reflect late payment charges from a past invoice.

**20. Discounts** – Includes annual commitment (term) discounts and contract discounts, if applicable.

<b>17 Other Charges</b>			
	<b>Quantity</b>	<b>Each</b>	<b>Amount</b>
Cloud Computing			
Cloud Security Service Inst	1	165.00	165.00
Total Cloud Computing			165.00
Other			
Access Recovery	1	1,406.49	1,406.49
Support Time	113	5.00	565.00
Total Other			1,971.49
Voice			
Additional Equipment NRC	1	10.00	10.00
Basic Business Line Install	1	77.00	77.00
Total Voice			87.00
<b>Total Other Charges</b>			<b>2,223.49</b>

<b>18 Product Usage Charges</b>			
	<b>Calls</b>	<b>Minutes</b>	<b>Amount</b>
Intralata	506	1,229.2	22.16
Long Distance			
Intra-State Long Distance	1	2.2	0.04
Inter-State Long Distance	18	42.5	2.14
International	2	3.0	0.08
Toll Free Service			
Intra-State Toll Free	981	7,467.4	213.61

<b>19 Fees And Charges</b>	
Late Charge on Past Due Balance	57.15
<b>Total Fees and Charges</b>	<b>57.15</b>

<b>20 Product Discounts</b>	
Discount Local 19% 3Y/18000	(14.10)
<b>Total Product Discounts</b>	<b>(14.10)</b>



**21. Federal Surcharges and Taxes** – Utility fees and assessments for services such as Federal Subscriber Line, Universal Service Fund, etc.

**22. State and Local Surcharges and Taxes** – Utility fees and assessments for services such as 911, TDD, etc.

**23. Total Amount Due** – Sum of Current Charges, Previous Balance, and Adjustments, less Payments. Credit Adjustments appear in parentheses “( )” and are subtracted to arrive at the Total Amount Due, while Debit Adjustments are added.

<b>21</b>	<b>Federal Surcharges and Taxes</b>					
	Cost Recovery Fee					245.78
	Federal Excise Tax					20.49
	Federal Regulatory Fee					649.55
	Federal Subscriber Line Charge for Business Line Service	07/01/15	07/31/15	4	6.62	26.48
	Federal Universal Service Fund Surcharge					3,237.94
	Long Distance Access Charge for Business Line Service	07/01/15	07/31/15	4	4.31	17.24
	Long Distance Access Charge for ISDN PRI Service	07/01/15	07/31/15	1	21.55	21.55
	Property Tax Allotment Fee					295.95
	<b>Total Federal Surcharges and Taxes</b>					<b>4,514.98</b>
<b>22</b>	<b>State and Local Surcharges and Taxes</b>					
	911 VOIP Tax			6		4.50
	AZ State & Local Sales Tax					12.63
	Public Right-of-Way Use Fee			9		9.18
	State 911			9		6.75
	State Universal Service Fund Surcharge					0.73
	Telecom Excise Tax					228.25
	Telecommunications Infrastructure Maintenance Fee					16.30
	Utility Users Tax					239.92
	VA Communications Sales Tax					950.80
	VA State & Local Sales Tax					0.40
	<b>Total State and Local Surcharges and Taxes</b>					<b>1,469.46</b>
<b>23</b>	<b>Summary</b> <span style="float: right;">continued</span>					
	<b>TOTAL CURRENT CHARGES</b>					<b>\$44,351.33</b>
	<b>TOTAL AMOUNT DUE:</b>					<b>\$44,351.33</b>



**24. Call Detail Report** – Type and amount of information shown varies by plan and usage type.

**25. Call Type Legend** – Explains the call/usage type located in the call detail report of your bill.

Call Detail Report - Toll Free Service <span style="float: right;">continued</span>						
SERVICE ADDRESS: 13865 SUNRISE VALLEY DR, HERNDON CALL TO: (866)801-4172						
Date	Time	Call From	Number	Call Type	Minutes	Amount
06/23/15	01:11 PM	Miami	FL (305)559-9065	TR	2.6	0.1300
06/23/15	01:11 PM	Portland	OR (503)784-6505	TR	2.1	0.1100
06/23/15	01:11 PM	Whittier	CA (562)693-9509	TR	1.3	0.0700
06/23/15	01:11 PM	Needham	MA (781)444-8992	TR	2.2	0.1100
06/23/15	01:11 PM	Beaverton	OR (503)524-7673	TR	1.1	0.0600
06/23/15	01:11 PM	Westminstr	CO (303)427-7003	TR	1.7	0.0900
06/23/15	01:11 PM	W Bloomfld	MI (248)855-1738	TR	2.7	0.1400
06/23/15	01:11 PM	Covina	CA (626)422-8972	TR	1.9	0.1000
06/23/15	01:11 PM	Seattle	WA (206)851-7998	TR	1.8	0.0900
06/23/15	01:11 PM	Boulder	CO (303)449-0643	TR	1.1	0.0600
06/23/15	01:11 PM	Miami	FL (305)887-0839	TR	2.3	0.1200
06/23/15	01:11 PM	New York	NY (212)471-4820	TR	1.7	0.0900
06/23/15	01:11 PM	Royal Oak	MI (248)219-1136	TR	1.9	0.1000
06/23/15	01:11 PM	Royal Oak	MI (248)219-1136	TR	3.8	0.1900
06/23/15	01:11 PM	Passaic	NJ (973)253-4452	TR	1.2	0.0600
06/23/15	01:11 PM	Passaic	NJ (973)253-4452	TR	2.1	0.1100
06/23/15	01:11 PM	Pittsburgh	PA (412)885-5756	TR	2.1	0.1100
06/23/15	01:11 PM	Watertown	MA (617)924-2367	TR	0.8	0.0400
06/23/15	01:11 PM	Neworleans	LA (504)361-1644	TR	2.6	0.1300
06/23/15	01:11 PM	Melrose	MA (781)665-2575	TR	3.2	0.1600
06/23/15	01:11 PM	Melrose	MA (781)665-2575	TR	2.5	0.1300
06/23/15	01:11 PM	Northridge	CA (818)739-9700	TR	1.2	0.0600
06/23/15	01:11 PM	Perrysvl	PA (412)366-9930	TR	1.1	0.0600
06/23/15	01:11 PM	Perrine	FL (305)251-9129	TR	1.1	0.0600
06/23/15	01:11 PM	Westminstr	CO (303)427-7003	TR	1.9	0.1000
06/23/15	01:11 PM	Neworleans	LA (504)394-7124	TR	1.6	0.0800
06/23/15	01:11 PM	Cliffside	NJ (201)943-8117	TR	1.4	0.0700
06/23/15	01:11 PM	Belmont	MA (617)489-5972	TR	1.2	0.0600
06/23/15	01:11 PM	Newburgh	NY (845)565-8868	TR	1.9	0.1000
06/23/15	01:11 PM	Lsan Da 14	CA (323)650-8056	TR	5.3	0.2600
06/23/15	01:11 PM	Parker	CO (720)851-0521	TR	1.6	0.0800
<b>TOTAL FOR: (866)801-4172</b>			<b>Service</b>	<b>Calls</b>	<b>Minutes</b>	<b>Amount</b>
			Inter-State Toll Free	1,734	3,358.7	171.69
			<b>TOTAL</b>	<b>1,734</b>	<b>3,358.7</b>	<b>171.69</b>

Call Detail Report - Toll Free Service continued

SERVICE ADDRESS: 13865 SUNRISE VALLEY DR, HERNDON  
CALL TO: (866)801-4172

**Call Type Legend:**

TF - Intra-State Toll Free  
TR - Inter-State Toll Free

\* - Indicates call originated from a payphone and includes a federal payphone surcharge.

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- 26. **Circuit Detail Report** – Itemizes usage information by circuit, location, address and telephone number.
- 27. **Consolidated Summary of Charges** – If you receive one invoice for multiple locations, you will see this summary on your invoice.

- 28. **Summary of Charges by Sub Account** – Provides a summary of charges at the account level by account name, number and market for each subaccount in the account hierarchy.

**26** → **Circuit Detail Report**

Circuit ID: HEX//24848248492015		Term:		Bill Begin Date: 06/01/15		
CustPO#: Order Number:		CustCircID: Lag ID:				
Orig Loc	Term Loc	Description	Fr Date	To Date	MRC	NRC
		Support Time	06/01/15		.00	565.00
<b>Circuit Total</b>					.00	565.00

Circuit ID: HTRYBcloud		Term:		Bill Begin Date: 06/01/15		
CustPO#: Order Number:		CustCircID: Lag ID:				
Orig Loc	Term Loc	Description	Fr Date	To Date	MRC	NRC
		Cloud Security Servi	06/01/15		.00	165.00
		Cloud Security Servi	07/01/15	07/31/15	128.00	.00
		Ent Elastic Private	07/01/15	07/31/15	400.00	.00
<b>Circuit Total</b>					528.00	165.00

Circuit ID: HTRYBdia		Term:		Bill Begin Date: 06/01/15		
CustPO#: Order Number:		CustCircID: Lag ID:				
Orig Loc	Term Loc	Description	Fr Date	To Date	MRC	NRC
		10M EoS 7xT-1 Circui	07/01/15	07/31/15	543.00	.00
		500 MB Burstable 1 G	07/01/15	07/31/15	540.00	.00
		DIA T1 On Net Promo	07/01/15	07/31/15	449.00	.00
		Ethernet DIA Port MR	07/01/15	07/31/15	565.00	.00
		Network Access Facil	07/01/15	07/31/15	895.00	.00
<b>Circuit Total</b>					2,992.00	.00

Circuit ID: HTRYBethernet		Term:		Bill Begin Date: 06/01/15		
CustPO#: Order Number: 5485		CustCircID: Lag ID:				
Location ID		Address				
Aloc		13865 SUNRISE VALLEY DR				
		HERNDON, VA USA 20171-6187				
Zloc		11111 SUNSET HILLS RD				
		RESTON, VA USA 20190-5327				
Orig Loc	Term Loc	Description	Fr Date	To Date	MRC	NRC
Aloc	Zloc	10MB Ethernet Access	07/01/15	07/31/15	555.00	.00
Aloc	Zloc	End Link 10 MB Servi	07/01/15	07/31/15	444.00	.00

**27** → **Consolidated Summary Of Charges:**

Previous Balance:	40,709.56
Payment Applied:	(40,609.56)
Adjustments:	(100.00)
Current Charges:	44,351.33
<b>TOTAL AMOUNT DUE</b>	<b>44,351.33</b>

**28** → **Summary Of Charges By Sub Account:**

Account Number	Prior Balance	Payments Applied	Adjustments	Current Charges	Total
727201572720156 XO CUSTOMER NAME (Child) Market: Northern Virginia	.00	.00	.00	2,147.42	2,147.42
727201572720157 XO CUSTOMER NAME (Parent) Market: Northern Virginia	40,709.56	(40,609.56)	(100.00)	42,203.91	42,203.91
<b>REMITTANCE TOTAL:</b>	<b>40,709.56</b>	<b>(40,609.56)</b>	<b>(100.00)</b>	<b>44,351.33</b>	<b>44,351.33</b>

Sample invoice only. Additional taxes, surcharges and product charges may apply depending on service and/or location. HTRYXOB0815

