



Thank you for choosing XO as your communications services provider!

An XO Service Delivery Coordinator will soon contact you and serve as your point of contact throughout your service installation. Your Service Delivery Coordinator will coordinate your installation via phone and email.

Please read all XO emails carefully as they contain important information about your installation process and instructions which, if not followed, could delay your service activation.

To ensure that our emails do not get blocked by your spam filters, please add XO to your trusted list of senders, contacts, or email address book.

Installation Process

Step 1: Order Signing

Your XO Service Order is completed and signed. Installation process begins.

Step 2: Order Verification and Entry

An XO technical representative calls your designated contact and your voice/data equipment vendor(s) to review and confirm the services you ordered. Your order is keyed into the XO order entry systems and your order number is generated.

Step 3: Preparing for Installation

A Service Delivery Coordinator is assigned to your order and contacts you to introduce him/herself, confirm details of your order, and ask you to perform certain steps to facilitate the installation. You receive an email from XO containing a link to your order summary – *please review it carefully.*

Step 4: Local Circuit Installation

XO orders a new local circuit (if necessary for your order) from the local phone company to be installed at your site. Service Delivery Coordinator contacts you to advise you of the date and time for the local circuit installation. Note that the phone company's technician may contact you directly on the date of the local circuit delivery – *please ensure someone is available to provide access to your premises.*

Step 5: Preparing for Service Activation

An XO field technician is dispatched to your site to complete preparation work (when applicable), such as mounting equipment or extending local circuit. Your Service Delivery Coordinator confirms with the field technician that the equipment installation was successful and contacts you to confirm the service activation date and time.

Step 6: Service Activation

On your agreed-upon service activation date, your Service Delivery Coordinator and the XO National Activations Center technician work with you and/or your vendor to perform service activation. Depending on your order, the service activation may be performed at your location or by phone.

What Happens Next

Service activation completes the installation process. Billing for your services begins at this time. If you have any questions or concerns after the activation, please contact the XO National Repair Center at (866) 295-9696. You will also get an email from XO with a link to the Sales & Installation Experience survey, so you can tell us about your experience.

What You Need To Do

Although installing your service involves many steps, we make it as easy as possible for you. XO will take care of most of the steps, but there are a few things you'll need to do.

- Carefully review all emails and documents sent to you by XO to ensure they reflect the services you requested and the terms and conditions to which you agreed. If you have questions or concerns, please do not hesitate to call or email us—our contact information will be shown in every email.
- Your telecommunications equipment may require programming or other changes, so please notify your voice and data equipment vendor(s) (such as a PBX vendor or your LAN/WAN provider) that they will be contacted by an XO technician in the near future.
- After your XO service is installed, be sure to contact your previous service providers – your local phone company, long distance provider, or Web hosting provider (as applicable) – to notify them of your switch to XO and confirm that the services you have moved to XO have been disconnected and billing discontinued.

Customer Support

Now is a good time to review some additional online resources located at xo.com/care. The website has helpful information on how to read your XO bill and manage your account online. You will also find instructions on use of features such as voicemail, and numerous self-help tools, such as user guides, FAQs and online demos.

Billing

Billing for your services begins on your service activation date. Monthly services are billed in advance, and your first bill will include one full month's service, plus any partial month's service prorated to the activation date. In addition, your bill will include the actual charges for any usage-based services and any installation charges (if applicable).

Manage Your Account Online and on the Go

Once you begin receiving XO installation emails, jot down your Account Number shown in all emails, then go to bc.xo.com to register for the XO Business Center, a suite of online tools designed to put you in control of your XO services, help you manage critical business functions, and control costs. This easy-to-use customer portal allows you to track your installation status, securely pay your bills online, manage your services, initiate trouble tickets, and monitor repair and networking activity 24 hours a day, seven days a week.

You can also quickly create repair tickets, view ticket status, and make ticket updates (e.g., add notes, change access hours, or request closure) from most web-enabled mobile devices. Go to mbc.xo.com to get started!

Frequently Asked Questions

- Q.** How long does it take for my services to be installed from the time I sign the contract?
- A.** For most services, it takes an average of 45 days from the time you sign the contract for the installation to be completed. Your installation process may be shorter or longer, especially if new construction or wiring is required. Please note that the interval between Steps 3 and 4 of the installation process may take about two weeks. In the event of an unusual delay, your Service Delivery Coordinator will contact you to provide a status update.
- Q.** What if I have questions or need to change my order during the installation process?
- A.** Contact the Service Delivery Coordinator assigned to your order as soon as possible. Changes made after your order is in progress may impact your final service activation date and result in additional charges.
- Q.** Once my services are installed, who do I contact if I have questions, repair requests, or want to add services?
- A.** In the event of service interruption, call XO National Repair Center at (866) 295-9696. Representatives are ready to assist you 24 hours a day, 7 days a week. You can also call XO Customer Care at the [number shown on your invoice](#). You will be asked to provide your billing account number (found at the top of your invoice) or your 10-digit telephone number.

Thank you for choosing XO! We value your business and look forward to serving your business communications needs -- now and in the future!