

# XO™ LOCAL SERVICES

*A Wide Range of Choices for Reliable Connections*

XO VOICE SERVICES

With Local Services from XO™, You Benefit from Robust Offerings and Convenient Feature Packages. Standard Local Voice Offerings Include Basic Business Lines, Business Trunks, ISDN, Centrex Lines and Voice Messaging. Complete and Reliable Local Services on a National Scale. All on One Invoice.

With **XO™ Local Services**, you can:

- Customize your communications with dependable, cost-effective solutions that are right for your business;
- Choose from a broad selection of products and features to strengthen the foundation of your communications system;
- Benefit from competitive pricing for a whole range of local services; and
- Choose the billing option that works best for you.

## Local Services:

- Deliver a reliable local solution that truly matches your requirements – in one market or in many;
- Offer standardized product features, including naming and functionality, in all XO markets;
- Include high-quality calling, productivity-enhancing options and voice messaging features; and
- Can be combined with your XO long distance plan and other services for increased savings and the convenience of one bill and one point of contact

Now you can improve your communications solution with reliable local services. With XO, you get a wide range of local service offerings at competitive rates. From business lines to ISDN solutions, from three-way calling to message routing, XO Local Services are *local* services available on a *nationwide* basis. So whether you need a Business Trunk in New York, or a Centrex line in LA, you can find it all with one supplier, with one point of contact and on one bill.

## Customize Your Communications Solution

With Local Services, you benefit from feature-rich offerings such as call forwarding, call waiting, three-way calling, speed calling, and hunting. XO has all of today's most popular features. No matter what your business requirements are, XO can customize a solution for you.

## Basic Business Lines

Business Lines offer clear, reliable connections for voice, fax, or voice grade modem traffic to the Public Switched Telephone Network (PSTN). This service offers a host of productivity-enhancing optional features, available a la carte or in convenient feature packages, that make it easy to save more when you buy more. Business Lines are a great solution for small offices and also offer PBX and Key System users a low-cost option for fax and modem connectivity. With over 24 features to choose from, XO Business Lines offer the functionality you want and need.

## Business Trunks

XO Business Trunks offer shared access from your PBX or Hybrid Key system to the PSTN. Available in the size and configuration to meet your needs, trunks can be analog or digital (with 1.544 Mbps dedicated bandwidth), can carry inbound, outbound or two-way call traffic, can support Direct Inward Dial, or any combination of the above. The XO simplified Business Trunk offer makes it easy for you to buy a robust, standardized product with the features you want, from one vendor, for all your locations, at an extremely competitive price.

## ISDN

- Basic Rate Interface (BRI) provides both voice and data capabilities via two 64 Kbps bearer B channels and one D channel used for signaling.\* The B channels can be used for voice but are more commonly used for data purposes such as video conferencing, voice/data transmission from remote offices to headquarters, or connection to an Internet Service Provider (ISP).
- Two-Way PRI is a digital trunking service that incorporates ISDN technology for high-capacity digital access from a CPE to our local switched network. This service provides simultaneous access as well as transmission and switching of voice, data, and imaging services.

\* BRI availability varies by market. Please contact your XO sales representative for details.



### Centrex

Centrex is a robust fully-managed service that offers PBX-like capabilities with all the features, functions and applications that a business customer needs. Since service is provided through the XO Central Office, you don't need to invest in capital equipment or worry about redundancy, maintenance, keeping up with growth or configuration changes. With robust standard feature sets, including things like three-way calling, forwarding, speed dialing among others, and productivity-enhancing optional features, your Centrex solution will give your business a polished, sophisticated telecommunications presence. Available nationwide, XO Centrex service is ideal for both regional and national customers looking for an outsourced, turnkey business telecommunications solution.

### Voice Messaging

Voice Messaging is an enhanced service that offers a method for your customers to communicate with you when you are unavailable. The standard voice mailbox is ideal for the average user, while the enhanced mailbox provides additional capacity and features for the power user. Advanced messaging services allow for flexibility and efficiency with your telecom solution.

- *Standard Voice mail* offers an efficient way to capture messages while you are away from the office or on the phone.
- *Enhanced Voice mail* offers enhanced mailbox features for an individual Business or Centrex line, with more capacity and available message time than a standard basic mailbox.
- *Listen Only Mailbox* provides information to an incoming caller but does not collect any incoming messages.
- *Extension Voice Messaging Service* allows you to create a voice mail menu with one greeting and one layer of multiple extension mailboxes below the main box. Because the extension boxes can be reached only through the main menu and cannot be dialed directly, more people can receive messages without tying up multiple phone lines.
- *Auto Attendant Messaging Service* is for businesses that need a voice messaging system that can directly route callers through a variety of menu options.

### XO™ National Directory Assistance

All XO Local Services customers automatically receive XO National Directory Assistance from a live operator.

- Local and national service are both available at the single rate of \$.75. This rate includes three lookups or reverse lookups per call, for anywhere in the domestic U.S., Puerto Rico, U.S. Virgin Islands and Canada, as well as call completion.
- International directory service is available at the rate of \$5.95 per call, and includes one lookup.

XO makes it simple for you to get the information you need, when you need it.

### XO™ Operator Services

All XO Local Services customers automatically receive access to XO Operator Services. A choice of live operator or auto-attendant is available for assistance with calling card / credit card, third number billed, collect calling, person-to-person, station-to-station, busy line verification and busy line interrupt services.

### Service Installation\*\*

Depending on how your service is provided and subject to certain exceptions and limitations, XO has the obligation to install basic local exchange lines within certain parameters. If XO is utilizing its own network, XO has the obligation to install your service within 5 business days of the date of your completed service agreement. If XO is relying on the network of another carrier to provide the basic local exchange lines, XO has the obligation to install your service within 3 business days of the day the other carrier provides the basic local exchange lines to XO. Certain limitations apply to intervals for service conversions.

\*\*Service installation obligations for Illinois customers only.

### Contact XO

For more information, please contact your XO Sales Representative or visit [www.xo.com](http://www.xo.com).

