High-Speed Internet
NewSouth.net, our high-speed Internet product, brings you the World Wide Web with the touch of a button. Your connection is fast and it's secure - the bandwidth you purchase is guaranteed.

Private Networking
Netosphere, can provide your business with a comprehensive, custom-designed private networking solution for high-speed business communications. With a flexible, cost-effective private network, you will mobilize your business by sharing information and applications between sites.

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Suite T
A T1 made to order for your business. You choose the combination of Internet and voice channels, all with the convenience of one flat rate month after month.
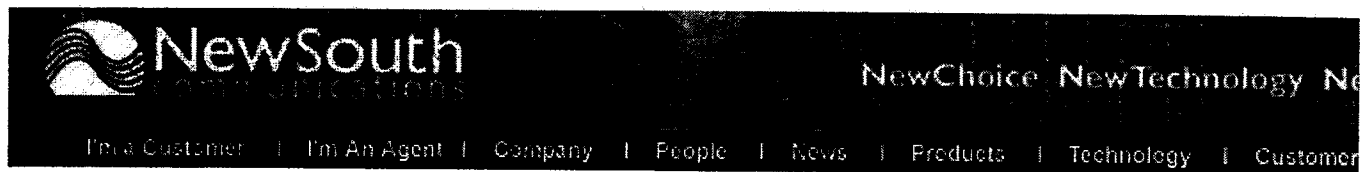
Small Business Solutions
Small Business Solutions enables businesses with as few as two lines to enjoy the savings of a competitive telecommunications provider. Your small business will enjoy savings of 15-20% off your current BellSouth services. Finally, small businesses have a choice.

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Communications

NewChoice NewTechnology Ne

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July 30, 2004   **Voice Network Map**

Industry Overview
Data Technology
Voice Technology
Information Technology
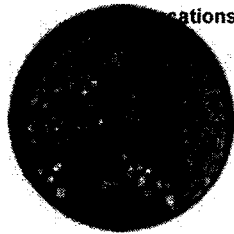**Network Strategy**
  Voice Network Map
  Data Network Map
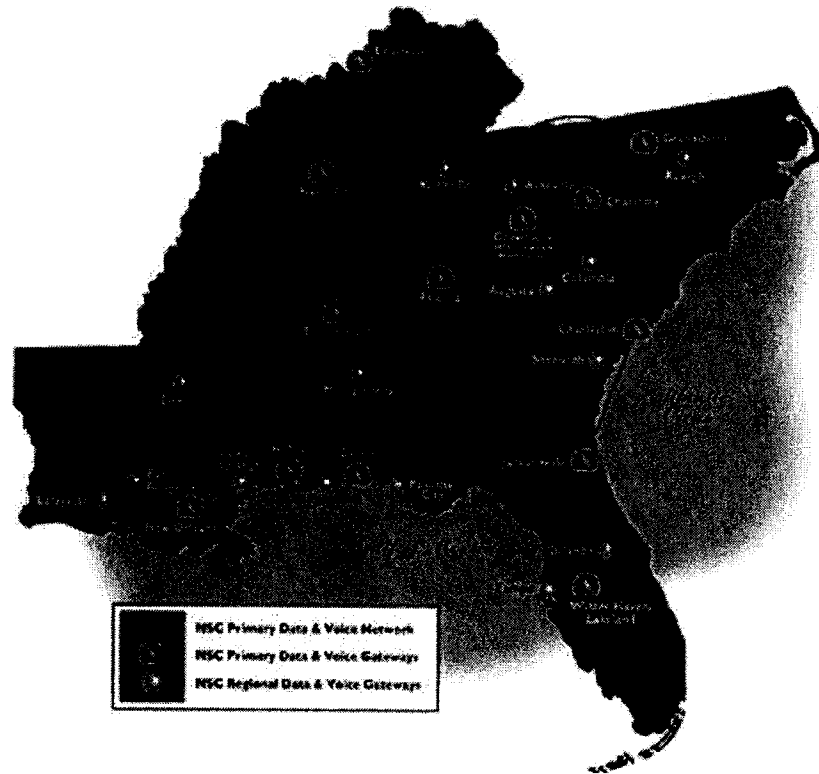
NSC Primary Data & Voice Network
NSC Primary Data & Voice Gateways
NSC Regional Data & Voice Gateways

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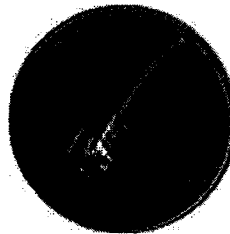**Delivery Format:**
HTML ▢

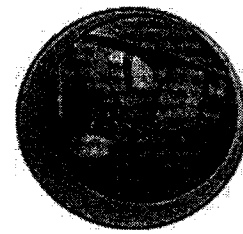[Subscribe]

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INTERNET & DATA

Power up your Internet and data connectivity with High-speed Internet Access from NewSouth!

VOICE

Is your business looking for a competitive choice for local and long distance phone service?

BUNDLES

Let NewSouth show you the savings and convenience of communications bundles. Have it all from one provider!
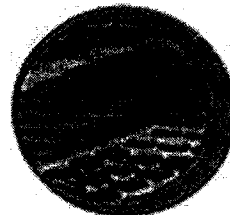
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It's official! The I's have been dotted and the T's crosse NewSouth Communications has completed its merger v Louis-based NuVox Communications. Please click here more information on our exciting news.

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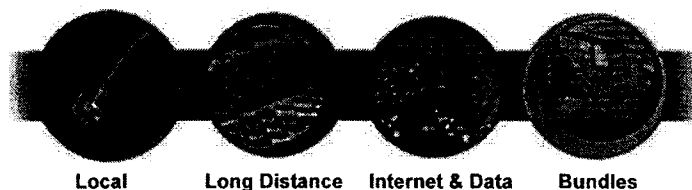
VOICE

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NewSouth Communications' Lucent 5ESS AnyMedia™ digital switches enable us to provide you with the best quality service a the best price.

PBX Trunks
NewSouth Communications offers comprehensive service designed to complement your existing PBX or Hybrid Key system.

Business Exchange Lines
NewSouth Communications' Business Exchange Lines enable you to customize the features and functionality of your telephone.

Extended NewArea
If your business places a large number of calls beyond our expanded local calling area, then Extended NewArea™ is designed for you.

Point-to-Point
NewSouth Communications' Point-to-Point functions as a private line between two or more locations. Your business can have continuous access to 4-digit dialing and high-speed data transfer to those locations you call most often.

Long Distance Service
Whether you're calling across the world or across your state, NewSouth Communications has the right long distance solution for your business.

International Long Distance
NewSouth Communications offers international calling to over 240 countries. Unlike other telecommunications providers, NewSouth Communications aggregates your monthly recurring changes.

800 Access
800 service is an easy and convenient way for your customers to contact you...at no charge to them.

Account Codes
NewSouth Communications' customers can track local and long distance calls by caller, department or client using our advanced Account Code system.

Small Business Solutions
Small Business Solutions enables businesses with as few as two lines to enjoy the savings of a competitive telecommunications provider. Your small business will enjoy savings of 15-20% off your current BellSouth services. Finally, small businesses have a choice.

Voice Mail
NewMessaging™ provides customers a flexible and powerful tool that can answer phone calls, take messages, and store them for review at a later time.

Conference Calling
Harness the power of the conference call for employees, customers and vendors with NewConferencing™ from NewSouth Communications. This service lets you organize a conference call between three or 300 people quickly and easily.

Phone Cards
When you are away from the office, our Phone Card puts all the benefits of NewSouth Communications right in your pocket. Calls can be made from almost anywhere to just about everywhere in the world.

Enhanced Features
Expand your communication capabilities with our suite of advanced voice features. These include an Individualized Dialing Plan, Multi-way Calling, Queuing, and Customer Recovery options.

INTERNET & DATA

Managed Network Security
NewSouth Communications is leading the industry with LANLock, a managed Internet security product that brings the latest in small-business network protection to your small business.

High-Speed Internet

NewSouth.net, our high-speed Internet product, brings you the World Wide Web with the touch of a button. Your connection is fast and it's secure - the bandwidth you purchase is guaranteed.

Private Networking

Netosphere, can provide your business with a comprehensive, custom-designed private networking solution for high-speed business communications. With a flexible, cost-effective private network, you will mobilize your business by sharing information and applications between sites.

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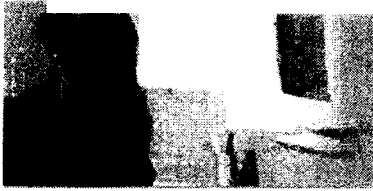
Who We Are

Who We Are

- Corporate Profile
- History
- Management Team
- Board of Directors
- Investors
- **Locations**
  - ALABAMA
  - ARKANSAS
  - FLORIDA
  - GEORGIA
  - ILLINOIS
  - INDIANA
  - KANSAS
  - KENTUCKY
  - LOUISIANA
  - MISSISSIPPI
  - MISSOURI
  - NORTH CAROLINA
  - OHIO
  - OKLAHOMA
  - SOUTH CAROLINA
  - TENNESSEE
- NuVox Network
- Customer Testimonials
- Dealer Program
- Careers

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Locations

NuVox offers service in 16 states across the Midwest and Southeast. To obtain contact information and service availability, please select the city nearest you from the map below.
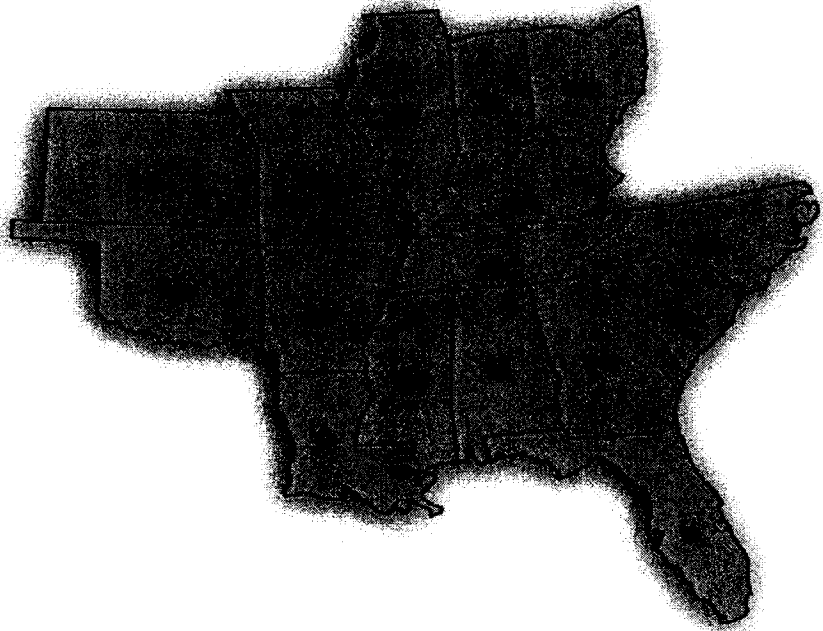
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Sprint Reports Second Quarter 2004 Results
Sprint Blocks 57 Million Spam Emails for G-P
Sprint, USA Companies Sign Agreement
Sprint President and COO to Speak at Conference

Additional Services
Local Number Portability
Application Developers
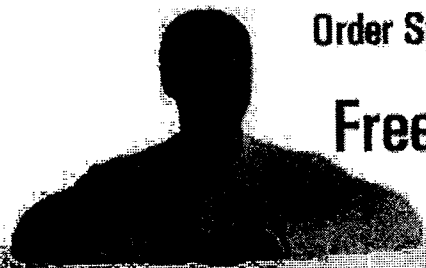Careers with Sprint

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▶ Policies & Forms
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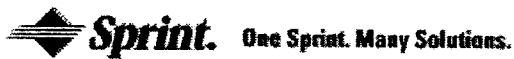
Registered Users:
[Login]

New Users:
[Register]

[+]
FEEDBACK

Other Monthly Charges

Local Co

In addition to the monthly fee for your basic phone line, the following fees and surcharges will appear on your local bill.

All states:

Interstate Access Surcharge- ($4.00-$9.20 Varies by state)
This charge covers the cost of connections to the local telephone network, allowing you to make both local and long distance calls. This fee covers the cost of telephone wires, poles and other facilities that connect long distance carriers to local telephone companies. Customers are charged a monthly fee for each telephone line they use.

Local Number Portability- ($.52 Local Number Portability surcharge will be eliminated during the beginning of February 2004)
Number portability allows you to move almost anywhere within your local calling area and keep the telephone number you have today. You can also keep your telephone number if you switch your local service provider. The local number portability surcharge allows telephone companies like Sprint to recover some of the costs for providing this service. All customers regardless of whether they move their telephone number or not must pay this FCC-approved surcharge.

Universal Service Fund- (varies by community)
This surcharge recovers some of the costs Sprint incurs to keep basic telephone service affordable in rural and high cost areas. This fund also makes it possible for telephone companies like Sprint to assist low-income customers that qualify, through lifeline assistance programs. It also provides support for telecommunications services used by schools, libraries and rural health care providers. In some areas, state governments may also require a similar surcharge for special programs within their communities.

Florida:
Touch-tone Service- Touch Tone Service was included in the access line in Florida as of 03/01/2003
Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

Hearing Speech Surcharge- ($.13)
This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

Indiana:
Hearing Speech Surcharge- ($.06)
This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

Kansas:
No additional

Minnesota:
No additional

Missouri:
Extended Local Calling Charge
This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

Relay Surcharge-($.10)
This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

North Carolina:
Touch-tone Service- Touch Tone is included in the access line in North Carolina
Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

Nebraska:
Hearing Speech Surcharge-($.07)
This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

Extended Local Calling Charge
This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

New Jersey:
Touch-tone Service-($.75)
Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

Nevada:
No additional.

Ohio:
Intrastate Access Fee
The Intrastate Access Fee was added to customer invoices on July 3, 2001. This fee is simply a more direct method of billing for charges that were formally included in customer long distance charges. Customers have been paying this fee all along, but the charge was included in their long distance rates before July 3, 2001. To help as many customers as we can offset this fee, Sprint eliminated Local Toll and Usage Charges on more than 500 calling routes throughout the state."

Oregon:
Residential Service Protection Fund-($.13)
This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

Extended Local Calling Charge
This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

Pennsylvania:
No additional.

South Carolina:
No additional

Tennessee:
Touch-tone Service-($1.00)
Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

Texas:
Extended Local Calling Charge
This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

Virginia:
No additional.

Washington:
Extended Local Calling Charge
This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

Wyoming:
Hearing Speech Surcharge-($.10)
This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines. This charge appears on the bill as "Relay/TAP Surchagre".

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ZIP CODE

| ZIP Code | Continue |

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▶ Policies & Forms
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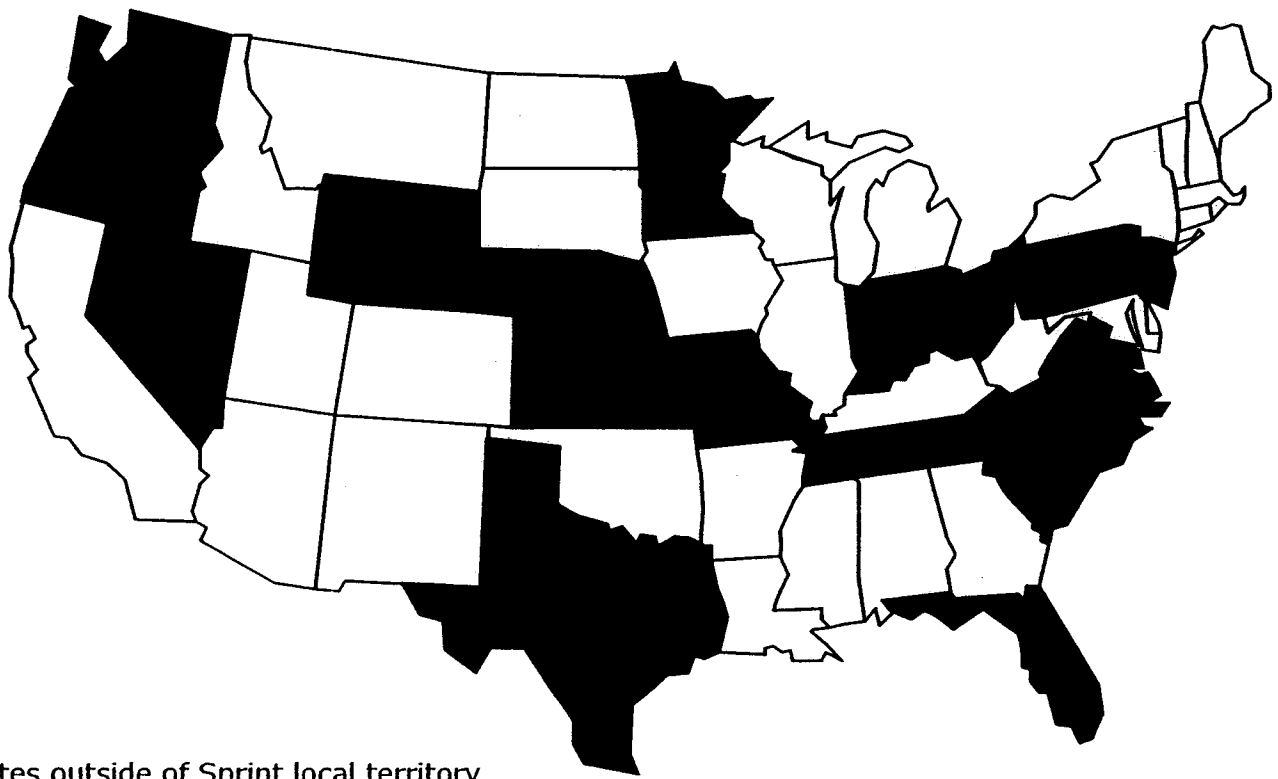
☐ States outside of Sprint local territory

■ States where Sprint provides local telephone service

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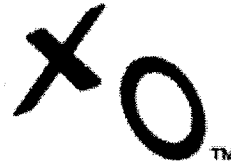
Welcome to the XO Communications Center. As an authorized agent for XO, oɩ specialists can provide you with quick responses to all your telecommunications addition, we work with over 50 different providers so we can also offer you servi(providers if XO does not offer the service that you need. ITquotes provides a sir contact for pricing, product information, consultation and ordering services. Pleε the link for the requested service in the pricing section below to generate a quotɛ XO services or contact us.

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- Private Lines
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- Colocation
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- Carrier Voice Service
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Family Tree Viewer

Build Company List
(D&B In-Depth)

Pro Plus Tools

Report Builder

Build Company List
(D&B Basic)

International Search

Pro Tools

Find Similar Companies

Add E-Mail News Alerts

Build Company List
(Hoover's In-Depth)

Build Executive List

Custom News Search

Target IPO Companies

StockScreener

Tools

Profile View

Search For Reports

XO Communications, Inc. (OTC: XOCM)

11111 Sunset Hills Rd.   Phone: 703-547-2000
Reston, VA 20190 (Map)   Fax: 703-547-2881

http://www.xo.com

Covered by David Hamerly

While XO Communications tapped into the demand for broadband, the demand tapped out. Targeting small and midsized businesses, the competitive local-exchange carrier has invested in the development of metropolitan fiber-optic ring networks that are connected by a Tier 1 fiber backbone network that stretches across the US. It offers a variety of access options including fiber direct to buildings, DSL (digital subscriber line), and fixed-wireless technologies. XO also offers local, long-distance, and Internet services. Nearly tapped out of cash, XO sought Chapter 11 bankruptcy protection, emerging in 2003 with financier Carl Icahn controlling the company. It has since ac bankrupt Allegiance Telecom.

Overview & History 🔒

Key Numbers

Company Type	Public (OTC: XOCM)
D&B D-U-N-S Number	Subscribers Only 🔒
Fiscal Year-End	December
2003 Sales (mil.)	$1,110.5
1-Year Sales Growth	(11.9%)
2003 Net Income (mil.)	($102.6)
2003 Employees	5,100
1-Year Employee Growth	0.0%

More Financials

Key People

Chairman	Carl C. Icahn 🔒
President, CEO, and Director	Carl J. Grivner 🔒

EVP and COO | Wayne M. Rehberger ✉

EVP, Network Services | Subscribers Only 🔒

SVP, Corporate Development and Strategic Planning, and Acting CFO | Subscribers Only 🔒

More People 🔒

Industry Information

- Telecommunications Services
  - **Fixed-line Voice Services Providers** (primary)
    - Local Exchange Carriers
    - Long-distance Carriers
  - Data Services
    - Data Network Operators

Top Competitors

- Qwest
- SBC Communications
- Verizon

15 Competitors Listed For XO Communications 🔒

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  (Hoover's, Inc., Feb 1, 2004, Business Reports)
- Wired Telecommunications Carriers Major Companies Report
  (Harris Industry Reports, Aug 12, 2003, Business Reports)
- Data Network Operators: Financial Analysis Profiles
  (BizMiner, May 24, 2004, Business Reports)
- Wired Telecommunications Carriers in the US
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- Plunkett's Telecommunications Industry Almanac 2003-2004

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XO Communications

XO Communications is a telecommunications provider that provides communication solutions exclusively for businesses and carriers nationwide. XO delivers a variety of services ranging from, Local to Long Distance telephone service, DSL to Dedicated Internet Access (DIA), and VPN to Firewall solutions. XO also has an award-winning Internet backbone network and local presence in more than 60 U.S. major metropolitan markets. More About XO...

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June 23, 2004

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VPN Admin Interface

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Quick Conference Manager

PRODUCTS FOR BUSINESSES

View Product Portfolio

From local voice and local distance services to VPN to XOptions -- our bundles of integrated voice, Internet access and hosting -- XO delivers services that fit the goals and priorities of businesses.

PRODUCTS FOR CARRIE

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XO offers a range of carrier-grade produ telephone services and private line to hi Internet access and collocation, along w award-winning IP backbone network an transport capabilities.

Press Releases

7/26/04 - XO Communications Integrates PayPal E-Commerce Solution into XO Web...

7/12/04 - XO Communications Launches Wholesale Local Voice Services...

7/9/04 - XO Communications Appoints Two New Members to Board of Directors...

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XO™

XO™ Local Services

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Products and Programs

Voice Services

  Local Services

    Basic Business Lines

    Business Trunks

    Centrex

    Voice Messaging

    ISDN PRI

    Directory Assistance and Operator Services

    Private Switch/Automatic Location Identification (PS/ALI)

    Remote Call Forwarding (RCF)

    Foreign Exchange (FX)

    Local Volume Discounts

    TeleBlock®

Looking for a product?
Try the A-Z Product Index

Overview

Your local voice services are probably your most heavily used communications services. Local services provide for everything from basic phone service to voice mail and directory assistance. At XO, reliability and competitive pricing backed with feature-rich offerings form the foundation for all of our local services. Whatever your local service needs, XO has them covered.

Whether your business has one location in a single market or many offices across the nation, XO makes it simple for you to buy local services. That's because XO offers standard product features across all of our markets, along with standard product names and functionality. Imagine that - local services available in over 70 markets nationwide from one supplier with one simple invoice.

Your business needs...	XO Product Solution	Product Description
Basic phone service with fax, modem and other features	Basic Business Lines	Low-cost, flexible telephone service that can be set up quickly without a great deal of technical expertise
Dedicated bandwidth to carry heavy voice traffic	Business Trunks	Trunks offer shared access from your PBX or Hybrid System to the Public Switched Telephone Network. Trunks can be analog or digital and can carry inbound, outbound or two-way traffic.
A turnkey solution for your voice services	Centrex	Fully managed service that offers PBX-like capabilities and standard feature sets, including three-way calling, forwarding and speed dialing along with productivity-enhancing optional features.
Flexible voicemail solution to take incoming calls when you are not available.	Voice Messaging	Lets businesses capture and manage important messages via standard, enhanced or advanced voicemail options
A high-capacity method of transmitting voice and data	ISDN PRI	ISDN PRI offers simultaneous, integrated voice and data transmission via a digital trunking interface.
Access to directory information.	Directory Assistance and Operator Services	Directory Assistance connects to a live operator and offers nationwide traditional and reverse look-up capabilities. Operators Services offer a choice of

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		live operator or auto-attendant assistance with calling card/credit card, third number billing, collect calling, person-to-person, station-to-station, busy line verification and busy line interrupt services.
To ensure that specific employee or tenant location information – rather than only the office or building address – can be transmitted to local emergency response officials	Private Switch/Automatic Location Identification (PS/ALI)	PS/ALI provides the E911 system with current, specific employee or tenant location information to expedite emergency response times.
To provide a local market presence in an area where the company does not have a physical location	Remote Call Forwarding (RCF)	Remote Call Forwarding is an inbound only call service that allows incoming calls to be forwarded to a local or long distance telephone number – providing a seamless view to the caller that the business is located within their local area.
Local telephone number(s) from an exchange (rate center) other than the exchange in which your location is physically situated	Foreign Exchange (FX)	With FX, multiple rate centers are being served from the same XO switching platform to maintain a local presence in a nearby area and increase customer accessibility
To combine expenses from all your locations and receive deep discounts on your local services	Local Volume Discounts	Local Volume Discounts are beneficial for companies with large telecom expenses and multiple locations. For qualifying accounts, Local Volume Discounts can be paired with National Local Services.
An automated solution to help comply with state and federal Do-Not-Call regulations	TeleBlock®	Available with XO Local and Long Distance services, TeleBlock® automatically screens and blocks outbound calls in real time against centrally administered federal, state, third party and proprietary DNC lists.

* SERVICE AVAILABILITY, PRICES AND CHARGES VARY BY MARKET.
MINIMUM TERM COMMITMENT APPLIES.

XO™ VOICE SERVICES TERMS & CONDITIONS

See Also

- <u>Service availability for XO™ Local Services</u>
- <u>Long Distance Service</u>

<u>Tariffs</u> | <u>P</u>

Voice Assets

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XSPEDIUS TO ACQUIRE E.SPIRE FOR $68 MILLION

LAKE CHARLES, LA. (June 3, 2002) – Xspedius Management Corp. LLC ("XMC") today announced that it has received bankruptcy court approval to acquire substantially all of the assets of e.spire Communications, Inc. ("e.spire") pursuant to a sale order by the US Bankruptcy Court in e.spire's ongoing bankruptcy proceedings. XMC will acquire e.spire's competitive local switching and fiber assets in 36 markets spanning 19 states as well as e.spire's ACSI Network Technologies fiber and conduit assets located in California, Florida, Georgia, Maryland, Texas, Virginia and the District of Columbia. The purchase consideration includes $18 million of cash, a $50 million note secured by the assets of ASCI Network Technologies, and an ongoing ownership interest in XMC. The e.spire assets and operations to be acquired by XMC have an original invested capital basis of $1.6 billion and generated $164 million of annualized revenue as reflected in 1Q 2002 results.

XMC is an affiliate of Xspedius Holdings Corp. ("Xspedius"), a competitive communications carrier based in Lake Charles, Louisiana, that operates in the southeastern U.S. XMC (founded by former Brooks Fiber executives James Allen & Mark Senda) and Xspedius are both affiliated with Thermo Telecom Partners LLC ("Thermo"), The 1818 Fund III, L.P. (a limited partnership managed by Brown Brothers Harriman) and the Meritage Private Equity Funds. Brown Brothers Harriman & Co advised XMC and Xspedius in this transaction.

James C. Allen, Chairman of Xspedius Corp., will also serve as Chairman of Xspedius Management Co. Mr. Allen has a distinguished track record of success in the competitive telecommunications industry. Mr. Allen co-founded Brooks Fiber Properties, Inc. and served as its Chief Executive Officer and Vice Chairman until its sale to Worldcom for $3.4 billion. Commenting on the acquisition of e.spire, Mr. Allen said "The acquisition of e.spire represents a significant opportunity for Xspedius and its stakeholders. e.spire, as a company, is approximately the same size as Brooks Fiber when we sold it to WorldCom in 1998. It represents the finest collection of debt-free local fiber assets in the United States today. We look forward to applying the same management skills we used at Brooks Fiber to improve the quality and extent of service offerings to our customers."

Mark W. Senda, President & Chief Executive officer of Xspedius Corp., will serve Xspedius Management Co. in that same capacity. Mr. Senda has been a leader in the competitive telecommunications industry for the past two decades. Prior to joining Xspedius, Mr. Senda served in executive positions with AT&T Canada, MFS Communications, and Brooks Fiber Properties, Inc. Commenting on the transaction, Mr. Senda stated "Our desire to pursue e.spire in this proceeding is based upon our belief that it offers the finest collection of networks, customers and employees available today within the competitive communications industry."

About e.spire

e.spire Communications, Inc., an integrated communications provider, offers traditional local and long distance, dedicated Internet access, and advanced data solutions, including ATM and frame relay. e.spire's subsidiary, ACSI Network Technologies, Inc., provides third parties, including other communications concerns, municipalities, and corporations, with turnkey fiber-optic design, construction, and project management expertise. More information about e.spire is available at e.spire's Web site, www.espire.net.

About Xspedius
Xspedius, an ICP (Integrated Communications Provider) company headquartered in Lake Charles, Louisiana, offers integrated voice, data and Internet services to small and medium-sized businesses throughout the southeastern states. For more information about Xspedius, visit www.xspedius.com.

About Thermo
Thermo is part of the Thermo Companies based in Denver, Colorado, a highly successful group of companies focused on opportunities in the telecommunications, industrial, power generation, natural resources, and real estate industries.

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Automatic Recall	Call Block
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Call Forward Don't Answer/Busy	Call Forwarding Variable
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Anonymous Call Rejection (ACR)   Back to Top

Anonymous Call Rejection (ACR) can be activated and/or deactivated at the Customer's discretion. ACR is provisioned in an inactive status and must be initially turned on by the Customer. See charts for activation and deactivation codes and confirmation tones:

SERVICE	ACTIVATION CODE	DEACTIVATION CODE
TOUCH-TONE	*77	*87
PULSE/ROTARY	1177	1187

Automatic Call Back (ACB)   Back to Top

Automatic Call Back (ACB) must be activated by the Customer. ACB is provisioned in an inactive status and must be initially turned on by the Customer. See charts for activation codes and confirmation messages:

SERVICE	ACTIVATION CODE
TOUCH-TONE	*69
PULSE/ROTARY	1169

ACTION	CONFIRMATION MESSAGE
*69 Activated	A confirmation message that repeats the telephone number of the last incoming call will be heard upon activation.
Subscriber is prompted	The recording advises the subscriber to enter the additional digit #1 (rotary, pulse or touch-tone) to continue with feature activation or hang up to end activation

Automatic Recall   Back to Top

Automatic Recall is activated by a customer dialed code, which automatically redials the last number attempted.

SERVICE	ACTIVATION CODE
TOUCH-TONE	*66
PULSE/ROTARY	1166

If	Then
The line is not busy	• The call will complete
The line is busy	• The Customer will hear a confirmation tone and hang up • Once the Customer hangs up, the network will monitor the busy/idle status of both lines every 45 seconds for up to 30 minutes • The network will begin 30 minute queuing process
Both lines are idle	• The Customer receives ring back tone (short, short, long) • Customer picks up receiver • Network completes call
Subscriber doesn't answer or is on another call	• The network attempts to ring back every 5 minutes for the remainder of the 30 minute queuing process
Subscriber still wants to place the call and the line stays busy for over 30 minutes	• Customer should dial the telephone number once again • Hang up receiver • Dial *66 (1166 - Pulse/Rotary)

Call Block   Back to Top

Call Block can be activated and/or deactivated at the Customer's discretion. Call Block is provisioned in an inactive status and must be initially turned on by the Customer. See charts for activation and deactivation codes:

SERVICE	ACTIVATION CODE	DEACTIVATION CODE
TOUCH-TONE	*60	*80
PULSE/ROTARY	1160	1180

To Activate/Deactivate Call Block, follow the steps below:

Step	Action
1	Hang up from unwanted call
2	Pick up telephone to get dial tone
3	Dial *60 (1160 Pulse/Rotary dial)
4	Dial 3 to activate your call block list (first entry only) (If done again, Call Block service will deactivate)
5	Listen for announcement followed by beep tone
6	Dial #01# (1201 Pulse/Rotary dial)
7	This number will be considered a private entry and will be read back as Private (See Note)
8	Either continue to edit the list or hang up

To Activate Call Block and edit numbers for the screening list, follow the steps below:

Step	Action
1	Pick up the telephone and listen for dial tone
2	Dial *60 (1160 Pulse/Rotary dial)
3	To activate Call Block with existing screening list, hang up
4	To establish or change screening list, listen for announcement with instructions followed by beep tone

Call Forward Busy   Back to Top

Call Forward Busy is an optional feature which automatically forwards calls to an alternate telephone number should the line be busy or off-hook. The Customer specifies the number to which the calls are forwarded at the time the feature is ordered and requires no action. Another service order would be required to change the forward to number.

The feature is in operation on a continuous basis and can not be activated or deactivated by the Customer.

Call Forwarding Don't Answer

Call Forwarding Don't Answer is an optional feature which automatically forwards unanswered incoming calls to an alternate telephone number. The Customer specifies the number to which calls are forwarded to and the approximate number of ringing cycles at the time the feature is ordered. A service order is required to change the forward to number and/or the ringing cycle. This may be used to forward calls in connection with Voice Message Services.

The feature is in operation on a continuous basis and can not be activated or deactivated by the Customer.

Call Forward Don't Answer/Busy

Call Forward Don't Answer/Busy: Automatically redirects all incoming calls to another telephone number or to e.spire voice mail. This feature is usually activated when a customer wishes not to be disturbed by incoming calls.

The feature is in operation on a continuous basis and can not be activated or deactivated by the Customer.

Call Forwarding Variable

Call Forwarding Variable allows you to have all incoming calls forwarded to another number. The forwarding number may be changed as often as necessary. It is activated and/or deactivated at the Customer's discretion. See charts for activation and deactivation codes:

SERVICE	ACTIVATION CODE	DEACTIVATION CODE
TOUCH-TONE	72# or *72	73# or * 73
PULSE/ROTARY	72	73

To Activate Call Forwarding Variable, follow the steps below:

Step	Action
1	Pick up the telephone and listen for dial tone
2	Dial the activation code for Call Forwarding Variable (either 72# or *72 (touch-tone) or 72 (rotary))
3	Listen for second dial tone
4	Dial the telephone number to which the calls are to be forwarded to
5	Listen for two (2) short tones
6	When the called party answers, Call Forwarding Variable is in effect

| 7 | The switch will automatically dial the forward to number, and one of the following scenarios will apply:

Scenario 1
If there is an answer at the forward to number, the /CFV feature is immediately activated. No confirmation tone is received, and the user should hang up.

Scenario 2
If the call goes unanswered, the user must hang up and then repeat Step 2 (*72 or 72#) to complete the activation. The user will then receive a confirmation tone. |

To Activate Call Forwarding Variable when the line is busy or no answer, follow the steps below:

Step	Action
1	Hang up telephone
2	Repeat steps 1 through 5 (See chart above) (On the 2nd attempt, no answer is required and the attempt must be within two (2) minutes of 1st attempt

To Deactivate Call Forwarding, follow the steps below:

Step	Action
1	Pick up the telephone and listen for dial tone
2	Dial either 73# or *73(touch-tone) or 73 (rotary)
3	Wait for two (2) beep and dial tones

Call Forward Remote Activation   Back to Top

Call Forward Remote Activation Allows you to access call forwarding from a remote location. Using Remote Activation of Call Forwarding Variable is easy; you just listen to the prompts (instructions) after dialing the REMOTE ACCESS DESIGNATED NUMBER.

Remote Access Designated Number (RADN)
Your RADN is shown in the REMOTE ACCESS DESIGNATED NUMBER reference table above. The password defaults to 0000 or the last four (4) digits of the telephone number on which the feature is provisioned.

Activate from Remote Location

Step	Action

1.	Dial the Remote Access Designated Number
2	Dial your 7-digit office telephone number that has RACFV. The dialed telephone number will be repeated to allow for ensure accuracy.
3	Dial your Personal Identification Number (PIN) and # (See Note 1)
4	Dial the Call Forwarding Variable activation code 72# .
5	Dial the number to which you want your calls forwarded to and #. If you must dial a 1 or area code to reach this number from your home or office, then do so. Then the forwarded to telephone number dialed will be repeated to ensure accuracy. (See NOTE 2)

Deactivate from Remote Location

Step	Action
1.	Dial the Remote Access Designated Number
2	Dial your 7-digit office telephone number that has RACFV. The dialed telephone number will be repeated to ensure accuracy.
3	Dial your Personal Identification Number (PIN) and # (See Note 1)
4	Dial the Call Forwarding Variable deactivation code 73#. Dial 1 to confirm deactivation

Note (1): You have three chances to enter the correct telephone number that has REMOTE ACTIVATION TO CALL FORWARDING VARIABLE and your PERSONAL IDENTIFICATION NUMBER. After three attempts, you will be disconnected. You must hang up and try again.

Note (2): If you forward calls to any number outside your local calling area, you will be charged for any calls forwarded from your number to the distant number.

Activate from Business Location

Step	Action
1.	Dial the Special Access Number from the telephone number that has RACFV. The dialed telephone number will be repeated to ensure accuracy.
2	Dial your Personal Identification Number (PIN) and # (See Note 1)
3	Dial the Call Forwarding Variable activation code 72#.
4	Dial the number to which you want your calls forwarded to and #. If you must dial a 1 or area code to reach this number from your home or office, then do so. Then the forwarded to telephone number dialed will be repeated to ensure accuracy. (See NOTE 2)

Deactivate from Business Location

Step	Action
1.	Dial the Special Access Number from the telephone number that has RACFV. The dialed telephone number will be repeated to ensure accuracy.
2	Dial your Personal Identification Number (PIN) and # (See Note 1)
3	Dial the Call Forwarding Variable deactivation code 73#. Dial 1 to confirm deactivation

Note (1): You have three chances to enter the correct telephone number that has REMOTE ACTIVATION TO CALL FORWARDING VARIABLE and your PERSONAL IDENTIFICATION NUMBER. After three attempts, you will be disconnected. You must hang up and try again.

Note (2): If you forward calls to any number outside your local calling area, you will be charged for any calls forwarded from your number to the distant number

Call Hold   Back to Top

Call Hold: Calls can be placed on hold by simply flashing the switch hook once. Only one call per station can be placed on hold at one time. To retrieve the original call flash the switch hook again.

Call Transfer   Back to Top

Call Transfer : Calls can be transferred to another number without hanging up. This is done by pressing the switch hook, and dialing the number to which the call will be transferred to then hanging up the receiver. Hanging up the receiver will complete the transfer between the two parties.

Call Waiting   Back to Top

Call Waiting: Provides an audible alert when you receive a second incoming call. It allows you to put your call on hold to answer the incoming call without disconnecting the first call. This is done by flashing the switch hook to put the first call on hold and to answer the second call. It is also possible to hang up and allow the phone to ring to answer the second call. Consecutive flashes allow you to alternatively talk to the original and the new calling parties.

To use Call Waiting follow these steps:

Step	Action
1	Depress the switch-hook once (The first call is put on hold and you will be

	connected to the second call
2	Depress the switch-hook once again (The first call and the second call will be connected)

Caller ID (Number Only)

Caller ID (Number Only) service allows you to view the calling party's telephone number, date and time of the call. After the first full ring, the calling number appears on the Caller ID display unit. The phone must be on the hook when the call is received.

NOTE: The customer is responsible for providing the caller ID display unit. Depending on the CPE unit, the area code plus the 7-digit telephone number, the month, day and time of the call may be displayed and/or stored for future viewing. No interaction is required from the user other than installing the Caller ID unit.

Available for PRI Trunks (Local ISDN CEU) and Business Exchange Lines (Local Service & Local Service Plus)

Caller ID- Deluxe (Name and Number)

Caller ID- Deluxe (Name and Number) service allows you to view the calling party's listed name and telephone number, date and time of the call. After the first full ring, the listed name and calling number appear on the Caller ID display unit. The phone must be on the hook when the call is received.

NOTE: The customer is responsible for providing the caller ID display unit. Depending on the CPE unit, the name, area code plus the 7-digit telephone number, the month, day and time of the call may be displayed and/or stored for future viewing. Not all CPE units can provide name display, read manufacturers information carefully. No interaction is required from the user other than installing the Caller ID unit.

Available for Business Exchange Lines Only (Local Service & Local Service Plus)

Caller ID w/Call Waiting

Caller ID w/Call Waiting service allows you to view the listed name, telephone number, date and time of a second incoming call while the line is in use, in addition to the normal Caller ID Deluxe feature. This gives the customer the choice of answering or ignoring the second caller. (At this point, the second caller will hear ringing until they hang up. Any 3rd caller will receive a busy signal unless forwarded to another number or voice mail service.)

NOTE: The customer is responsible for providing the caller ID display unit.

Depending on the CPE unit, the name, area code plus the 7-digit telephone number, the month, day and time of the call may be displayed and/or stored for future viewing. Not all CPE units can provide name display or the Call Waiting feature, read manufacturers information carefully. No interaction is required from the user other than installing the Caller ID unit.

Available for Business Exchange Lines Only (Local Service & Local Service Plus)

Control/Cancel Call Waiting (CCW)   Back to Top

Control/Cancel Call Waiting (CCW) provides the ability to temporarily disengage call waiting for uninterrupted talking before or during a call. When CCW is activated, anyone calling will receive a busy signal and no CW tone will interrupt the customer's call.

To Use Control/Cancel Call Waiting before making a call:

Step	Action
1	Pick up telephone and listen for dial tone
2	Dial *70 (Touch-tone) or 1170 (Pulse/Rotary)
3	Listen for second dial tone
4	Dial the desired telephone numberl

To use Control/Cancel Call Waiting while a call is in progress:

Step	Action
1	Must be a 3-way Call subscriber
2	Depress the switch-hook to place the call on hold
3	Listen for dial tone
4	Dial *70 (Touch-tone) or 1170 (Pulse/Rotary)
5	Depress the switch-hook once again to return to the original call, pick up telephone, listen for dial tone

Hunting (Rollover Lines)   Back to Top

Hunting (Rollover Lines) is placed on individual telephone lines that make up a group, also known as a hunt group. Hunt groups are a series of lines organized in such a way that if the first line is busy the next line is hunted and so on until a free line is found. There are two types of hunting, serial and circular.

Serial: Serial hunting searches for available lines from the top of the group down. Each incoming call always starts at the top of this group and is rolled to an available line in that hunt group. If the call reaches the last line in the hunt group sequence it does NOT roll to the first line in the hunt group.

*Note: The last line in a serial hunt group does not need hunting because the last line does NOT roll to the first line in the hunt group.

Circular: In Circular hunting, the switch has the ability to remember the last

line it connected, and starting there, it hunts down to the next available line. Once the last line in the hunt group is reached, it rolls to the top or the first line in the hunt group. It does NOT continue to roll after completion of loop. Essentially, the available lines are searched for in a circle.

*Note: All lines in the hunt group MUST have hunting on them because Circular hunting rolls to the top or first line again.

Identi-Ring   Back to Top

Identi-Ring service enables two or three telephone numbers to share one line. A unique ringing pattern is provided for each of the additional numbers. This allows a customer to determine prior to answering a call, which number the calling party has dialed.

Ringing Patterns:

PATTERN	RINGS	CALL WAITING TONE
A	NORMAL	NORMAL
B	SHORT, SHORT	SHORT, SHORT
E (5ESS only)	SHORT, LONG, SHORT (Identi-Ring II only)	SHORT, LONG, SHORT

Speed Dialing (8 or 30)   Back to Top

Speed Dialing (8 or 30): Allows one or two digit dialing to reach preset numbers. You can set and reset the codes at your discretion. Speed Dial 8 and Speed Dial 30 can be used together or independently.

SPEED DIAL 8:

Step	Action
1	Listen for dial-tone.
2	Dial 74# (touch-tone) or 74 (rotary or pulse)
3	Select a one (1) digit code (2 through 9)
4	Listen for dial-tone
5	Dial the code selected and the telephone number (example: 2 + 1 + 800 + 555-1212)
6	Two beeps confirm your entry. Pick up the telephone and listen for dial tone

SPEED DIAL 30:

Step	Action
1	Listen for dial-tone
2	Dial 75# (touch-tone) or 75 (rotary or pulse)

3.	Select a two (2) digit code (20 through 49)
4.	Listen for dial-tone
5.	Dial the code selected and the telephone number (example: 20 + 1 + 800 + 555-1212)
6	Two beeps confirm your entry

TO CALL A NUMBER SELECTED FOR SPEED CALLING:

Step	Action
1	Dial the desired one or two digit code
2	For touch-tone, add the # symbol when you dial the code

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Three Way Calling   Back to Top

Three Way Calling: Allows a third party to be added to a call already in progress. To add a third party to an existing call, briefly press down the switch hook to place the first party on hold. When you hear the dial tone, dial the telephone number of the party to be added. Press down the switch hook again to establish the three-way connection.

Toll Restriction   Back to Top

Toll Restriction: A variety of toll restrictions are offered based on our customers needs. These include, but are not restricted to, the following:

- Block NPA 900 & 976
- Block International
- Block NPA 900
- Block NPA 976
- Block NPA 900, 976 & International
- Block NPA 900 & International
- Block NPA 800, 877, & 888
- Allow Only NPA 800, 877, & 888
- No local or long distance calling allowed

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Business Solutions

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Local Calling

- ► Lead Broker Program
- ► Managed Services
- ► Messaging Services
- ► Internet ConneXions
- ► Complete Integrated
- ► Data ConneXions
- ► Complete Xchange™
- ► Cities Served

Dependable and always there, Xspedius Communications Complete Xchange™ products provide essential voice dial-tone service you can count on. Xspedius offers you a comprehensive portfolio of local calling services which satisfy basic as well as complex voice calling needs.

We currently offer three local calling service options to simplify your buying decision. Complete T is our flat-rated, all-in-one service, which provides 24 lines/trunks delivered over DS1 or PRI facility, which includes many enhanced local calling features for one low monthly fee. And if our Complete T DS1 or PRI service options don't suit your needs, we provide Complete Lines - Lines, Trunks, or Partial PRI - our unbundled local calling service. With Complete Lines - Lines, Trunks, or Partial PRI you select the number of lines and calling features that are best suited to your business needs. Also, in select markets Xspedius offers local service to businesses that do not need a T1 - Complete Xpress™ service is a fully featured line or trunk designed to give you flexibility and convenience for your business needs.

Digital Trunk Service

No matter what your telecommunication needs for trunks are, they can be configured to accept outgoing calls only, incoming calls or to handle both incoming and outgoing call traffic. Also, certain Calling Features can be assigned to your trunks that help your business efficiently manage the call flow. Digital Trunk Service is ideal for businesses that have complex business systems such as PBXs or hybrid key systems.

Enhanced DID Trunk Service

Enhanced DID Trunk Service allows you to provide individual telephone numbers for each of your employees that will improve the efficiency of your day-to-day business operations by reducing administrative and business system costs.

If you are interested in any Xspedius Communications Voice Service, please email our Product Marketing Department or call 1.877.962.1900.

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