



The XO™ Satisfaction Guarantee

XO™ is offering a special, Satisfaction Guarantee to new customers who order XO services. This offer is available only to New XO Customers. You are a “New Customer” if you have not, at any time during the one year before you switched to XO, taken any service from XO. Under the terms of this offer, if you are a New Customer, you may cancel your new XO service for any reason whatsoever, anytime within the first three (3) months after the installation of your XO service. If you choose this option, you will not have to pay any of the early-termination charges that would otherwise be due under the terms of your service agreement. And, if you switched your services from another provider to XO and you want to switch back to your previous that same provider, XO will reimburse you for the charges that carrier requires you to pay to switch back to them.

How do I take advantage of the 3-Month Guarantee?

To take advantage of this guarantee, you must (i) complete the XO Satisfaction Guarantee Claim Form (located below) and (ii) send it (by certified mail or overnight courier, signature required) to XO at the address provided on the Claim Form no later than three (3) calendar months from the date your XO service was actually installed. As long as you are, and remain, current on all payments due on your account, XO will process your guarantee claim (accounts with balance due or past due balances cannot receive any waiver or refund until the account is paid in full).

What happens next?

After a completed XO Satisfaction Guarantee Claim Form (located below) is received, we will waive any termination charges you might have otherwise been required to pay because you terminated services before your service agreement was complete.

If you switch your services back to your previous provider, XO also will reimburse you any re-installation charges that your prior provider charges you to reinstall your services with them, provided that the services they install for you are (i) the same type of service, (ii) the same level of service, (iii) provided at the same customer location.

To receive a reimbursement for those installation charges, you must provide XO with the following information not more than three (3) months after your XO services were disconnected: (i) a completed XO Satisfaction Guarantee Reimbursement Form (located below); (ii) a copy of the invoice from the other Service Provider that shows the non-recurring installation charges to restore your service to that Service Provider (this is to verify the charges); and (iii) a copy of the last invoice you had with that same service provider before you switched to XO (this is to verify that you had services with that provider before you came to XO). Once XO receives the required information, we will process a check for your reimbursement. Reimbursements will be made only by check payable to you (no credits of any kind can be issued under this promotion).

Who is responsible for switching my services from XO to another service provider?

You are responsible for making all arrangements necessary to switch your services. XO is not responsible for ordering any service change, nor for any outage or inconvenience you may experience related to switching your services to another provider. You will also be responsible for paying all the charges associated with switching your services. XO will reimburse you for charges associated with switching, but XO will *not* make any payments directly to another service

provider. Once you send in your XO Satisfaction Guarantee Reimbursement Form (located below) and the other pieces of information required to substantiate your claim, we will process that claim.

What if I didn't have these services before I came to XO? Or if my previous provider doesn't offer the same services?

If you did not have a previous provider, or your previous service provider does not offer the same type or level of service that XO provided, then XO will reimburse you for the initial installation charges that XO charged you when you first switched to XO.

What if I don't switch back to the same provider, or receive precisely the same services from them?

If you do not switch back to the same provider you had before coming to XO, or if you don't receive the same level and type of service that you had with XO (even if the other provider does not offer it), we will not reimburse you for charges that your new service provider may bill you to switch your services to their network.

So, what's the catch?

No catch. Most XO services that are subject to our state or applicable federal tariffs, or if it's not tariffed, which are offered under our standard list pricing, are guaranteed. This covers most of our service offerings, examples of which include:

DSL	Tariffed Business Lines
Dedicated Internet Access (DIA)	Tariffed Business Trunks
Dial Access	Tariffed Centrex
Long Distance	Tariffed Switched Voice T-1
Web Hosting	Tariffed ISDN PRI
Telecommunications Collocation	Tariffed Integrated Access
Server Collocation	Tariffed Private Line
Tariffed XOptions™	

This offer is not available to customers receiving non-standard pricing or non-standard products, Managed Security services (*e.g.* VPN, Firewall, etc), or non-standard terms and conditions (which might include, but isn't limited to, customers who receive individual-case-basis products, terms or pricing or customers for whom Non-Routine Install or Maintenance, Special Construction or Special Configurations are necessary (as defined in any customer agreement, the XO Terms and Conditions (see terms.xo.com) and any applicable tariff).



3-Month Satisfaction Guarantee Claim Instructions

Disconnect Notification – To be completed within three months of installation

To qualify for the three-month 100% Satisfaction Guarantee, you must complete the following information, make a copy for yourself, and send the original claim, via certified mail or overnight delivery signature required, to the address shown below. Notification must be postmarked no later than three months after your date of installation and prior to placing an order for re-installation with your previous provider.

I am not 100% satisfied with XO™ services. I plan to switch back the following services:

- Local Service
- Long Distance
- DSL
- Dedicated Internet Access
- Web Hosting
- Other qualifying service (please specify) _____

Today's Date _____ Installation Date _____

Your Name _____

Company Name _____ Account No. _____

Service Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Reason for dissatisfaction: Service Product Price Billing Outage Closing/Moving Business
 Other: _____

Signature _____

Reimbursement – To be completed *after* your XO™ account is closed and paid in full

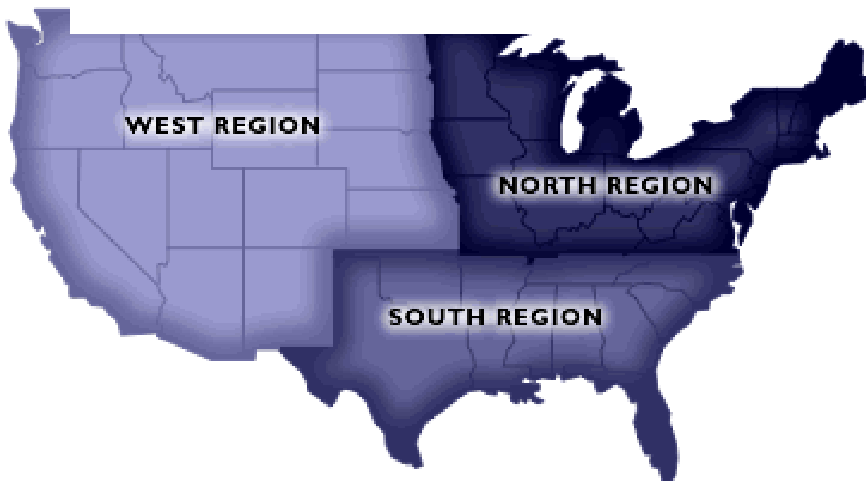
After you have completed installation of your previous services, use the copy you made of this claim form and complete the following information.

Previous Provider _____ Date of Re-Installation _____ Charges to be Reimbursed \$ _____

- There was no previous provider. Reimburse the original XO™ installation charges.
- The identical previous services are no longer available. Reimburse the original XO™ installation charges.
- Installed same service with previous provider. If you checked this box, you must also attach: (i) a copy copy of your previous provider's final bill detailing the services provided prior to switching to XO™; and (ii) copies of the current invoice(s) detailing installation charges for the same service with your previous provider.

Mail your claim, within 3 months of re-installation by your previous provider, to the address shown for your location. Once your claim is verified, and your XO™ account is closed and paid in full, XO™ will issue a check to reimburse you for the covered installation charges.

For questions or assistance, call 888-575-6398



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