



8851 Sandy Pkwy  
Sandy, UT 84070

Invoice Date	01/08/20
Account Number	001000000066766
Invoice Number	0334370198
Payment Due Date	02/07/20
Total Amount Due	\$111.49
Customer Care	800.421.3872
Pay Online	<a href="https://portal.xo.com">https://portal.xo.com</a>

00003367 01 MB 0.425 KL010811 0021  
APOLLO COLLEGE-PORTLAND  
ACCOUNTS PAYABLE  
PO BOX 842904  
1016TE  
BOSTON MA 02284

438-67400-080

JAN 21 REC'D



Account Summary

Previous Balance	\$75.56
Payments	\$0.00
Net Balance	\$75.56
Adjustments	\$0.00
Current Charges	\$35.93
Total Amount Due	\$111.49

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



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Amount Enclosed	

APOLLO COLLEGE-PORTLAND  
ACCOUNTS PAYABLE  
PO BOX 842904  
1016TE  
BOSTON MA 02284



VERIZON  
P.O. BOX 15043  
ALBANY, NY 12212-5043

001000000066766 030R01 010820 020720 0000011149 0334370198 0000000000 6





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### Oregon Payment Notice

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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. This collection action may result in the disconnection of your local service.

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### TO ALL OF OUR CUSTOMERS:

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#### XO GENERAL TERMS AND CONDITIONS UPDATED

As a valued customer, we wanted to inform you that effective December 8, 2017, the clause below will be included as the newly added Section 6.5 to the XO General Terms and Conditions as found at [www.terms.xo.com](http://www.terms.xo.com). We appreciate your business and compliance with these terms and conditions. In accordance with your Agreement, please let us know if you have any questions or concerns with regard to this provision.

**6.5 Regulatory Compliance:** Customer acknowledges and agrees that products and services are offered and provided by Company to multiple customers doing business in various industries. Absent terms to the contrary in the Agreement, the Services are implemented without specific controls that may generally be required or customary for customers in any particular industry and are not designed to satisfy any specific legal obligations. Customer shall be solely responsible for determining that the Services satisfy Customers obligations under law or contract. Customer

agrees to use the Services in accordance with all applicable laws and not to use the Services in any manner that impose obligations on Company under any laws other than those laws with which Company agrees to comply as specifically set forth in the Agreement. Without limiting the generality of the foregoing, Customer agrees not to cause, or otherwise request that Company create, receive, maintain or transmit protected health information (as defined at 45 C.F.R. 160.103) for or on behalf of Customer in connection with the Services or in any manner that would make Company a business associate (as defined at 45 C.F.R. 160.103) to Customer. In the event Customer acts or uses the Services in a manner not permitted under this Section, Customer shall (i) be in material breach of this Agreement; (ii) indemnify, defend and hold harmless Company for any losses, expenses, costs, liabilities, damages, penalties, investigations or enforcement proceedings (including attorneys fees) arising from or relating to Customers breach of this Section; (iii) take, at Customers expense, prompt action to correct and/or mitigate the effects of Customers breach of this Section; and (iv) provide Company with reasonable cooperation and support in connection with Companys response to Customers breach of this Section. Customer shall assume and be solely responsible for any reporting requirements under law or contract arising from Customers breach of this Section.

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### TO OUR CUSTOMERS WITH VOICE SERVICE:

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**FCC TRS AVAILABILITY NOTIFICATION**

XO voice services are compatible with and provide access to Telecommunications Relay Service (TRS). TRS is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico and the U.S. territories and can be access by dialing 7-1-1. Additional information on this service can be found in the Federal Communications Commission consumer guide located at <http://transition.fcc.gov/cgb/consumerfacts/trs.pdf>. State-specific accessibility numbers are located at <https://www.fcc.gov/encyclopedia/telecommunications-relay-services-directory>.

As a valued customer, we wanted to inform you that effective December 8, 2017, the clause below will be included as the newly added Section 6.5 to the XO General Terms and Conditions as found at [www.terms.xo.com](http://www.terms.xo.com). We appreciate your business and compliance with these terms and conditions. In accordance with your Agreement, please let us know if you have any questions or concerns with regard to this provision.

"6.5 Regulatory Compliance: Customer acknowledges and agrees that products and services are offered and provided by XO to multiple customers doing business in various industries. Absent terms to the contrary in the Agreement, the Services are implemented without specific controls that may generally be required or customary for customers in any particular industry and are not designed to satisfy any specific legal obligations. Customer shall be solely responsible for determining that the Services satisfy Customer's obligations under law or contract. Customer agrees to use the Services in accordance with all applicable laws and not to use the Services in any manner that impose obligations on XO under any laws other than those laws with which XO agrees to comply as specifically set forth in the Agreement. Without limiting the generality of the foregoing, Customer agrees not to cause, or otherwise request that XO create, receive, maintain or transmit protected health information (as defined at 45 C.F.R. 160.103) for or on behalf of Customer in connection with the Services or in any manner that would make XO a business associate (as defined at 45 C.F.R. 160.103) to Customer. In the event Customer acts or uses the Services in a manner not permitted under this Section,

Customer shall (i) be in material breach of this Agreement; (ii) indemnify, defend and hold harmless XO for any losses, expenses, costs, liabilities, damages, penalties, investigations or enforcement proceedings (including attorneys' fees) arising from or relating to Customer's breach of this Section; (iii) take, at Customer's expense, prompt action to correct and/or mitigate the effects of Customer's breach of this Section; and (iv) provide XO with reasonable cooperation and support in connection with XO's response to Customer's breach of this Section. Customer shall assume and be solely responsible for any reporting requirements under law or contract arising from Customer's breach of this Section."

**ACCESSIBILTY NOTICE DOCUMENTATION**

Notification to customers of TRS service required per FCC Rules:

47 C.F.R. SS 64.604(c)(iii)(3) "Public access to information. Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible."

Link for entire rule is located at:  
[https://www.ecfr.gov/cgi-bin/text-idx?SID=6f3b93c1442fc76ffbba133017389f51&mc=true&node=se47.3.64\\_1604&rgn=div8](https://www.ecfr.gov/cgi-bin/text-idx?SID=6f3b93c1442fc76ffbba133017389f51&mc=true&node=se47.3.64_1604&rgn=div8)

**TO ALL XO CUSTOMERS:**





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## XO HAS UPDATED THE CPNI CLAUSE

Effective January 8, 2018, the additional Customer Proprietary Network Information ("CPNI") clauses below will apply to the XO online General Terms and Conditions and the Master Services Agreement.

### Protecting Customer Proprietary Network Information (CPNI):

XO may access, use, and disclose Customer CPNI as permitted or required by applicable laws, rules, and regulations or this Agreement. XO may also disclose Customer CPNI (including, without restriction, call detail) to representatives authorized by Customer ("Authorized Customer Representatives" as defined herein), via any means authorized by XO, including, without restriction: to the Customer's email address(es) of record (if any) or other email addresses furnished by Authorized Customer Representatives, to the Customer's telephone number(s) of record or other telephone numbers provided by Authorized Customer Representatives, to the Customer's postal (US Mail) address(es) of record or to other postal addresses furnished by Authorized Customer Representatives, or via XO's on-line customer portals or other on-line communication mechanisms. "Authorized Customer Representatives" include Customer employees, Customer agents, or Customer contractors, other than XO, who establish or have established through reasonable procedures developed by XO their authorization on behalf of Customer and/or have existing relationships on behalf of Customer with XO customer service, account, or other representatives. Authorized Customer Representatives that are employees of Customer may authorize additional Customer representatives to access CPNI of Customer and its Affiliates pursuant to this Agreement. If Customer is served by at least one dedicated XO representative in connection with XO's provision of Services to Customer (which dedicated XO representative can be reached by Customer by means other than calling through a call center), XO may suppress significant account change notices (as described in 47 C.F.R. 64.2010(f)) to Customer.

Please note that the clauses below were added to the XO Online General Terms and Conditions and the Master Services Agreement in September 2017. Unless the CPNI clause in your Service Agreement was previously modified and executed between you and XO, the terms as set forth below will also apply.

Customer Proprietary Network Information: XO,

including all of its corporate affiliates, desire to give you the best digital and connected experience and the most reliable Products and Services. XO protects all your Customer information, but may need to share your Customer information with our affiliates, and with our partners, vendors, and agents, in order to offer and provide products and services to you, our Customer. The Federal Communications Commission, and various states, requires XO, and indeed all telecommunications providers, to protect Customer Proprietary Network Information (CPNI). CPNI is information that identifies the quantity, technical configuration, type, destination, location, and amount of use of a Customer's telecommunications and interconnected VoIP services purchased from a provider, and related local and toll billing information. XO respects our Customers' rights to the protections afforded by these laws.

### Customer Approval of CPNI Use by Company:

By signing this Agreement, Customer grants XO permission to use, give access to, and share, Customer's CPNI between and among XO, and with their agents, contractors, and partners, solely so XO and its affiliates can offer Customer our current and future products and services; and to disclose any of Customer's current and future affiliates' CPNI to Customer upon Customer's request. Additionally, the signature below represents that the individual signing this consent has the authority to grant this permission to XO. You, our Customer, may withdraw or limit your consent at any time via email at [cpni-notices@verizon.com](mailto:cpni-notices@verizon.com). Please note that your consent will remain valid until XO receives a notice withdrawing consent. Withdrawal or limitation of consent will not affect existing service delivery.

### HOW TO PAY

THERE ARE TWO EASY PAYMENT OPTIONS FOR MAKING PAYMENTS ON YOUR ACCOUNT

#### Paying by Mail

Please detach the payment slip and return it together with your check or money order payable to Verizon Business in the envelope provided.

#### Paying Electronically via ACH or Wire transfer

Paying by ACH or Wire Transfer, E-mail





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ACH-WIRE.Requests@one.verizon.com for bank account information and instructions.

Paying via Overnight Mail

Payments made via overnight mail should be address to:

Verizon  
Attn., Verizon Business  
11 Wards Lane  
Menands, NY 12204-2103

**TO ALL XO CUSTOMERS:**

**EVOLUTION OF SERVICES CLAUSE ADDED TO GENERAL TERMS AND CONDITIONS**

Effective March 15, 2018, the Evolution of Services clause (cited below) will be added to your XO Service Agreement and to the General Terms and Conditions located at [www.terms.xo.com](http://www.terms.xo.com).

Evolution of Services: The Parties acknowledge that XO's Services will evolve over time and consequently XO or any of its Affiliates may introduce new Services to replace existing Services or cease to offer new instances of a Service in whole or in part (referred to here as grandfathering). Accordingly, XO may terminate Services upon not less than six (6) months' written notice in the event that it generally decommissions any Services (that is, ceases to provide such Services on a commercial basis to its customers). XO may grandfather a Service (or any part thereof) at any time. Where available, XO will advise Customer of any alternative service offerings that have comparable technical characteristics.

**TO OUR VALUED CUSTOMERS:**

**NOTICE REGARDING DISCLOSURE OF BILLING NAME AND ADDRESS TO THIRD PARTIES**

If you accept any collect or bill-to-third party calls to your local telephone number, your billing name and address (BNA) may be disclosed to other telecommunications providers and their authorized billing and collection agents as required under the policies and rules of the Federal Communications Commission. You have the right to request that your BNA not be disclosed to third parties by contacting XO at the toll free number shown on this invoice to request a block. If you have an

unlisted or non-published number you must still request a block to prevent disclosure of your BNA and are presumed to have given your consent to disclosure beginning 30 days after the first time you are advised of the information in this notice.

**TO OUR VALUED CUSTOMERS:**

**IMPORTANT INFORMATION REGARDING CALLER ID AND AUTOMATIC NUMBER IDENTIFICATION**

Caller ID Blocking - You can prevent the display of your telephone number on a Caller ID phone with these options:

--per- Call Blocking - To block your number on a per call basis, press \*67 before making a call (1167 on a rotary phone). There is no charge for this using this option.

--Line Blocking - You may order per line blocking in states where available to block your number on all outgoing calls. You can press \*82 before a call to allow your number to display on that call (1182 on a rotary phone).

Automatic Number Identification - When you call 911, or dial 800, 888, 877, 855, 866 and other toll free numbers, the party you call can identify your telephone number using a network technology called Automatic Number Identification (ANI). Caller ID blocking may not prevent the people who answer such calls from seeing your phone number and name. FCC rules, however, prevent parties that are assigned toll free numbers from reusing or selling the telephone numbers identified through ANI without the subscriber's consent.

**TO OUR VALUED CUSTOMERS:**

**OUTAGE REPAIRS SUPPORT CONTACT INFORMATION**

Sometimes things go wrong-so let our outage repair team make it right. Create a new repair ticket or follow up on a previous request using the information below.

Create a new outage repair ticket, get status on an existing ticket, and much more online at [myverizonenterprise.com](http://myverizonenterprise.com).

Outage Repairs contact information:  
Data IP Services, Managed Services: 1.800.444.1111  
Voice over IP Services: 1.800.444.1111





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Local Telephone Lines, Centrex, Data (T1, T3, Optical, etc.); 1.800.554.3900

**INFORMATION REGARDING XO COMMUNICATIONS TARIFFS AND PRODUCT DOCUMENTS:**

**RELOCATION OF TARIFF INFORMATION**

The XO Tariffs and Product Documents previously found on [xo.com/legal-and-privacy/public-policy/xo-tariffs-product-documents](http://xo.com/legal-and-privacy/public-policy/xo-tariffs-product-documents) will now be found at [verizon.com/tariff](http://verizon.com/tariff). Please note that this change does not require any action on your part.

**TO OUR VALUED CUSTOMERS:**

**LOCAL SERVICE PROVIDER NOTICE**

XO Communications Services, LLC provides your local telephone service except if you are a customer in Virginia. In Virginia, XO Virginia, LLC provides your local telephone service.

**TO OUR VALUED CUSTOMERS:**

**ELECTRONIC FUNDS TRANSFER INFORMATION**

Please send an E-mail to [ACH-IRE.Requests@one.verizon.com](mailto:ACH-IRE.Requests@one.verizon.com) for bank account information and instructions. Your check may be processed as an Electronic Funds Transfer. When you provide a check as payment, you authorize XO Communications either to use information from your check to make a one-time electronic funds transfer from your account or process the payment as a check transaction.

**TO OUR VALUED CUSTOMERS:**

**PRE-BANKRUPTCY SERVICE INFORMATION**

If you are or were in bankruptcy, this statement may include amounts for pre-bankruptcy service. You should not pay pre-bankruptcy amounts; they are for your information only. Mail bankruptcy-related correspondence to 500 Technology Drive, Suite 550, Weldon Spring, MO 63304.

**TO OUR VALUED CUSTOMERS:**

**LATE PAYMENT CHARGE INFORMATION**

A late payment charge equal to the lesser of a) one and one-half percent per month, or b) the maximum amount allowable by law in your state, may be applied to any past due invoice amount, as provided in your contract. The late penalty charge shall apply to any undisputed amount that is not paid within your contractual payment terms.

**TO OUR CUSTOMERS:**

**NOTICE OF DISCONTINUANCE**

**Discontinuance of some XO Communications Services**

On or after January 31, 2020, the XO services listed in this notice will be discontinued and we will waive any early termination charges associated with these services. Any of these services that are subject to automatic-renewal are no longer being automatically-renewed; however, we will continue to provide service until the discontinuance date. Only the XO services listed in this notice are affected. If your XO services are not described in this notice, you do not need to take any action. Verizon would be pleased to work with you to transfer any of these services to alternative Verizon solutions, as available. To assist with your transition, we are currently running an attractive range of promotions on a number of Verizon solutions.

For more information about Verizon's services please contact us via [MyXO.com](http://MyXO.com) or via the toll-free phone number on your bill. If you already have an existing Verizon sales representative, client service manager ('CSM') or contracts manager assigned to your business or you are supported by an authorized Verizon partner, please contact them directly.

We value your business and look forward to helping you realize the benefits that our advanced offerings can unlock for you.

Please share this important information with other members of your organization (e.g., IT, provisioning, network engineers, billing, operations, carrier managers) as they may be impacted.

These changes are subject to regulatory-agency approvals, where required. For existing Federal, state,





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and local Government agencies and educational institutions, modifications to service offerings will continue to be subject to the terms of their contract, the tariff or the Product Guide.

**List of Impacted Services:**

1. Integrated Services Digital Network (ISDN)-Primary Rate Interface (PRI). Other names for this service are Inbound PRI; Local ISDN-PRI
2. Remote Call Forwarding (RCF)
3. Contact Center on Demand (CCOD)
4. XO Basic Business Lines. Other names for this service are Basic Line; Enhanced Business Line; Full Service Business Line; Foreign Exchange Line; Remote Call Forward; Small Business Basic Business Local Line Service I & II; Small Business Basic Business Multi-Line Service I & II; Business Service Basic Business Line I & II; Business Services Basic Business Local Line Service; Business Services Basic Business Multi-Line Service

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5. Voice over Internet Protocol (VoIP) Origination. Note: only XO VOIP Origination service is affected by this notice, not Enterprise SIP (ESIP), Hosted PBX or IP Flex
6. XO Session Initiation Protocol (SIP) Trunking. Note: This does not apply to XO Enterprise SIP (ESIP), Hosted PBX or IP Flex
7. TDM bundled products: XOptions; Digital PBX Bundled Package; Integrated Access; PRI Bundled Package 1 & 2; True Business Total Communications (TBTC); Total Communications (TC); True Business (TB). XOptions Flex is not included
8. XO Business Trunks. Other names for this service are Analog Trunk; Digital Trunk; Combination Trunk; Inbound Trunk; Two Way Trunk; Dedicated LD, Direct Access Line; Full Switched; Fractional Switched; Digital T.1; Full Digital Switched T.1; Local Analog PBX Trunk Service; Local Digital PBX Trunk Service; Local Trunk - Basic PBX Analog Trunk; Private Branch Exchange (PBX) Trunks
9. XO Conferencing. Other names for this service are Conference Calling - Audio; WebEx
10. Hosted Security. Other names for this service are SRA; DMZ; WCF; Fault Tolerant
11. XO Centrex
12. Digital Subscriber Line (DSL). Other names for this service are ADSL; IDSL; SDSL.

13. Site Security. Other names for his service are ASA; FWL; VPN; managed security
14. Broadband Internet
15. ISDN Basic Rate Interface (BRI)
16. DDOS Mitigation
17. Long Distance and toll-free services offered as standalone services or in association with ISDN PRI, Business Lines, TDM Integrated Access, TBTC, XOptions, Business Trunks, Centrex, ISDN-BRI, VoIP Origination, and XO Session Initiation Protocol (SIP) Trunking
18. MultiTransport Networking Service (MTNS)
19. Managed Modems Service. Other names for this service are Managed Modems; PMN Service; Modem Terminations.

Customers may opt out or cancel the contract(s) for the impacted service(s) without incurring an early termination fee or penalty as a result of these changes. Customers will be responsible for all charges incurred during the migration period.

A customer has a right to choose an alternative carrier and a customer subscribed to long distance (toll) calling plans with a different in-state or interstate toll provider, the customer may lose those plans when the customer selects a new local exchange carrier and may revert to higher-priced non-calling plan rates. The warning is to advise you that to ensure continued subscription to any toll calling plans you should call your in-state and interstate toll providers.

For those customers with service in the District of Columbia: Customers may be eligible for reimbursement of some service order change charges (up to \$100 a business line) as long as the transfer occurs within thirty 30. days of the notification to the customer of the applicant's abandonment of service. If customer needs to contact the D.C. Public Service Commission, it contact can be contacted at 1325 G Street N.W., Suite 800, Washington, DC 20005, (P:)202.626.5100 or the Office of the People's Counsel at 15th Street N.W., Suite 500, Washington, DC 20005 (P): 202.727.3071.

**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





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with your payment. Payment inquiries and other account issues should be directed to Customer Care at the number on this invoice.

### Contract Renewal Information

For XO Business Services Customers (Not Applicable to Carrier Services Customers)

Your contract with XO will automatically renew at the end of your current service term for an identical term at the rates and charges set forth therein. (This does not apply to customers whose services are provided pursuant to a contract or applicable tariff that specifies otherwise). If you prefer not to have your contract automatically renew, you must place a request to disconnect your XO services by contacting either your XO Client Services Manager or XO Customer Care at the toll-free number shown on this invoice at least 45 days prior to the expiration date of your agreement.

If you are a customer utilizing tariff services in New Jersey, Pennsylvania, or Washington, or a customer utilizing either tariff or non-tariff services in California, and you prefer not to have your contract automatically renew, you must place a request to disconnect your XO services by contacting either your XO Client Services Manager or XO Customer Care at the toll-free number shown on this invoice at least 30 days prior to the expiration date of your agreement.

Please note that this is a courtesy reminder and does not change the service term specified in your contract with XO. If you take no action, your service contract will automatically renew. We value your business and hope you choose to remain our customer. Please contact XO Customer Care if you have any questions about when your contract term is due to expire.

Thank you for being a customer of XO Communications, we look forward to serving you now and in the future!

For XO Carrier Services Customers

Your contract with XO will automatically renew at the end of your current service term for an identical term at the rates and charges set forth therein. (This does not apply to customers whose services are provided pursuant to a contract or applicable tariff that specifies otherwise.) If you prefer not to have your contract automatically renew, you must submit a request to

discontinue your XO services at least 30 days prior to the expiration date of your agreement by completing the online Carrier Customer Disconnect Form located at [www.xo.com/care/carriers/disconnect/index.html](http://www.xo.com/care/carriers/disconnect/index.html).

Please note that this is a courtesy reminder and does not change the service term specified in your contract with XO. If you take no action, your service contract will automatically renew. We value your business and hope you choose to remain our customer.

Thank you for being a customer of XO Communications, we look forward to serving you now and in the future!





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**STATEMENT OF ACCOUNT: APOLLO COLLEGE-PORTLAND**

**Payments**

PREVIOUS BALANCE	75.56
BALANCE BEFORE NEW CHARGES:	75.56

**Product Charges**

Product	FR Date	TO Date	Quantity	Each	Amount
Voice					
Verified Account Codes	01/01/20	01/31/20	1	10.00	10.00
Verified Account Codes	01/01/20	01/31/20	1	16.00	16.00
Total Voice					26.00
<b>Total Product Charges</b>					<b>26.00</b>

**Other Charges**

	Quantity	Each	Amount
Other			
Access Recovery	1	4.16	4.16
Total Other			4.16
<b>Total Other Charges</b>			<b>4.16</b>

**Fees And Charges**

Late Charge on Past Due Balance	0.56
<b>Total Fees and Charges</b>	<b>0.56</b>

**Federal Surcharges and Taxes**

Federal Excise Tax	0.90
<b>Total Federal Surcharges and Taxes</b>	<b>0.90</b>

**State and Local Surcharges and Taxes**

P.U.C. Tax (Fees)	0.11
Portland Franchise Fee	1.64
State Universal Service Fund Surcharge	2.56
<b>Total State and Local Surcharges and Taxes</b>	<b>4.31</b>

**Summary**

TOTAL CURRENT CHARGES	\$35.93
<b>TOTAL AMOUNT DUE:</b>	<b>\$111.49</b>





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Open Invoices as of : 01/08/20

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Invoice	Invoice Date	Invoice Due Date	Invoice Amount	Paid Amount	Adjustments	Balance Due
0331033732	11/08/19	12/08/19	37.50	.00	.00	37.50
0332617002	12/08/19	01/07/20	38.06	.00	.00	38.06
<b>TOTAL AMOUNT DUE:</b>						<b>\$75.56</b>

