



8851 Sandy Pkwy
Sandy, UT 84070

Invoice Date	01/08/20
Account Number	004000000175276
Invoice Number	0334516173
Payment Due Date	02/07/20
Total Amount Due	\$3,504.03
Customer Care	800.424.0583
Pay Online	https://portal.xo.com

413-6740-080

00000292 02 AB 0.409 KP010811 0002
WESTERN CAREER COLLEGE
PO BOX 842904
1016TE
BOSTON MA 02284



JAN 31 RECE

Account Summary

Previous Balance	\$3,022.66
Payments	\$0.00
Net Balance	\$3,022.66
Adjustments	\$0.00
Current Charges	\$481.37
Total Amount Due	\$3,504.03

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



WESTERN CAREER COLLEGE
PO BOX 842904
1016TE
BOSTON MA 02284

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Amount Enclosed	



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



Invoice Date	01/08/20
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TO OUR VALUED CUSTOMERS IN CALIFORNIA:

HOW TO RESOLVE AN ISSUE REGARDING YOUR BILL OR SERVICE

If you believe there is an error on your bill or have a question about your service, please call XO Communications Services customer support at 800.421.3872.

If you are not satisfied with XO Communications Services' response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting cpuc.ca.gov/complaints. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1.800.649.7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be

routed to the California Relay Service provider.

TTY/VCO/HCO to Voice - English: 1.800.735.2929;
Spanish: 1.800.855.3000
Voice to TTY/VCO/HCO - English: 1.800.735.2929;
Spanish: 1.800.855.3000
From or to Speech-to-Speech English and Spanish:
1.800.854.7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

California Commission Notice

This bill is now due and payable. It will be subject to a late charge if not paid within 30 calendar days of the invoice date. Should you have any questions regarding this bill or your XO service, please call our Customer Care Department at the number on this invoice.

If you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102, or at www.cpuc.ca.gov, or call



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1-800-649-7570 or TDD 1-800-229-6846.

If your complaint concerns interstate or international calling, write the Federal Communications Commission at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at fccinfo@fcc.gov, or call 1-888-225-5322, or TTY 1-888-835-5322.

Note: The California Public Utilities Commission handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California Public Utilities Commission consumer protection rules are available online, at www.cpuc.ca.gov.

To avoid having service disconnected, payment of the disputed bill should be made "under protest" to the CPUC or payment arrangements should be made agreeable to the company pending the outcome of the Commission's Consumer Affairs Branch review. The Consumer Affairs Branch shall review the basis of the billed amount, communicate the results of its review to the parties and inform you of your recourse to pursue the matter further with the Commission.

California Payment Notice

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. In addition to collection action, non-payment of certain charges may result in the disconnection of your local service. Examples of charges - for which failure to pay cannot result in the disconnection of local service - include: non-communications related services, any charges billed on behalf of a third party, any Category III (fully competitive) or other unregulated competitive services. Unregulated competitive services include services de-tariffed due to statutory requirement, federal preemption, or insignificant marketing power.

Past Due Amounts

PLEASE ENCLOSE THE REMITTANCE SLIP TO ENSURE THE ACCURATE POSTING OF YOUR PAYMENTS TO YOUR ACCOUNT. ALSO PLEASE BE ADVISED INTEREST OF 1.5% PER MONTH (OR THE MAXIMUM AMOUNT PERMITTED BY LAW) WILL BE CHARGED ON PAST DUE AMOUNTS BEGINNING THE 31ST DAY FOLLOWING THE INVOICE DATE.

To complete calls from a cellular or mobile phone, callers may dial area code + telephone number or 1 + area code + telephone number whenever placing a call from a phone number with the 805 or 820 area code.

WHEN WILL THE NEW DIALING PROCEDURE BECOME MANDATORY?

Beginning June 2, 2018, you must use the new dialing procedure, as described above for all calls, even for local calls. On and after this date, if you do not use the new dialing procedure, your calls will not be completed and a recording will instruct you to hang up and dial again using the new dialing procedure.

Beginning June 30, 2018, new telephone lines or services in the 805 area may be given numbers from the new 820 area code.

WHAT WILL YOU NEED TO DO?

In addition to changing your dialing procedure, all services, automatic dialing equipment, or other types of equipment that are programmed to dial 7 digits will need to be reprogrammed to use the new dialing procedures. Some examples are life safety systems and medical monitoring devices, ankle monitors, PBXs, fax machines, Internet dial-up numbers, alarm and security systems or gates, speed dialers, call forwarding settings, voicemail services, stored telephone numbers in contacts lists on wireless or cordless phones, and other similar services or equipment. You may also want to check your personal and business stationery and checks, advertising materials, websites, contact information, and personal or pet ID tags to ensure the area code is included in the telephone number.

WHAT WILL REMAIN THE SAME?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711 and 811.

WHO MAY YOU CONTACT WITH QUESTIONS?

If you have any questions regarding information provided in this notice, please call please contact XO Communications Customer Care at myXO.com or at the



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toll-free number reflected on your invoice or access the following websites for more information: xo.com or www.cpuc.ca.gov/805areacode/.

dialled with 7 digits will need to be dialed with 11 digits using the new 1 + area code + telephone number dialing procedure.

TO OUR CUSTOMERS IN CALIFORNIA:

TO ALL OF OUR CUSTOMERS:

CA CUSTOMERS IN THE 805 AREA CODE WILL NEED TO DIAL 1 + AREA CODE+ TELEPHONE NUMBER

XO GENERAL TERMS AND CONDITIONS UPDATED

Get ready to change the way you dial your local calls! To ensure a continuing supply of telephone numbers, the new 820 area code will be added to the area served by area code 805. This process is known as an area code overlay. The overlay will require all calls to be completed using a new dialing procedure.

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. 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.

WHAT IS AN AREA CODE OVERLAY?

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;

An area code overlay is the addition of another area code (820) to the same geographic region served by an existing area code (805). An overlay does not require customers to change their existing area code, but does require customers to use a new dialing procedure to complete telephone calls. When an overlay is implemented, customers must dial "1" followed by the area code and the seven-digit telephone number to complete every call, including calls within the same area code.

WHO WILL BE AFFECTED?

Customers who have an 805 area code telephone number will be affected. Geographic areas that are served by the 805 area code will also be affected. The 805 area code serves most of San Luis Obispo, Santa Barbara, and Ventura counties as well as small portions of Monterey and Kern Counties. Cities served by the 805 area code include Arroyo Grande, Atascadero, Buellton, Camarillo, Carpinteria, Fillmore, Goleta, Grover Beach, Guadalupe, Lompoc, Moorpark, Morro Bay, Ojai, Oxnard, Paso Robles, Pismo Beach, Port Hueneme, San Luis Obispo, Santa Barbara, Santa Maria, Santa Paula, Simi Valley, Solvang, Thousand Oaks, and Ventura. The new 820 area code will serve the same geographic area currently served by the existing 805 area code.

WHAT IS THE NEW DIALING PROCEDURE?

To complete calls from a landline phone, the new dialing procedure requires anyone with an 805 or 820 area code to dial 1 + area code + telephone number. This means that all calls in the 805 area code that are currently



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and (iv) provide Company with reasonable cooperation and support in connection with Company'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.

TO OUR CUSTOMERS WITH VOICE SERVICE:

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 accessed 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. 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."

ACCESSIBILITY 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



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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=6f3b93c1442fc76ffbbba133017389f51&mc=true&node=se47.3.64_1604&rgn=div8

TO ALL XO CUSTOMERS:

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. 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



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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
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.

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



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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.

Outage Repairs contact information:
Data IP Services, Managed Services: 1.800.444.1111
Voice over IP Services: 1.800.444.1111
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 will now be found at 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 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 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.



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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, 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

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; Modern 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,



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(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 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.

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!



Account Name	WESTERN CAREER COLLEGE
Account Number	004000000175276
Invoice Number	0334516173
Invoice Date	01/08/20
Total Amount Due	\$3,504.03

STATEMENT OF ACCOUNT: WESTERN CAREER COLLEGE

Payments

PREVIOUS BALANCE	3,022.66
BALANCE BEFORE NEW CHARGES:	3,022.66

Product Charges

Product	FR Date	TO Date	Quantity	Each	Amount
Internet Access					
1544K Ded Internet Access	01/01/20	01/31/20	1	327.48	327.48
Network Access Facility	01/01/20	01/31/20	1	86.42	86.42
Total Internet Access					413.90
Total Product Charges					413.90

Other Charges

	Quantity	Each	Amount
Other			
Access Recovery	1	43.46	43.46
Total Other			43.46
Total Other Charges			43.46

Federal Surcharges and Taxes

Federal Regulatory Fee	3.10
Federal Universal Service Fund Surcharge	20.91
Total Federal Surcharges and Taxes	24.01

Summary

TOTAL CURRENT CHARGES	\$481.37
TOTAL AMOUNT DUE:	\$3,504.03



Account Name	WESTERN CAREER COLLEGE
Account Number	004000000175276
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Invoice Date	01/08/20
Total Amount Due	\$3,504.03

Open Invoices as of : 01/08/20

Invoice	Invoice Date	Invoice Due Date	Invoice Amount	Paid Amount	Adjustments	Balance Due
0324165799	06/08/19	07/08/19	482.69	.00	.00	28.75
0325655925	07/08/19	08/07/19	488.39	.00	.00	488.39
0327180593	08/08/19	09/07/19	484.98	.00	.00	484.98
0328467199	09/08/19	10/08/19	492.86	.00	.00	492.86
0329949979	10/08/19	11/07/19	501.25	.00	.00	501.25
0331353189	11/08/19	12/08/19	509.18	.00	.00	509.18
0333057385	12/08/19	01/07/20	517.25	.00	.00	517.25
TOTAL AMOUNT DUE:						\$3,022.66



Account Name	WESTERN CAREER COLLEGE
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Total Amount Due	\$3,504.03

Circuit Detail Report

Circuit ID:	SF/UHXX/981298/ TQW /	Term:	Bill Begin Date:	08/21/09		
CustPO#		CustCidID				
Order Number:		Lag ID:	80000/T1ZF			
Orig	Term		/FRMTCAED02W/PLHLC			
Loc	Loc	Description	Fr Date	To Date	MRC	NRC
		1544K Ded Internet A	01/01/20	01/31/20	327.48	.00
		Network Access Facil	01/01/20	01/31/20	86.42	.00
		Circuit Total			413.90	.00

MRC=Monthly Recurring Charge, NRC=Non-Recurring Charge

