XO contracts for and supports a four phase equipment, site, and process oversight program to maintain core infrastructure for telecom equipment. This work is split evenly between outside vendors with specific technical skills and internal organizations with the pre-requisite capacity and expertise necessary to ensure the success of these efforts.

The primary technical oversight of our mission-critical building support systems is supplied by the XO CORE Infrastructure team which oversees the Preventative Maintenance (PM) contracts. These contracts define the activities and schedules that in turn support the full time availability of XO AC Power, Emergency Generator Power, DC Power, Uninterruptible Power Systems (UPS), Heating, Ventilation & Air Conditioning (HVAC), Environmental Alarming and Security. CORE's responsibility and that of the PM vendors extends nationwide.

The other outside XO group (besides the PM contractors) is the XO insurance liability carrier, FM Global. FM Global provides an annual inspection of all major national XO facilities within a certain value range (exceeding $5M of insured coverage) and delivers to XO personnel a verbal and written evaluation of risk factors affecting the given facility. These factors are derived from industry best practice and code upgrades (i.e. NEC, NFPA). Actions on FM Global recommendations are reviewed by CORE and XO Operations for inclusion into daily practice or for budgetary implementation.

The above reviews take place on a scheduled basis determined by the equipment type and susceptibility to wear and aging. The HVAC PMs are quarterly, the UPS and DC systems are semi-annual, the Genset is on an annual contract, and the AC systems PM is scheduled on an as-needed basis. Site security and environmental alarming system maintenance is covered by XO Operations.

In addition to providing the PM maintenance to our security and environmental alarming systems, XO Operations also provides monthly data gathering using the NetMax program. This work requires each specific site team to take measurements of certain technical system parameters. These measurements are in turn reviewed by the CORE Infrastructure group to ensure that these functional parameters are not displaying trends which can lead to system failure. This process has been in place for several years and is perpetual.

The final internal XO oversight is provided by the Network Quality Engineering (NQE) team that is independent from the CORE and Ops orginizations. This group physically visits all major XO facilities throughout the network and provides a comprehensive audit containing both a written and photographic record. These Network Quality Reports (NQRs) provide details of PM vendor workmanship, the environmental equipment level of functionality, and the level of effective performance by XO personnel in addressing site installation and maintenance processes. In addition to the NQRs, the NQE group also supports various internal audits designed to enhance the functionality of the XO Network.

These overlapping processes provide a comprehensive and thorough, multi stage opportunity to pro-actively address potential site functionality issues and when issues do arise, these same personnel provide an extremely effective technical trouble shooting team.