

# Internet Services



**tw telecom's Internet services deliver high-quality, high-speed connections for companies who depend on the Internet for critical applications. tw telecom offers a comprehensive suite of Internet options, not only traditional connections (TDM) from T1 to OC48 but also Ethernet connections from 10 Mbps ports to 10 Gbps ports.**

## Our Network

**tw telecom** has built an impressive OC-192 IP backbone with a redundant IP core architecture, diverse network routes, and strong peering relationships with regional, national, and international networks to ensure traffic reaches its destination quickly and reliably.

## Ethernet Connections

**tw telecom** provides not only traditional connections (TDM) from T1 to OC48 but also Ethernet connections from 10 Mbps ports to 10 Gbps ports, providing scalable solutions that can easily be increased to meet ongoing bandwidth requirements.

## Metro Footprint

**tw telecom** has an extensive metro footprint, with fiber directly connecting more end-user buildings than any other competitive service provider in the United States. We are continually adding new buildings to our network which spans nearly 7,700 buildings, across nearly 25,000 fiber route miles in 75 markets in 30 states and the District of Columbia.

## About tw telecom

**tw telecom** delivers the most advanced telecommunications solutions on the market to a wide spectrum of businesses and organizations across the United States. Since 1993, we have built a legacy of success through exceptional customer care, remarkable products and powerful networks. These strengths enable us to deliver scalable solutions that help customers improve their business metrics.

### tw telecom offers the following Internet services:

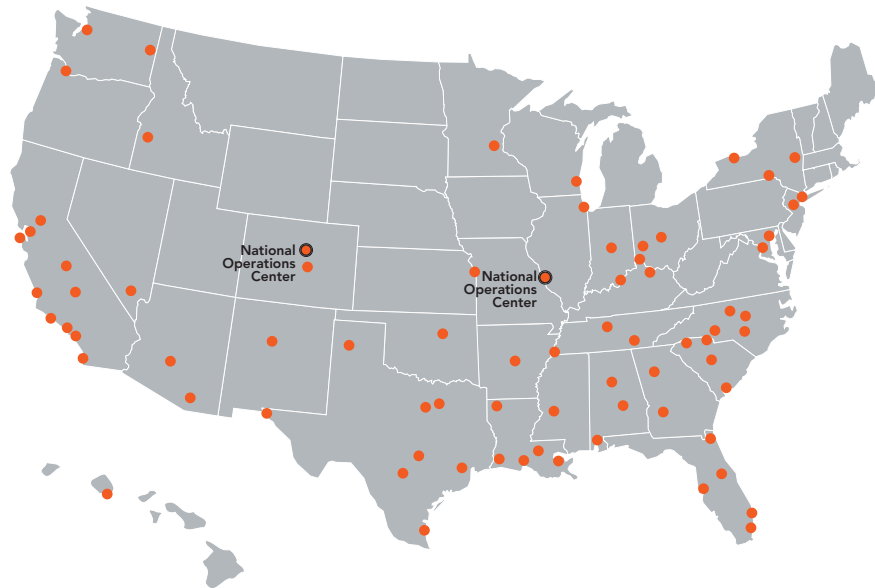
#### Traditional Internet Service

T1	1.5 Mbps
NxT1	multiple bonded T1s – 3 Mbps to 9 Mbps
DS3*	3 Mbps to 45 Mbps
OC3*	35 Mbps to 155 Mbps
OC12*	125 Mbps to 622 Mbps
OC48*	1000 Mbps to 2488 Mbps

#### Ethernet Internet Service

Ethernet	2 Mbps to 10 Mbps
Fast Ethernet*	2 Mbps to 100 Mbps
Gigabit Ethernet*	50 Mbps to 1000 Mbps
10 Gigabit Ethernet*	1000 Mbps to 10,000 Mbps

\* Burstable service available in most markets.



### Flexibility

By owning our own networks, both IP backbone and local networks, we can quickly provision services to actively meet the business needs of our customers.

### Service

**tw telecom** focus on execution and service delivery is unparalleled and widely recognized as such across the industry. **tw telecom** delivers local sales and technical expertise backed by a national company.

### Service Level Agreements (SLA)

SLAs are standard with **tw telecom's** Internet services and are backed with money back guarantees.\*

### Surveillance

**tw telecom** operates two 24 x 7 National Operations Centers to monitor and support customers' services.

### Value Added Services

Internet services include these additional benefits: IP Addressing, Domain Names Services, On-line Bandwidth Utilization Reports, Back-up E-mail Exchange, and BGP Peering.

The following services are also available at an additional charge: Managed Security Services, Managed Router Service, and Shared Web/E-mail Hosting.

\*Some restrictions apply