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We offer a flexible level of service you can update and adapt to your usage needs.

Standard Features Include:

- 3 Mbps to 1 Gbps Upstream and Downstream
- High-bandwidth, dedicated access using fiber optic technology
- Consistent network availability, minimal latency and low packet loss
- Large-scale data transfer to or from the Internet
- Dedicated local account management, providing a single point of contact

** Not all configurations available in all markets.*

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If your business has multiple offices or employs telecommuters, your top Internet priorities are data security and fast, reliable connections. Dedicated Internet Access from Time Warner Cable Business Class delivers a continuously protected link between your local area network (LAN) and the Internet. Our network works seamlessly with the same Ethernet protocol used for LAN connectivity. That means you can leverage your existing technical expertise without burdening your IT staff with additional training.



The Dedicated Internet Access plan is designed for an office with more than 20 users or using technology requiring high availability and low latency such as servers or audio conferencing. Our service level agreements ensure optimum performance and availability for your mission-critical operations.

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Service Level Commitments (Metro)

- **Latency** (round trip) <40 ms
- **Availability** >99.97%
- **Packet Loss** <0.1%

Service Level Commitments (Intra-Regional)

- **Latency** (round trip) <50 ms
- **Availability** >99.97%
- **Packet Loss** <0.15%

Current monitoring capability includes the following:

- Bandwidth
- Latency
- Availability
- Packet Loss

Standard Services range between 5 and 100Mbps

Dedicated Internet Access bandwidth options are 5, 10, 20, 30, 45, 60, 70, 85, 100, 300, 500, 700, or 1000 (Mbps)

Optical Dedicated Internet Access is IP over IEEE 802.3 based Full Duplex non-circuit switched services provisioned on dedicated fiber optic facilities from the customer premises to the TW Cable hub-site rate limited at the Ethernet Aggregation switch from 5 Mbps to 1 Gbps

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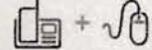
Ethernet



Your business relies on the fast and secure transfer of information. Whether your connectivity occurs between two points – or a multitude of them – Time Warner Cable Business Class offers a protected Ethernet solution to meet your requirements.



Looking for more?



Click the link below and fill out the form, a local account executive will contact you shortly. [more info](#)

Ethernet Products

<p>Business Class Ethernet</p> <p>From \$ 244⁹⁵ ↓ 512 Kbps ↑ 512 Kbps</p> <p>For businesses seeking scalable bandwidth, this is an affordable alternative to Data T1 solutions.</p> <p>MORE INFO</p>	<p>Metro Ethernet</p> <p>For those needing scalable bandwidth up to 100 Mbps and dedicated account management.</p> <p>MORE INFO</p>
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Take a moment to learn about Time Warner Cables Metro Ethernet Solutions via this [unique tutorial](#).

Why is ethernet superior to LAN?

Ethernet's bandwidth offering, extended beyond the LAN, provides access in the increments the customer wants; access is not fixed by the Time Division Multiplexing (TDM) hierarchy. Compared to traditional access, Ethernet is generally reliable, easy to understand, and a proven service.

Is ethernet faster than traditional telco circuits?

5 - 1,000 Mbps speeds available. Access provided using Fast E or Gig E ports. Faster service delivery than traditional Telco circuits. Faster bandwidth upgrades, especially when crossing traditional Telco bandwidths.

Is metro ethernet scalable to my business size?

Metro Private Solutions' range of bandwidth options make it appropriate for any size business. With incremental bandwidth options, Ethernet services allow you to only pay for bandwidth that you use.

What are the cost benefits of using metro ethernet?

Low-cost CPE can be used to terminate Ethernet connections. No specialized training is required for the IT staff in order to operate/maintain an Ethernet connection.

I want the best connection there is, is metro ethernet right for me?

"Cutting Edge" services are delivered over TWC's metropolitan networks. Superior service quality and real-time exchange of information.

How reliable is the network?

Metro Ethernet Solutions are protected with industry leading Service Level Agreements (SLA's). Ring-based network topology, diverse fiber routing and built-in equipment redundancy provided network reliability. Ring-based network topology maximizes availability and service quality. Industry leading SLA metrics include availability, Latency/Delay, Packet Loss, and MTTR.

Can this product interface with emerging technologies?

Compatible with new network technologies. A stable product that can interface seamlessly with emerging IP based technologies, Metro Ethernet Solutions allows customers to run the latest IP applications between multiple points on their networks.

What kind of support do I get?

24x7 proactive network monitoring ensures that TWCBC's network is available and reliable and trouble resolution is handled in a timely manner, providing more efficient network operation and management, which enables better network performance.

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We offer a flexible level of service you can update and adapt to your usage needs.

Standard Features Include:

- Robust SLAs for availability, latency/repair and mean-time-to-repair (MTTR)
- End-to-end network monitoring to ensure reliable operations
- Performance monitoring tools streamline work efficiency
- Layer 2 transmission and performance advantages with Ethernet services
- Local, dedicated account management for a single point of contact
- Flexible pricing (flat rate or usage based)
- Dedicated customer support 24/7 for any questions

Point-to-Point

Data connectivity over TWC's fiber network to interconnect customers with high bandwidth, multi-site needs within the Time Warner Cable Business Class footprint.

Point-to-Multipoint

Data connectivity over TWC's fiber network to interconnect customers with high bandwidth, multi-site needs within the Time Warner Cable Business Class footprint.

Multipoint-to-Multipoint

Data connectivity over TWC's fiber network to interconnect customers with high bandwidth, multi-site to multi-site needs within the Time Warner Cable Business Class footprint.

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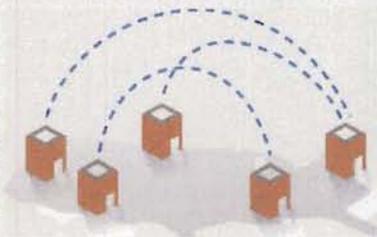
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Metro Ethernet delivers mission-critical connections between you and your business locations. Provided via the Time Warner Cable fiber optic network, we offer high-capacity links between multiple offices over your existing Ethernet lines. That means you get a trusted dedicated fiber connection, not a shared network subject to costly upgrades.



Metro Ethernet can be scaled to any size business, and will support your needs as you grow. Our superior fiber optic networks and regional rings are cost-efficient because they reduce the need for routers, switches and hardware. No local loop charges. No additional costs.

Let us help you select the Ethernet plan that is right for your business.

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ATTACHMENT D

Screen Shots from Fixed Wireless Providers' Websites

Fixed-Wireless Point-to-Point Service

Affordable, dedicated data service with unmatched flexibility

Businesses today are increasingly reliant on high-bandwidth connectivity. Whether it's for LAN extensions within an office campus or connecting remote locations, reliable and affordable point-to-point service is mission critical to many organizations.

Airband's Point-to-point offering leverages fixed-wireless technology to deliver private line services quickly, even in the most populated metropolitan areas. Like an airplane flying over a crowded freeway, Airband's service bypasses the congested wireline networks to give customers the dedicated bandwidth they need, over the air.

Scalable Bandwidth up to GigE Speeds: Our service is not bound by T1 or DS3 increments, so you have the flexibility to install just the bandwidth they need, from 10 Mbps up to GigE speeds.

Network Connection up to 20 miles: Our fixed-wireless radios can broadcast signals up to 20 miles, with clear line-of-sight.

Fast Installation and Delivery: Depending on bandwidth and distance, service can be up and running in a couple of weeks, no waiting for months to turn up the circuit.

Ethernet Service: Our data service is delivered via an Ethernet connection, making it easy to configure and less expensive to implement. TDM handoff is also available.

Fully Managed: Whether the service is deployed in the licensed or license-exempt spectrum, Airband provides turn-key service from obtaining the license to the ongoing monitoring and managing the wireless circuit.

Secured Transmissions: Our wireless hardware utilizes 128-bit Advanced Encryption Standard (AES) to protect end-user data.

100% Uptime Guarantee: We're the only fixed-wireless provider in the industry that has service level guarantees on jitter, in addition to latency and packet loss.

Single Point of Contact: Airband operates and manages our wholly-owned network, so you can expect to work with the most responsive service team in the industry.

KEY BENEFITS

- Available in all Airband markets
- Ethernet connectivity
- Turn-key delivery
- Fully managed
- 24x7 monitoring and support
- 100% uptime guarantee

Point-to-Point Deployment





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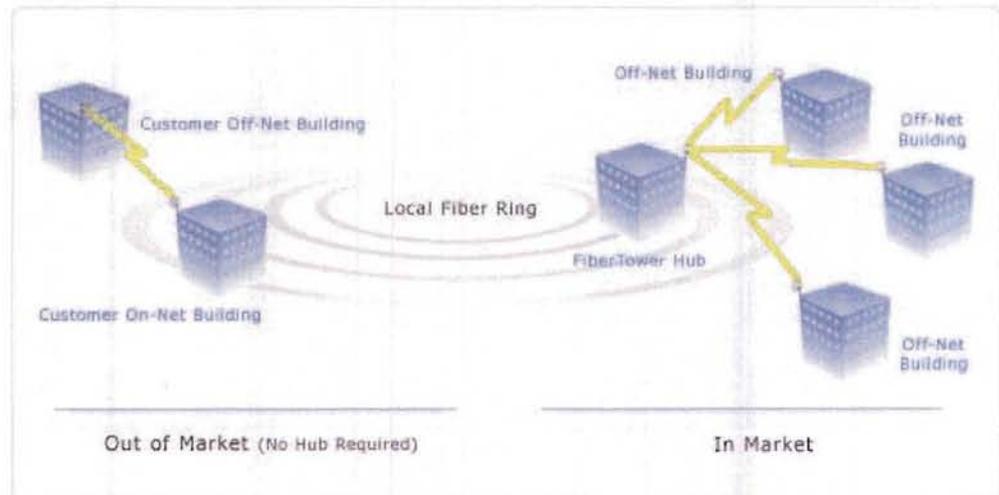
▣ Solving the Access Network Bottleneck

Less than 15% of US enterprises have access to high capacity services through fiber. As bandwidth needs continue to increase and new applications result in stricter access requirements, the "underserved 85%" are in need of a high capacity transport alternative. Enter FiberTower.

Offering carrier-grade connectivity over its nationwide licensed spectrum, FiberTower solves the access bottleneck by delivering high capacity services to enterprises located in both on-net and off-net buildings. Services include wireless equivalents of NxT1, DS3, OC3 and Carrier Ethernet. Potential partners include ILECs, CLECs, MSOs, Fiber Providers, and Integrators.

Integrated Service Features

Wireless Access provides transport between two or more customer locations (MetroConnection) or between a FiberTower hub and a customer location (MetroAccess). It could be utilized in many different network topologies, from basic Point to Point networking, to more advanced tree, chain, ring or mesh configurations. As part of its service, FiberTower provides licensed spectrum, advanced radio platforms from leading vendors, installation, 24x7 monitoring and maintenance.





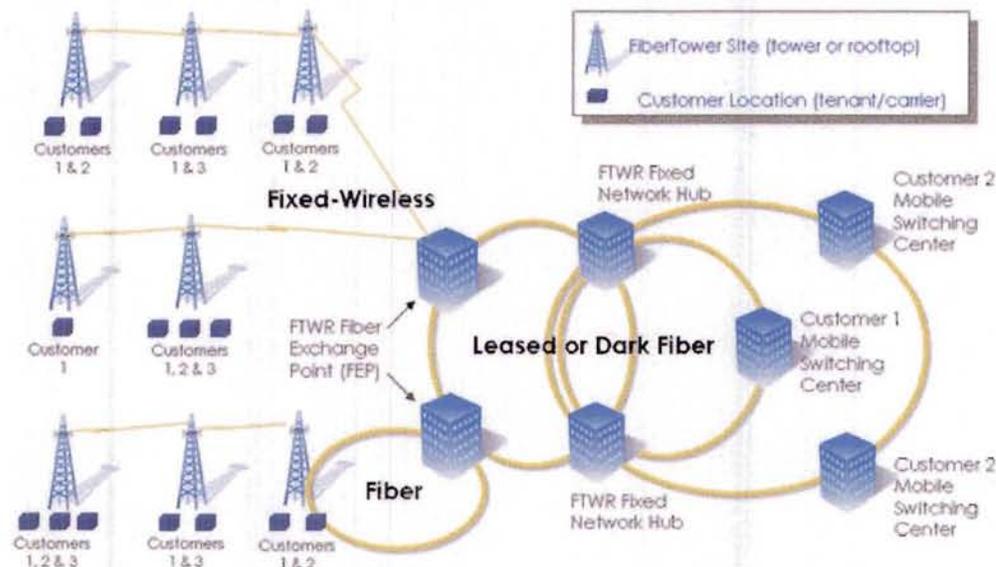
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Technology Approach

FiberTower's network uses a hybrid of Digital Radio Links (DRLs) and fiber-optic SONET rings. To provide optimal network topology, FiberTower constructs Fiber Exchange Points (FEPs), which reside on the fiber SONET ring and from which DRLs are deployed to a number of nearby base stations.



With DRL technology, FiberTower has taken digital radio to new levels of performance and reliability. Our approach includes the following:

- We build customized radio solutions. FiberTower works directly with manufacturers and FCC guidelines to specify and design digital radios with the highest levels of performance and reliability, and with physical configurations and diagnostic features that allow their seamless integration into FiberTower's sophisticated operational support and maintenance systems.
- Secondly, FiberTower engineers its DRL paths with very generous path margins well clear of any path obstructions. This virtually eliminates the possibility of outage due to precipitation, attenuation or multipath interference. It also allows the use of small antennas that are simple to locate on towers or building tops and which are not prone to losing alignment in strong winds.
- To further enhance reliability of its DRLs, FiberTower maintains rigorous configuration and maintenance standards. All critical links are fully redundant. As with all elements in the FiberTower network, DRLs are continuously monitored, and those that exhibit deteriorating performance are routinely replaced in a matter of minutes during the carrier's preventative maintenance window. In the rare case of a sudden failure of a non-redundant DRL, FiberTower's local staff of tower certified field technicians can typically restore operation in under 2 hours.
- Finally, the inherent fail-safe reliability of fiber SONET ring technology is well respected in the telecommunications industry. FiberTower enhances this reliability, and that of its DRLs, with constant end-to-end monitoring of every network circuit, using redundant, geographically separated Network Operations Centers (NOCs). These state-of-the-art facilities are continuously staffed with highly trained operators who can quickly identify and diagnose any network anomaly, and can dispatch field technicians around-the-clock as required.

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Network Operations

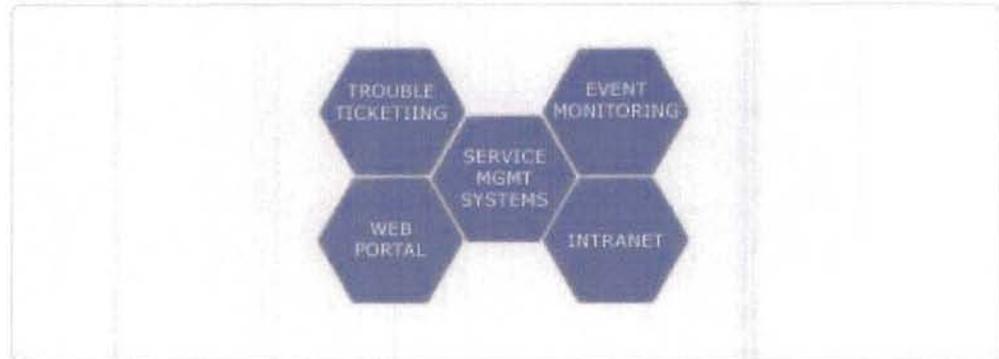
The FiberTower Network Operations Center (NOC) provides a variety of critical monitoring and management services that allows us to deliver a new set of service standards and redefine the way backhaul service is provided.

FiberTower realized early on that delivering great service is only one aspect of improving backhaul reliability. The company adopted the philosophy that the network belongs to the customer, who should never have any questions regarding network status, repair activities, or what happened during a particular service event. Customers should have full on-line visibility to FiberTower's network monitoring system, able to see the health of their network on-line, 24X7.

To this end, FiberTower invested in the development of a proprietary, web accessible solution that forms part of its Network Operations Center (NOC). It was developed with the following in mind:

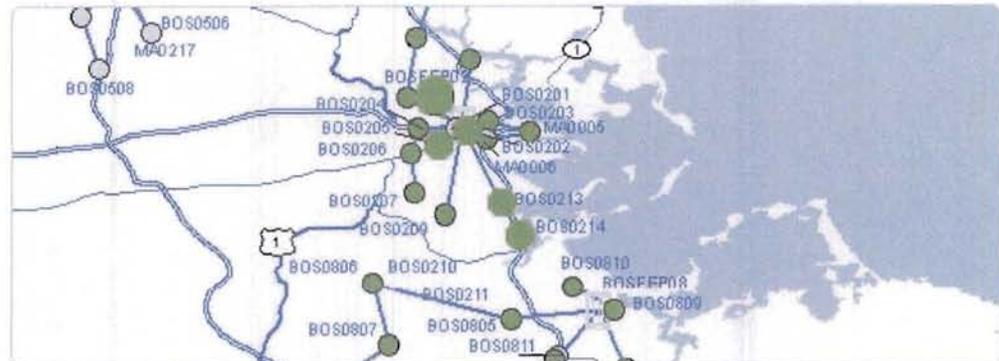
- Utilize best-in-class applications
- Create an integrated solution with a common user interface
- Allow customer network management and visibility
- Automate manual tasks and reporting

Integrated Customer View



The NOC is a geographically distributed facility with full redundancy built in. These customer facing capabilities allow FiberTower to communicate network status often and effectively, while developing a true understanding of the client's evolving network.

Online Reporting



FiberTower's online reporting applications and processes also allow FiberTower to trouble shoot

problems rapidly, minimize MTTR and provision quickly and accurately. Predicting failures before they affect service, while following a client's specific operational procedures can now be systematized and implemented to allow full client visibility. Specific NOC capabilities include:

- Network operations procedures in-place
- Field and Switch Ops calls
- Post mortems and follow-ups

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KEY PRODUCTS

Backhaul Services

Tower Cloud's core business is designing and building customized communication services with exceptionally reliable connectivity to each cell site. Tower Cloud's innovative networks are tailored for each client's environment. This may require a combination of one or more of the following technologies:

- SONet Backhaul
 - T1 - DS1
 - DS3
 - CCn
- Ethernet Backhaul

Equipment Management

Tower Cloud has a flexible approach to managing the required telecommunications equipment. This equipment can either be co-located with the carrier's base station equipment or housed in a stand-alone environmentally controlled telecommunications cabinet.

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Tower Cloud's team designs its backhaul networks and mission-critical services with the following objectives:

Superior Performance and Reliability

- Network designs maximize the reliability of fiber and licensed microwave solutions to provide an optimal mix of efficient bandwidth.
- Voice, video and data traffic is backhauled to the customer's mobile switching center with SONet and Ethernet designs.
- Fiber served sites designed to supply 99.999% availability.

Reduce Unit Costs

- Decreases cost associated with managing current traffic.
- Incremental savings as traffic volume and usage grows.

Fast, On-time Provisioning

- On-net provisioning in ten days or less.
- Fast, network expansion to serve new cell sites and launch new markets.
- Capacity can quickly and easily be increased to meet the carriers growing traffic demands.

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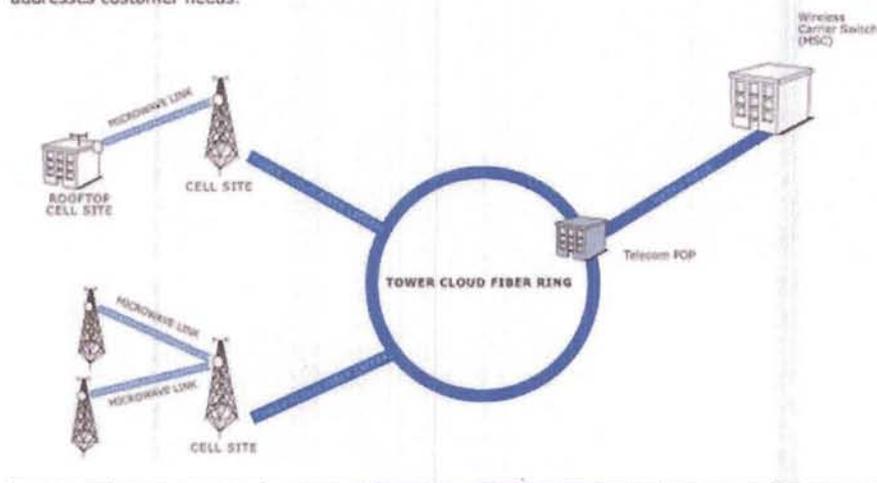
ARCHITECTURE

Tower Cloud has assembled all the skills and assets required to quickly engineer, provision, monitor, and maintain carrier-grade backhaul services.

Below is an overview of the Tower Cloud architecture:

Tower Cloud Solution

Hybrid Fiber/Microwave architecture uniquely addresses customer needs.



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Solutions

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- Mid Range 5Mbps - 10Mbps
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- Temporary Internet Connection
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- Service Areas
- Frequently Asked Questions
- Service Level Agreement
- Reliability
- Scalability
- Redundancy
- Faster Installation
- Symmetrical Bandwidth
- Speed

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High Capacity Service Plan (20Mbps - 1.5Gbps)

Why do Fortune 1000 companies choose Towerstream?

Benefits	at&t	verizon	QWEST	towerstream
High Level Security Standards	Yes	Yes	Yes	Yes
Guaranteed Throughput	Yes	Yes	Yes	Yes
99.999% Reliable Guaranteed	*	**	Yes	Yes
No Local Loop Charges	No	No	No	Yes
Fast install - Less than 2 weeks	No	No	No	Yes
Price leader	No	No	No	Yes
Scalability	No	No	No	Yes

* Guaranteed if local access is provided through AT&T
 ** Extra Charge

Towerstream owns its entire network and doesn't provision through competitors like AT&T and Verizon. Towerstream delivers a truly independent, truly redundant last mile solution.

Towerstream's High Capacity Service is the cost-effective solution for businesses that require high levels of bandwidth and faster speeds. Our state-of-the-art technology is scalable so businesses can increase bandwidth based on their growing needs and offers a variety of additional benefits including:

- Dedicated facility
- True Redundancy
- Lower latency and packet loss
- Dedicated bandwidth that cannot be over subscribed

Columbia College

"Installation guys were fantastic, extremely helpful, friendly and they wouldn't give up easy. They were aggressive with making the installation work."
 - Mike Duhr, Network Technician Columbia College

[Read More](#)

Security

Towerstream takes security very seriously and treats security as paramount when building out radio frequency (RF) infrastructure.

[Read More](#)

Join other Fortune 1000 Companies that have chosen Towerstream

Call Now 1-866-848-5848

Prices start as low as \$999/mo.

[Request More Information](#) | [Service Areas](#)

Points of Interest

- Bypasses the phone company with our own "Last Mile" network.
- We offer an isolated connection for true internet redundancy.
- Reliable microwave technology that has been in use for decades
- NO single point of failure, even our backbone is redundant.
- Speeds between 12 and 1000Mbps, scalable with a phone call.
- Support for Voice, Data, Video, Load balancing, BGP.



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What we do

Towerstream delivers reliable, high-speed, internet access seamlessly and securely without the telephone or cable company to businesses in 9 major metropolitan markets.

Towerstream owns its entire network and does not rely on the phone company. We deliver high quality symmetrical bandwidth to our customers with a faster install at a significantly lower price than the competition.

Using WIMAX technology, Towerstream delivers a wide variety of features including:

- **Speed and Scalability:** With bandwidth options ranging anywhere between 0.512Mbps and 1Gbps Towerstream can create the customized broadband solution to meet your business's needs.
- **Guaranteed 99.99% Reliability:** Towerstream delivers a very reliable last mile solution. We are the first wireless broadband provider to offer the "Five 9's" Guarantee to our customers.
- **Fast and Simple Installation:** By completely bypassing the local phone company and using multiple broadcast sites in several major cities, service is often installed in 3-5 business days or less.

Current Service Areas



New York



Chicago



Los Angeles



Boston



Miami



San Francisco



Seattle



Newport



Providence



Dallas



Fort Worth



Philadelphia

Save Money Now!

[All Current Promos](#)

5Mbps

only

\$500/mo

Includes FREE Equipment
in 3 to 5 days!



Request A Service Quote

Contact us with this [simple online form](#)
or call **1-866-848-5848**.



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Low Capacity ● ● ●

Towerstream's Low Capacity Service Plan offers a range of services from a Fractional T (512Kbps) up to 3.0Mbps, starting as low as \$256.00 a month.

Unlike other internet service providers, Towerstream owns their entire network and is not dependant on the local phone company and offers a wide variety of benefits including:

- [Installation in 3-5 Days](#)
- [Symmetrical bandwidth](#)
- [True Redundancy](#)
- [99.99% uptime](#)
- [Scalable bandwidth with just a phone call](#)
- [24-Hour customer support](#)

Case Study: [Industrial Buckets](#)

Request More Information

**Residential service is not available*

* Business Name:

* Contact First Name:

* Contact Last Name:

* Phone:

* Postal/ZIP Code:

* How did you hear?:

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Mid-Range (5mbps - 10Mbps)

Towerstream's Mid Range Capacity Service Plan offers a range of services from a 5Mbps to 10Mbps, starting as low as \$500.00 a month.

Unlike other internet service providers, Towerstream owns their entire network and is not dependant on the local phone company and offers a wide variety of benefits including:

- Installation in 3-5 Days
- No more bonded T1's
- Symmetrical bandwidth
- 99.99% uptime
- Scalable bandwidth with just a phone call
- True Redundancy

Case Study: [Bell Sound](#)

Request More Information

*Residential service is not available

* Business Name:

* Contact First Name:

* Contact Last Name:

* Phone:

* Postal/ZIP Code:

* How did you hear?:

Submit