

**PAETEC**

- Solutions
- Products & Services
- Industries
- Customer Care
- Partners
- Investors
- About Us**
- Community Advantage
- Corporate Quality
- Customer Advisory Board
- Markets Served
- Media Center
- Educational Series
- Our People
- Careers
- Sponsorships
- Contact Us
- Legal Notices



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- [Office Locations](#)



**Company Profile**

**Founding Principles**

PAETEC was founded in 1998 when CEO Arunas A. Chesonis and a core team of executives recognized that existing telecommunications providers were failing to respect the most important factor governing the long-term success of any business - first-rate customer service.

**Who We Are**

Today, PAETEC delivers personalized communications solutions and unmatched service to business-class customers in 84 of the nation's top 100 metropolitan areas. We are the premier alternative to the ILECs, based on our nationwide footprint, breadth of products, and quality of service.

PAETEC's data and voice products - and our unique value-added offerings - help customers achieve cost-effective solutions.

**Corporate Mission**

PAETEC's corporate mission is to be the most customer and employee-oriented communications provider.

**Corporate Values**

Our dynamic growth has been achieved by adhering to basic values that will continue to define PAETEC in the future: The essence of the PAETEC Experience can be summarized in the following four Corporate Values:

- Caring Culture
- Open Communication
- Unmatched Service
- Personalized Solutions

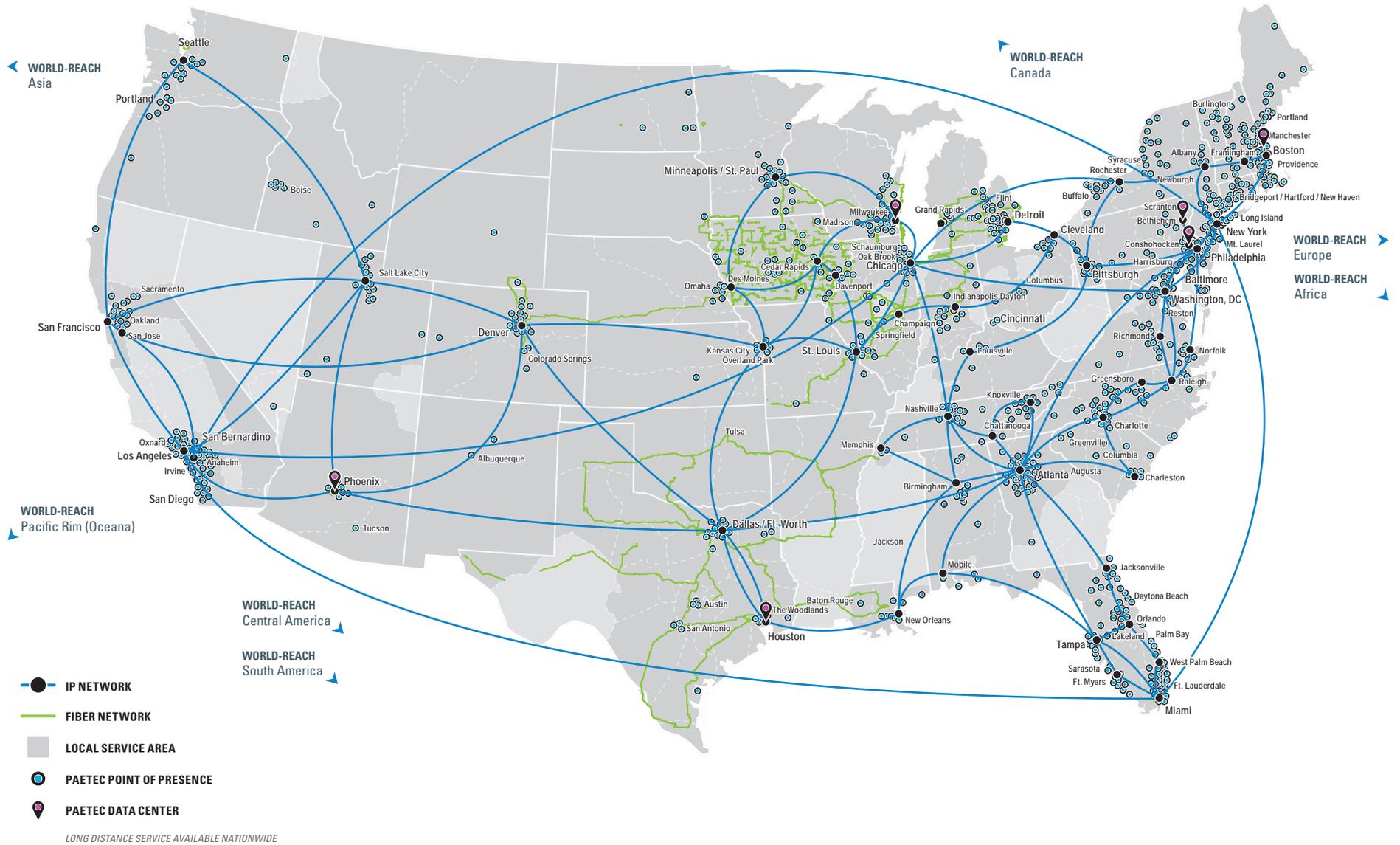
Every aspect of our company is aligned with at least one of these four values, whether it is how we run our business, satisfy our customers, or treat our people. There are many reasons why customers initially select PAETEC; however, the relationship established is what keeps them with us.

**FEATURED PRODUCT**  
**DATA BACKUP & RECOVERY**

PAETEC's Data Backup and Recovery solution offers your organization secure, automated off-site server backup performed on a daily basis. View our Data Backup & Recovery Demo.

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# PAETEC's Network



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Products & Services

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Customer Care

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About Us

Community Advantage

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Media Center

Educational Series

Our People

Careers

Sponsorships

Contact Us

Legal Notices



## ABOUT US - MARKETS SERVED

We cover the nation

PAETEC serves over 84 of the top 100 Metropolitan Statistical Areas, and offers data, voice, and value-added services throughout the United States.

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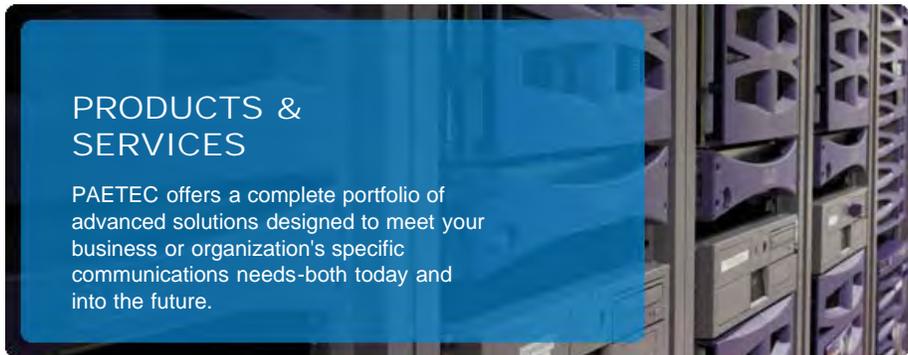
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- Solutions
- Products & Services**
- Data
- Voice
- Equipment
- Applications
- Data Center
- Energy
- Industries
- Customer Care
- Partners
- Investors
- About Us



## PRODUCTS & SERVICES

PAETEC offers a complete portfolio of advanced solutions designed to meet your business or organization's specific communications needs-both today and into the future.

At PAETEC, we take pride in supplying the best solution for each customer based on their individual needs, and our dedicated service professionals work diligently to ensure your complete satisfaction.

Our core offerings portfolio spans data, voice, and Internet communications services; our value-added solutions portfolio encompasses data center solutions, communications management software, equipment, and software and equipment financing programs.

Serving over 84 of the top 100 Metropolitan Statistical Areas (MSAs) in the U.S. with personalized communications solutions, PAETEC's integrated product portfolio will bring consistent offerings across all your locations nationwide.

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|--|---|--|---|

Solutions

Products & Services

Data

Dedicated Internet Access

Ethernet Local Loop

Fixed Wireless

Hosted E-mail Security

Hosted Web Security

IDPS

Managed CPE Firewall

Managed Router Support

MPLS VPN

Network Firewall

Voice

Equipment

Applications

Data Center

Energy

Industries

Customer Care

Partners

Investors

About Us



# DATA

Make sure you're ready to take advantage of the latest data communications applications with the help of PAETEC's nationwide network and state-of-the-art solutions.

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### The Rising Importance of Data and Data Solutions

As data plays an ever larger role in telecommunications, data solutions that deliver flexible and scalable networking options, secure remote access, and reliable data backup and recovery have become more important than ever.

That's why PAETEC, partnering with leading technology providers like Cisco, Alcatel-Lucent, and Juniper, is focused on building advanced packet-switched networks and next-generation data-related applications that offer you enormous increases in efficiency, power, flexibility, and cost savings-even for voice applications.

### The Latest Solutions

Utilizing these new networks, PAETEC's complete portfolio of advanced products and services offers you a wide variety of powerful data solutions, including MPLS VPN (Multiprotocol Label Switching Virtual Private Network), Dedicated Internet Access, and Dedicated Hosted Server. We also offer a full suite of Security Solutions including a Managed CPE Firewall and Hosted E-mail Security.

### Security and Stability You Can Count On

From end to end, PAETEC's advanced private network is supported and monitored 24 x 7 x 365 by knowledgeable technicians in our state-of-the-art Network Operations Centers (NOCs), ensuring your data communications-and your business-get the attention they deserve.



**FEATURED PRODUCT**  
**DATA BACKUP & RECOVERY**

PAETEC's Data Backup and Recovery solution offers your organization secure, automated off-site server backup performed on a daily basis. View our Data Backup & Recovery Demo.

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- Products & Services
  - Data
    - Dedicated Internet Access**
    - Ethernet Local Loop
    - Fixed Wireless
    - Hosted E-mail Security
    - Hosted Web Security
    - IDPS
    - Managed CPE Firewall
    - Managed Router Support
    - MPLS VPN
    - Network Firewall
  - Voice
  - Equipment
  - Applications
  - Data Center
  - Energy
- Industries
- Customer Care
- Partners
- Investors
- About Us



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## Dedicated Internet Access

- Overview**
- Features
- Resources

PAETEC's Dedicated Internet Access combines a high-performance IP (Internet Protocol) backbone, a state-of-the-art IP routing service, and partnerships with communications providers around the globe to provide worldwide Internet connectivity for your business or organization. Dedicated Internet Access also lets you enjoy benefits that include:

- Economical sub-T-1 speeds for small businesses, and speeds from 1.5 Mbps to OC-n or GigE for those with higher bandwidth demands
- The ability to add bandwidth simply and easily
- Multiple private peering and transit points across the country for excellent diversity and network performance
- SLA-backed performance guarantees for packet delivery, latency, backbone availability, and jitter

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  - Dedicated Internet Access**
  - Ethernet Local Loop
  - Fixed Wireless
  - Hosted E-mail Security
  - Hosted Web Security
  - IDPS
  - Managed CPE Firewall
  - Managed Router Support
  - MPLS VPN
  - Network Firewall
- Voice
- Equipment
- Applications
- Data Center
- Energy
- Industries
- Customer Care
- Partners
- Investors
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## Dedicated Internet Access

- Overview
- Features**
- Resources

### Superior Performance-Guaranteed

PAETEC's network performance statistics are among the best in the industry, meaning your company can transfer performance-sensitive applications with confidence. We guarantee average round-trip latency of 50 milliseconds or faster and 100% network availability.

### Network Utilization Reports

PAETEC Online, our Web-based communications management system, lets you analyze real-time inbound and outbound statistics for your Dedicated Internet Access service by day, week, month, or even year, all at no additional cost.

### Continuous Network Monitoring

The IT professionals in PAETEC's Network Operations Center (NOC) test facilities and monitor our network 24 x 7 x 365.

### Managed Router Service

PAETEC professionals can recommend the optimal router solution for your organization, as well as provide configurations, maintenance, and monitoring.

### Equipment for Services (EFS)

PAETEC's innovative EFS financing program allows your business to keep up with new technology and enjoy the latest functionality, all with minimal or no capital outlay.

### Integrated T-1

PAETEC can offer you an integrated suite of local, long distance, and Internet services, all over a T-1.

### Value Bundles

PAETEC can also bundle a seamless package of Internet, local, and long distance services for your organization and deliver them for one low monthly fee.

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**Product Name:**

Dedicated Internet Access

**Availability:**

PAETEC's Dedicated Internet Access is available at port speeds of 1.28 Kb to 622 Mb through T-1, DS-3, OC-n, or Ethernet connections. Any of these methods can connect to PAETEC's Internet service network via our data Points-of-Presence (POPs).

**Ideal Customer Profile:**

PAETEC's Dedicated Internet Access is an ideal service option for customers with consistent bandwidth requirements.

**CPE Requirements:**

PAETEC will support a range of Cisco and ADTRAN routers. The customer should consult an authorized PAETEC Representative to ensure 100% compliance and operability.

## DEDICATED INTERNET ACCESS | In Brief

### Product Description

PAETEC's Dedicated Internet Access incorporates a high-performance IP backbone, and a state-of-the-art global IP routing service. Our extensive partner relationships with multiple facilities to provide worldwide Internet connectivity for your business. Dedicated Internet Access is available over T-1 (1.544 Mbps), DS-3 (44.736 Mbps), OC-n (51.84Mbps – 622.08 Mbps) and Gigabit Ethernet (1000 Mbps) connections, based on your business' unique bandwidth needs.

### Product Capabilities

**Service Level Agreement** – PAETEC's network performance statistics are among the best in the industry. We guarantee average round-trip latency of 50 milliseconds or faster and average packet delivery of 99.9% or higher. Your company can transfer performance-sensitive applications with confidence.

**Integrated T-1** – Integrated suite of local, long distance, and Internet services over a T-1.

**Value bundles** – PAETEC bundles a seamless package of Internet, local, and long distance services for a single monthly fee.

**Equipment for Services (EFS)** – PAETEC's innovative financing program allows your business to keep up with new technology and work within your budget. The EFS program offers a profit-sharing mechanism to acquire equipment with minimal or no capital outlay. This enables your company to recognize a reduction in network costs.

**Network utilization reports** – PAETEC Online, our Web management system, includes real-time inbound and outbound statistics by day, week, month, or even year, at no additional cost.

**Managed router service** – PAETEC professionals can recommend the optimum solution, as well as configure and maintain routers.

**Monitored network** – PAETEC's Network Operations Center (NOC) tests facilities and monitors the network 24 hours a day, seven days a week.

### **Application One**

Lockhart & Sons, Inc., is a medium-sized insurance agency headquartered in Chicago, Illinois. With two offices located in downtown Chicago and the remaining three sites in suburban areas, the agents needed to transfer sensitive client information between sites on a regular basis. In order to enhance its data communications, Lockhart & Sons, Inc. turned to PAETEC. Our Dedicated Internet Access provides speeds from 1.544 Mbps up to 1000 Mbps, allowing Lockhart & Sons, Inc. to choose the appropriate speeds needed for its communications. In addition, PAETEC's aggressive Service Level Agreement (SLA) guarantees 99.9% packet delivery and a maximum, round-trip latency of 50 milliseconds. With these performance statistics, Lockhart & Sons, Inc. is assured that its time-sensitive applications will be delivered securely and successfully. Looking to the future, they plan to communicate via Voice over IP (VoIP), which will be facilitated by PAETEC's Dedicated Internet Access. With PAETEC's help and strategic business sense, Lockhart & Sons, Inc. can successfully communicate while planning for future implementations.

### **Application Two**

TeleMark Direct, a national telemarketing group with locations across the country, prides itself in having a stringent training program. To eliminate travel costs, twelve Corporate Trainers communicate with new employees using PAETEC's Web Conferencing, over the Internet. With PAETEC's Dedicated Internet Access, there are no per-minute charges for Video Conferencing, reducing training expenditures. In addition, TeleMark Direct saves money by holding one training session for multiple locations. With bridging equipment and Dedicated Internet Access, Corporate Trainers can videoconference with anyone in the world that has an Internet connection. Working with PAETEC has enabled TeleMark Direct to save time, money, and resources and realize an increase in annual income.

Solutions

[Products & Services](#)

Data

Dedicated Internet Access

**Ethernet Local Loop**

Fixed Wireless

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Hosted Web Security

IDPS

Managed CPE Firewall

Managed Router Support

MPLS VPN

Network Firewall

Voice

Equipment

Applications

Data Center

Energy

Industries

Customer Care

Partners

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## DATA - ETHERNET LOCAL LOOP

A flexible, high-bandwidth solution that can be used for both data and voice traffic

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## Ethernet Local Loop

[Overview](#) [Features](#) [Resources](#)

PAETEC's Ethernet Local Loop is a flexible, high-bandwidth solution that can be used for both data and voice traffic. This proven technology allows you to easily add more bandwidth without the time delay and expense of ordering and installing additional facilities. Ethernet Local Loop allows you to:

- Purchase bandwidth in increments ranging from 10 Mbps to 1 Gbps, often without a change to your fiber-fed loop
- Utilize other PAETEC solutions, including Dedicated Internet, MPLS VPN (Multiprotocol Label Switching Virtual Private Network), or VoIP (Voice over Internet Protocol)
- Enjoy low equipment costs and a level of scalability far greater than similar TDM (Time Division Multiplexing) solutions

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IDPS

Managed CPE Firewall

Managed Router Support

MPLS VPN

Network Firewall

Voice

Equipment

Applications

Data Center

Energy

Industries

Customer Care

Partners

Investors

About Us



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## Ethernet Local Loop

[Overview](#)

**[Features](#)**

[Resources](#)

### Easy Integration

PAETEC's Ethernet Local Loop offers you a near seamless solution to match your VoIP (Voice over Internet Protocol), MPLS VPN (Multiprotocol Label Switching Virtual Private Network), or other network applications.

### Ready for Tomorrow

With ample bandwidth available for growth, Ethernet Local Loop is a comprehensive solution that can be tailored to fit your current and future network needs.

### Exceptionally Cost-Efficient

Ethernet Local Loop delivers a very cost-effective way to provide high-volume bandwidth for your organization.

### System Simplicity

As a solution that features a universal hand-off, Ethernet Local Loop helps you simplify your premises-based equipment.

### SUPPORTING PRODUCTS

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[Hosted Web Security](#)
[IDPS](#)
[Managed CPE Firewall](#)
[Managed Router Support](#)
[MPLS VPN](#)
[Network Firewall](#)
[Voice](#)
[Equipment](#)
[Applications](#)
[Data Center](#)
[Energy](#)
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## DATA - MPLS VPN

Provide your employees, business partners, and customers with secure access to your company's networks and data from virtually anywhere

### MPLS VPN

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[Features](#)
[Resources](#)

#### Secure and Efficient

PAETEC's IP-over-SONET (Internet Protocol over Synchronous Optical Network) architecture ensures privacy and security, and increases application performance for end users.

#### Remote Access

Authorized employees, partners, and customers can use your MPLS VPN to gain secure access to your corporate data and applications anytime, anywhere.

#### Site-to-Site Connectivity

All of your locations are automatically interconnected, allowing data to flow directly between them, instead of using a less efficient "hub and spoke" architecture.

#### Inherent Disaster Recovery

The meshed-network architecture of PAETEC's MPLS VPNs creates an automatic data recovery solution.

#### Domestic and International Coverage

PAETEC's MPLS VPN service is available in 151 markets within the U.S., U.S. territories, and Canada, as well as more than 50 countries throughout Asia, Europe, and South America.

#### QoS (Quality of Service) Prioritization

Based on available customer bandwidth, time-critical applications like streaming video are given priority over less time-sensitive applications like e-mail.

#### Built-In Resilience

IP routing intelligence automatically reroutes data to another path in the event of an outage, helping prevent delays and congestion.

#### IT Resource Optimization

With router configuration management, changes are performed remotely, reducing the need to dispatch valuable internal IT resources.

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**Product Name:**

MPLS VPN

**Availability:**

PAETEC's MPLS VPN is now available in 151 markets including the US, US territories, and Canada

**Ideal Customer Profile:**

Primary customers included corporations that currently use frame relay, ATM, or leased lines to link remote branches, telecommuters, and/or mobile workers to their corporate network.

**CPE Requirements:**

The customer should consult an authorized PAETEC representative to ensure 100% compliance and operability. Customers must maintain a PAETEC-approved CPE device (i.e. ADTRAN or Cisco CPE)

## MPLS VPN | In Brief

### Product Description

PAETEC provides your company with a fully meshed, secure, and reliable network through Multi-Protocol Label Switching (MPLS). Your company's data information travels through PAETEC's private, national IP network, enhancing connections among your internal and external customers. MPLS VPN with QoS provides the ability to prioritize data and delivery to maximize available bandwidth with limited expenditures. In addition, MPLS VPN is available anywhere in the United States and across more than 50 countries internationally.

### Product Capabilities

**Private, virtual paths** – PAETEC's private IP network ensures privacy and security as your data travels on virtual paths separate from other customers' applications.

**Fully meshed network** – All locations are automatically interconnected, allowing site-to-site communications without built-in network connections.

**Quality of Service (QoS)** – Time sensitive applications are granted precedence over less time sensitive applications.

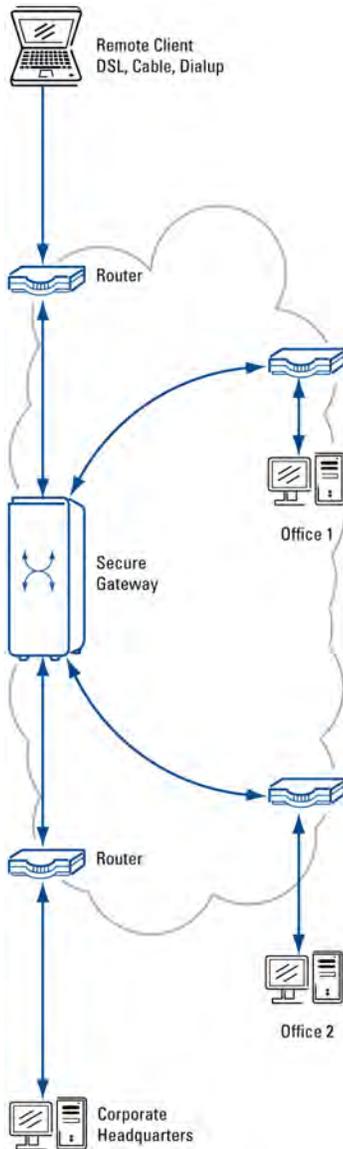
**Self-healing network** – In the event of an outage, data is automatically rerouted to another path to prevent delays and congestion.

**Remote access** – Employees are able to securely access the corporate network anywhere, anytime.

### Product Requirements

PAETEC requires that 60% of the customer's locations must be directly connected to PAETEC's network (on-net).

PAETEC requires that the customer's hub must be directly connected to PAETEC's network (on-net).



### Application One

The United Bank of Rochester, which supports nine local offices, currently routes their data transmissions through a local carrier's frame relay network. The company would like to expand by opening three more locations in the Rochester area. They have decided to implement PAETEC's innovative approach to business infrastructure and use MPLS VPN. Instead of physically connecting the new site to each of the existing nine locations, PAETEC can enable site-to-site connections using MPLS VPN. Each site's data applications are routed through PAETEC's private network, and then distributed to the appropriate destinations. By virtually linking all locations, future IP driven applications, such as Voice over IP (VoIP), can travel over the company's existing MPLS network.

### Application Two

Sales executives, employed at Thomas Telecom Corporation, rely heavily on communication between their twelve national, off-site locations to the corporate headquarters. In order to keep sensitive data secure from competitors and network hackers, PAETEC's MPLS VPN was implemented. Between Thomas Telecom Corporation's business sites, data travels across PAETEC's private network. IP addresses are not visible or recognized on the public Internet, allowing a secure connection between multiple sites. From home or hotel locations, sales executives simply access the Thomas Telecom Corporation's network, using their secure ID. Data is then transferred to its final destination, within their private network, through a secure, encrypted tunnel on the public Internet. Regardless of physical location, employees are continuously conducting secure and private business communications.

### Application Three

At Fairport Financials, a sizable corporation with five regional business offices, data applications were previously routed on a frame relay network. Time-sensitive applications were not delivered efficiently, and their network was congested due to bandwidth constraints. Since then, they have implemented PAETEC's MPLS VPN. Data applications are prioritized according to time-sensitivity, utilizing PAETEC's Quality of Service (QoS) control. Time-sensitive applications, which require all components of the application to be delivered simultaneously (i.e. presentations utilizing audio and visual elements), take precedence over other, less critical applications. QoS labels and filters mission critical applications according to their elements, granting precedence to time-sensitive transfers. The data applications are streamlined through the network facilitating full port speed for each application and limiting bandwidth constraints.

# BUSINESS CONTINUITY SOLUTIONS

personalizing business communications



## WHY PAETEC BUSINESS CONTINUITY SOLUTIONS?

You can never be sure when the next disaster will affect your business, but you can be sure that you are prepared for when it does. Business Continuity Solutions from PAETEC offer effective tools for your business continuity plan, providing you with disaster preparedness, network diversity, and application recovery options to ensure that your business is ready for whatever lies ahead.

PAETEC's Business Continuity expertise provides a comprehensive blend of services and solutions that can be tailored to create a personalized business continuity plan that fits the specific needs of your business. For example, a company could see its phone lines flooded by a high volume of incoming calls. Without effective planning, these excessive calls may simply be met with a busy signal, resulting in unhappy customers and potentially lost revenue, but with Business Continuity Solutions from PAETEC you can ensure that every call gets through.

By offering a comprehensive and personalized blend of services, PAETEC is able to provide dedicated solutions that are expertly planned, designed and implemented to fully address the challenges that businesses face today.

**Productivity and Efficiency** – Stay up and running even in the event of a disaster.

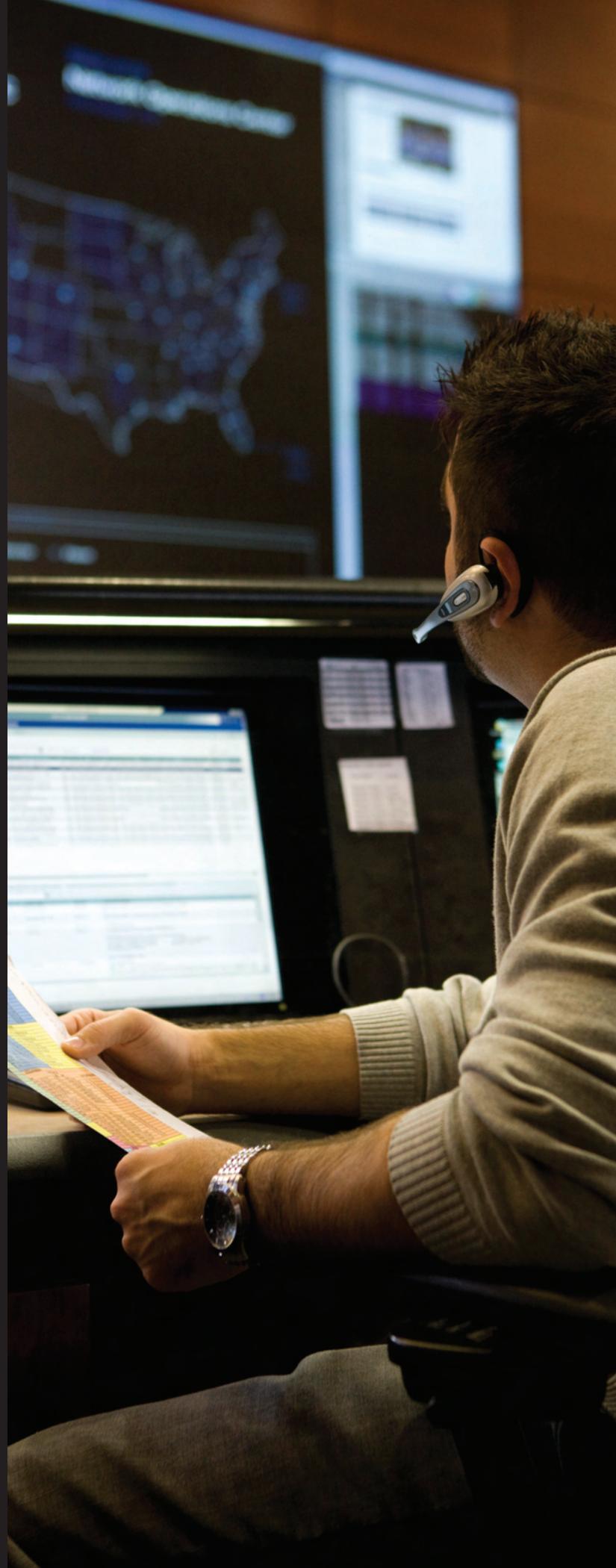
**Network Diversity** – Complement your existing infrastructure to create a more robust network.

**Security** – Protect your business critical and sensitive information.

**Peace of Mind** – Let PAETEC manage your business continuity plan so you can focus on managing your business.

**Cost-efficiency** – Have a personalized solution created for your company's specific needs.

**Regulatory compliance** – Ensure your business adheres to all government and industry rules and regulations for record retention, disaster recovery for critical data, and more



## NETWORK SECURITY AND DIVERSITY

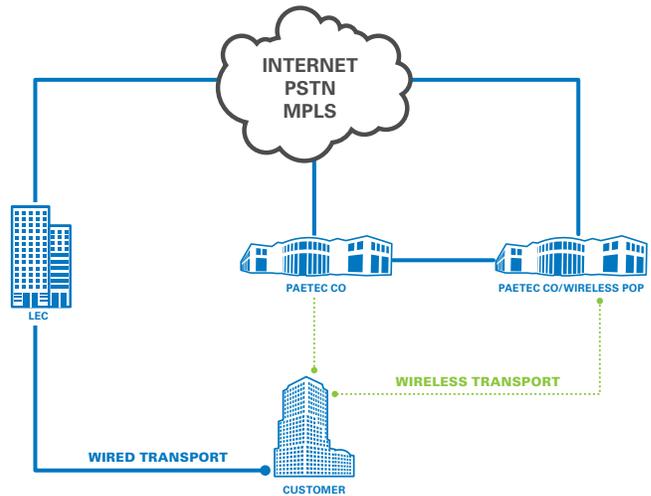
**MPLS VPN** – An IP-based network with inherent security and redundancy which offers an affordable way to build an enterprise network that delivers the performance, security, and reliability of a private-line network.

**Fixed Wireless** – A high-speed last-mile and metro-area alternative to your existing physical infrastructure that provides an alternate path to wire-line networks. These secure, reliable transport links can provide your network with the following types of physical layer diversity that eliminate single points of failure:

- Circuit / “last-mile” route
- Building point-of-entry “POE”
- Switch / ILEC wire serving center “LSO”

**Network Diversity Engineering** – Geographically diverse circuits routed to different PAETEC switches. PAETEC’s Network Diversity Engineering complements your disaster recovery plan by significantly reducing the chance of a complete service outage. Using diverse paths to our network, Network Diversity Engineering offers Point-of-Presence and Central Office diversity to provide redundancy for your network traffic.

## ELIMINATE INFRASTRUCTURE POINTS-OF-FAILURE



**Private Line** – Secure site-to-site dedicated connectivity which makes for a cost effective reliable alternative.

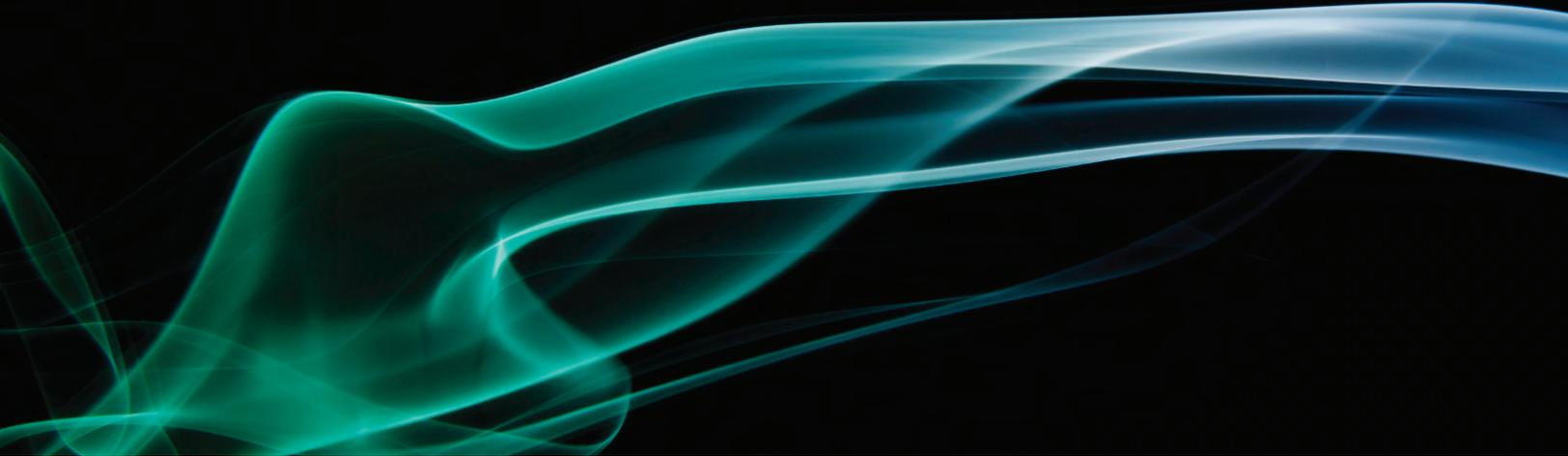
**Dynamic IP** – PAETEC’s Dynamic IP service provides the ability to fully integrate voice, Internet, and VPN services on a single IP connection.

## NETWORK AVAILABILITY AND REDUNDANCY

**Direct Trunk Overflow (DTO)** – A redundant path for calls to be received in which inbound traffic is re-routed to a pre-designated site or number. With DTO, in the case of an emergency or disaster at one location, all calls can quickly and easily be routed to a different location.

**Toll-Free Routing Consultation** – Incoming calls with flexible routing features that enable you to manage traffic based on your needs.

**Enhanced Toll-Free** – Toll-free calls routed on-demand to different locations. Routes calls in real-time to other facilities based on agent availability.



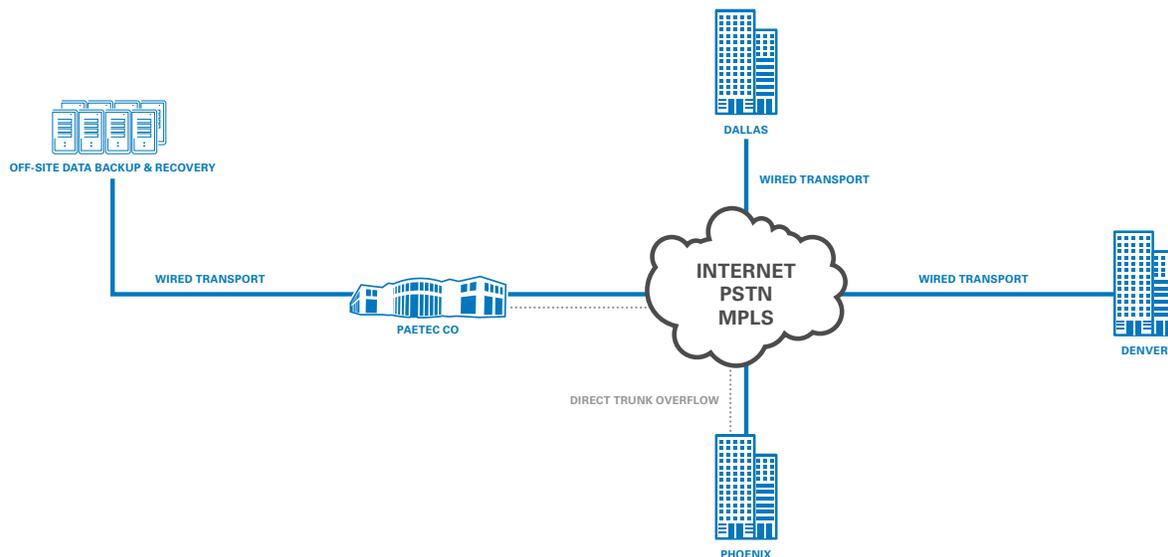
## DATA SECURITY AND INTEGRITY

**Data Backup & Recovery** – Offsite magnetic disk storage for your critical data:

- Has professional tools and options to let you confidently back up and restore your servers to a secure, offsite location
- Data backups are encrypted and compressed across the PAETEC IP backbone protecting your data and saving you valuable bandwidth and time
- Allows authorized, secure, point-and-click data recovery for any file or database

**Dedicated Host Server** – PAETEC-managed server within data center facilities:

- A robust selection of servers with monitoring and management options for a complete third-party solution
- Dedicated Hosted Server applications include Shared Web Hosting, Applications Hosting, and off-site Data Backup and Recovery



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1535694

personalizing business communications



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## INDUSTRIES

As part of our broader mission of fulfilling the communications needs of large and medium-sized businesses, PAETEC strategically focuses on delivering personalized solutions for a number of key industries.



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Get outstanding performance, reliability, and cost savings with a personalized communications solution from PAETEC designed to meet the unique challenges of governmental organizations. [»](#)

### Healthcare

Improve the efficiency, effectiveness, and security of your healthcare organization with PAETEC's full portfolio of the latest data, voice, and system-management tools. [»](#)

### Higher Education

Give your higher education institution the adaptable, reliable, and secure communications it needs with a personalized PAETEC solution featuring our complete suite of data, voice, and system-management products and services. [»](#)

### Hospitality

Let PAETEC's complete portfolio of reliable, secure, and affordable communications solutions help you address the changing needs of your business and your customers. [»](#)



### FEATURED INDUSTRY FINANCIAL

Enjoy all the benefits of a state-of-the-art communications system with an extremely reliable, highly secure personalized solution from PAETEC.

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**FINANCIAL SERVICES**

Make sure your financial institution enjoys all the benefits of a state-of-the-art communications system with an extremely reliable, highly secure personalized solution from PAETEC.

PAETEC's complete portfolio of advanced [Communications Solutions](#) allows your firm to take advantage of the power and flexibility of the latest IP (Internet Protocol) solutions, including [MPLS VPN](#), [Dynamic IP](#), and [Hosted IP Telephony](#).

We'll also help you prepare for emergencies with [Data Backup and Recovery](#) and [Fixed Wireless](#). Plus, you'll be able to efficiently manage it all with PAETEC's [PINNACLE communication management software](#).

### Business Needs

[Containing Costs While Maintaining Your Competitive Advantage](#)  
 Any advantage you can gain over your competition is now more valuable than ever, whether in your cost structure, or the efficiency of your operation. A personalized solution from PAETEC will help you stay ahead. »

[Keeping Your Business Up and Running In Times Of Emergency](#)  
 Without proper planning, natural catastrophes or other disasters can wreak havoc on your communications network and stored data. Make sure you're ready with a personalized solution from PAETEC. »

[Streamlining The Migration To Next-Generation Technologies](#)  
 As a communications technology leader, PAETEC is not only the ideal choice to help you smoothly transition to the latest IP solutions, we're also the perfect partner to help you get the most out of them. »

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- [Network Diversity Engineering](#)

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## GOVERNMENT

Get outstanding performance, reliability, and cost savings with a personalized communications solution from PAETEC designed to meet the unique challenges of governmental organizations.

From local school districts to federal agencies, over 1,800 government users are already benefitting from PAETEC's data, voice, and system management solutions. We deliver core services like [Local service](#), [Long Distance](#), and [Internet](#), as well as powerful new technologies like [Dynamic IP](#).

PAETEC also offers a range of hosted and managed solutions, including [Hosted Broadcast Notification](#). Plus, we'll help you manage and afford it all with our [PINNACLE communication management software](#) and innovative EFS ([Equipment for Services](#)) financing.

### Business Needs

#### Implementing Scalable Solutions

PAETEC's nationwide network and scalable government communications solutions will help you easily, affordably address your constituents' needs, no matter where they are, or how quickly they're growing. »

#### Ensuring Network Availability and Business Continuity

When people are counting on you, it's essential that your communications system remains up and running, especially during emergencies. With our reliable solutions and fault-tolerant network, you can count on PAETEC. »

#### Adhering to Cost Controls While Demands for Support Increase

When it comes to budgets and performance, governments at every level are under the microscope like never before. PAETEC has powerful solutions that can help you drive down costs and more effectively manage your entire communications system. »

#### Addressing Ongoing Needs for Additional Bandwidth

The need for increased bandwidth isn't limited to business and residential users. That's why government communications solutions from PAETEC are designed to provide your users with all the bandwidth they require today, and will need tomorrow. »

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## HEALTHCARE

Improve the efficiency, effectiveness, and security of your healthcare organization with PAETEC's full portfolio of the latest data, voice, and system-management tools.

With over 6,200 healthcare customers from hospitals and payer organizations to laboratories and doctors' offices, PAETEC is uniquely positioned to meet the communications needs of the healthcare industry.

We offer the power and security of PAETEC's [MPLS VPN](#), as well as a full suite of [Security Solutions](#). We'll help you prepare for emergencies with [Data Backup and Recovery](#) and [Colocation Services](#). Plus, PAETEC's [PINNACLE communication management software](#) gives you the power to more effectively manage your IT infrastructure.

### Business Needs

#### Complying With Stringent Industry Regulations

Personalized communications solutions from PAETEC ensure you're able to meet even the most demanding regulatory requirements, allowing you to keep your focus where it belongs: serving your patients. »

#### Maintaining the Security of Confidential Data

PAETEC's [Security Solutions](#) for the healthcare industry give you the tools you need to protect your important data, whether it's on your network or being shared with other authorized users. »

#### Addressing Increased Bandwidth Demands

Make sure your organization is able to take advantage of today's most advanced healthcare technologies-as well as tomorrow's-with a scalable, high-capacity network from PAETEC. »

#### Developing Effective Disaster Recovery and Business Continuity Plans

In times of crisis, no industry is more mission-critical than healthcare. PAETEC will make sure your organization's communications network and data are available when they're needed most. »

#### Driving Down Costs and Reducing Cost of Ownership

Healthcare costs are being scrutinized like never before. Fortunately, PAETEC's personalized solutions can help you reduce your communications expenditures-without sacrificing functionality. »

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## HIGHER EDUCATION

Give your higher education institution the adaptable, reliable, and secure communications it needs with a personalized PAETEC solution featuring our complete suite of data, voice, and system-management products and services.

Currently meeting the communications needs of over 850 higher education institutions across America, PAETEC can help you address the evolving communications needs of your students, faculty, and staff.

We offer everything from [Local service](#), [Long Distance service](#), and [Internet service](#), to advanced technologies like [MPLS VPN](#) and [Dynamic IP](#). We also feature [Business Continuity Solutions](#) including [Hosted Broadcast Notification](#), as well as [Security Solutions](#) like a [Hosted Firewall](#).

Just as important, our [PINNACLE communication management software](#) and innovative [Equipment for Services](#) financing will help you manage and pay for it all.

### Business Needs

#### Keeping Up With Additional Bandwidth Demands

When it comes to bandwidth, your higher education institution likely has a voracious appetite that's only going to keep growing. We'll help you continue to adapt and feed it-quickly, efficiently, and cost effectively. »

#### Controlling Costs While Maintaining Support

While your higher education institution looks for ways to contain or reduce costs, your communications needs and networks are likely continuing to expand and grow ever more complex. PAETEC has solutions that can help you stay on top of your communications-without a large capital outlay. »

#### Ensuring Network Availability and Business Continuity

In times of emergency, it's critical that key components of your networks remain up and running, and that you're able to communicate with students, parents, faculty, and staff. We'll assist your business continuity planning and personalize a solution that will ensure your school always stays connected. »

#### Preparing For Next-Generation Technologies

Higher education institutions are constantly growing and changing. They need powerful, versatile communications that can keep up. PAETEC will create a cost-effective solution that will make sure you're ready for whatever comes next. »

#### Maintaining Network Security

The need for secure communications has become a top priority wherever people connect electronically. Higher education is no different. Our personalized security solutions will ensure your school's networks and critical data stay protected. »

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## HOSPITALITY

Let PAETEC's complete portfolio of reliable, secure, and affordable communications solutions help you address the changing needs of your business and your customers.

PAETEC is already helping increase productivity and address security concerns for over 4,700 hospitality industry customers nationwide, including hotels, restaurant chains, and travel and tour agencies. And we can do the same for you.

Our portfolio offers everything from core services like [Long Distance](#) and [Internet](#), to advanced solutions like [MPLS VPN](#) and [Data Backup and Recovery](#). Plus, with the help of our advanced [PINNACLE communication management software](#), you'll be able to keep your focus where it belongs: running your business and serving your guests.

### Driving Down Costs in a Challenging Economy

Maximizing efficiencies and reducing costs have never been more important-or more of a challenge-for the hospitality industry. PAETEC's advanced Communications Solutions will help you do both. »

### Balancing Declining Room Telephone Revenue with System Upkeep

The days of your PBX phone system's maintenance costs being offset by room phone revenue are over. Let PAETEC show you how new technologies can help bridge the gap. »

### Addressing Guest Demands for Higher Bandwidth

Just like at home and at work, your guests are looking for higher-speed Internet connections when they travel. Our personalized hospitality industry solutions will make sure you can always deliver. »

### Consolidating Communications and Information Services for Vendors

Running a hospitality-oriented business is complicated enough without worrying about your communications system. Partnering with PAETEC simplifies things by giving you a single source for all of your data and voice needs. »

### Adapting To the Evolving Needs of Travelers

Your guests' communications demands are constantly evolving. PAETEC's portfolio of the latest products and services will make sure you're always able to keep up. »

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#### SUPPORTING PRODUCTS

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**Sidera Networks**  
**(formerly RCN Metro)**

## RCN★METRO Optical Networks is now Sidera Networks

Sidera Networks will build upon the solid foundation that RCN Metro created and continue its commitment to be the premier provider of tailored, high capacity communications services that ensure optimal business performance.

Sidera Networks offers a comprehensive suite of facilities-based network services coupled with superior industry expertise, service and support.

Our customers wisely stake their reputation on us everyday. We think you should too.

ETHERNET

SONET

WAVELENGTH

INTERNET

COLOCATION

CENTRAL OFFICE  
ACCESSCUSTOM PRIVATE  
OPTICAL NETWORKSMANAGED  
SERVICES

### Sidera Networks is the Smarter Choice

Sidera operates in the nation's busiest metropolitan markets and serves the critical communications needs of service providers, businesses, hospitals, universities, and the major U.S. stock exchanges. We are committed to delivering highly reliable, low-latency, customized communications services to support your most important business needs.

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### Latency: When Time is Money

Register today to download this free white paper.

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### Recent News

September 14, 2010 - Sidera Networks Kicks-Off 1 Gig in 1 Day Campaign

September 13, 2010 - Sidera Networks Earns Top Honors in ATLANTIC-ACM Survey for Fifth Year in a Row

September 9, 2010 - RCN Metro Optical Networks Re-launches as Sidera Networks



### Upcoming Events

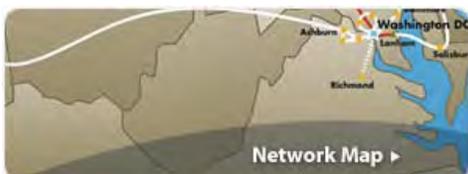
September 12-15, 2010 - COMPTEL Fall 2010 Convention & Expo

September 20-22, 2010 - Channel Partners Conference & Expo 2010

October 26-27, 2010 - Capacity North America 2010

November 2-3, 2010 - Light Reading's Ethernet Expo 2010

November 2-4, 2010 - FIA Expo 2010


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## Company

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Management Team

Investors

Company History

Corporate Facts

Sidera Name

## Company

Sidera Networks is the premier provider of tailored, high capacity communication services that ensure optimal business performance. Sidera offers a comprehensive suite of facilities-based services throughout the Northeast, mid-Atlantic, Chicago and Toronto, serving the communication needs of carrier and business customers.

Sidera Networks is The Smarter Choice. Sidera has nearly 20 years of experience in providing highly reliable, cost-effective, comprehensive solutions at the highest level of service and support. Sidera is unmatched in network diversity, award winning service and industry expertise.

Sidera provides service to more than 1,500 On-Net locations, with more than 355,000 fiber miles, and more than 10,000 route miles over a core network that includes metropolitan areas such as: Albany, Baltimore, Boston, Burlington, Chicago, Hartford, Manchester, New York City, Newark, Philadelphia, Portland, Providence, Toronto, and Washington D.C., as well as growth potential to surrounding areas. Sidera can get you to where you need to go.

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# Ethernet Service

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Ethernet

SONET

Wavelength

Internet Access

Colocation

Custom Private Optical Network Solutions

Dark Fiber Infrastructure

Central Office Access

Network Management Services

Network Operations Services

Managed Router Services

## Carrier class Ethernet transport services

### LAN extension and private line services

Sidera's Ethernet Service combines the reliability and ubiquity of Ethernet with next-generation metro area transport technology. The result is a service that delivers an efficient, fully restorable, easily managed network. Offering dedicated point-to-point, switched point to multipoint and multipoint-to-multipoint Layer 2 service over dedicated access bandwidth, Sidera's Ethernet Service enables you to seamlessly extend your Ethernet network from your local building into the metro area and beyond.

Sidera's Ethernet Service enables extension of LAN infrastructure for WAN connectivity, or allows point-to-point private line services. Our Metro Ethernet solution provides dedicated bandwidth to guarantee performance when you need it with rates starting at 1 Mbps ranging up to 10 Gbps. The natural flexibility of Ethernet allows you to decide exactly how much bandwidth you need to support your application now and in the future. The simplicity of Ethernet and Sidera's custom design process delivers the bandwidth within your IT budget constraints.



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[Ethernet Overview](#)



## Overview

### Carrier Class Ethernet Transport Services

#### LAN Extension and Private Line Services

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managed network. Offering dedicated point-to-point, switched point to multipoint and multipoint-to-multipoint Layer 2 service over dedicated access bandwidth, Sidera's Ethernet Service enables you to seamlessly extend your Ethernet network from your local building into the metro area and beyond.

Sidera's Ethernet Service enables extension of LAN infrastructure for

WAN connectivity, or allows point-to-point private line services. The Metro Ethernet solution provides dedicated bandwidth to guarantee performance when you need it with rates starting at 1 Mbps ranging up to 10 Gbps. The natural flexibility of Ethernet allows you to decide exactly how much bandwidth you need to support your application now and in the future. The simplicity of Ethernet and Sidera's custom design process delivers the bandwidth within your IT budget constraints.

Sidera's private, diverse fiber network, along with optional protected circuit design, provides a solution for business continuity alternatives. Combining the Metro Ethernet service with connectivity between metro areas offers a total solution for businesses with a presence in multiple cities. Sidera is one of the first providers to receive both Metro Ethernet Forum (MEF) 9 and 14 certification to assure high quality and reliable Ethernet service. Sidera monitors its service 24x7 to ensure reliability and responsiveness.

### Features\*

- Highly scalable and variable transport speeds from 1 Mbps to 10 Gbps
- Switched Ethernet available in fixed or burstable bandwidth in select locations
- Dedicated Ethernet over fiber
- Point-to-point private line service
- Point-to-multipoint WAN service
- Resilient transport services for high reliability
- Standards-based IEEE Ethernet service for layer 2 transport
- Protocol transparent
- 802.1Q VLAN and 802.1 QinQ tunneling supported
- MEF 9 and MEF 14 certified
- 24x7 network monitoring with multiple NOCs

*\*Not all features are available in all markets, please contact RCN Metro to determine availability*

### Benefits

- Variable bandwidth enabling you to fine-tune your network needs at each location
- Seamless interconnection with no additional equipment on your premises
- No protocol conversion required ensuring interoperability between LAN and MAN
- Cost effective on both a cost per bit and cost per port basis
- Easier installation and management allow for rapid provisioning compared to other platforms
- Delivered directly to you via CAT5e wiring or fiber
- Predictable cost modeling for future network build outs
- Scalable for long term network evolution connectivity

Ethernet • SONET • Wavelength • Internet Access • Colocation  
Custom Private Optical Networks • Managed Services • Dark Fiber Solutions

## Technical Specifications

| Technical Specs    | Switched   | Dedicated  |
|--------------------|--|--|
| Architecture       | Layer 2 Ethernet or MPLS   | Sonet, DWDM or Fiber   |
| Throughput         | 1 Mbps – 1 Gbps  | 1 Mbps – 10 Gbps   |
| Ethernet           | Fast or GigE   | Fast or GigE   |
| Network Management | 24x7 monitoring and surveillance                                 | 24x7 monitoring and surveillance                                 |
| Network Options    | Long-haul and metro configurations                               | Long-haul and metro configurations                               |
| Availability       | Available at most on-net locations throughout the Sidera network | Available at most on-net locations throughout the Sidera network |

## About Sidera Networks

Sidera Networks is the premier provider of tailored, high capacity communications services that ensure optimal business performance to carrier and enterprise customers. Sidera Networks offers a comprehensive suite of facilities-based services including: Ethernet, SONET, Wavelength, Internet, Colocation and more. With a fiber optic network leveraging unique rights-of-way that spans from Maine to Virginia, out to Chicago and up to Toronto, Sidera is committed to delivering cost-effective, custom solutions coupled with superior industry expertise, award winning service and support.



## SONET Service

[Home](#) > [Services](#) > [SONET](#)

Ethernet

**SONET**

Wavelength

Internet Access

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Custom Private Optical Network Solutions

Dark Fiber Infrastructure

Central Office Access

Network Management Services

Network Operations Services

Managed Router Services

## SONET

A single source solution for comprehensive connectivity solutions

Sidera's SONET Private Line Service enables you to connect multiple locations with a dedicated, protected, high-speed service. If your business applications need a reliable, flexible networking solution, Sidera's SONET Private Line Service is the answer.

Our solution provides dedicated, protected bandwidth to guarantee performance when you need it with rates starting at T1 ranging up to OC-192 with concatenated or channelized bandwidth. Sidera's ring-based architecture for SONET service supplies maximum availability.



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**Overview**

**A Single Source Solution for Comprehensive Connectivity Solutions**

Sidera’s SONET Private Line Service enables you to connect multiple locations with a dedicated, protected, high-speed service. If your business applications need a reliable, flexible networking solution, Sidera’s SONET Private Line Service is the answer.

The solution provides dedicated, protected bandwidth to guarantee performance when you need it with rates starting at T1 (1.544 Mbps) ranging up to OC-192 (9.953 Gbps) with concatenated or channelized bandwidth. Sidera’s ring-based architecture for SONET service supplies maximum availability.

Sidera’s custom design process delivers the bandwidth to meet your requirements within your budget constraints. Sidera’s diverse fiber network facilitates business continuity solutions that are unique from the incumbent provider. Combining the metro Private Line service with long-haul connectivity between metro areas offers a total solution for businesses with a presence in multiple cities. Sidera monitors its services 24x7 with dual NOCs to ensure reliability and responsiveness. Sidera has the expertise and capabilities to design and build a solution tailored to your requirements.

**Business Drivers**

**Today’s demanding IT environment is driven by a variety of needs:**

- Seamless connectivity between geographically diverse sites.
- High bandwidth requirements to support the latest business applications
- Backhaul for private PBX voice traffic
- Data center connectivity
- Disaster recovery and business continuity solutions
- Flexible network services that adapt to new project requirements
- Cost effective solutions that fit within today’s IT budgets
- Available both within the network and between regions

Sidera’s Private Line Service is a diverse, independent networking solution that satisfies all of these requirements.

**Benefits**

- Scalable dedicated, bandwidth from T1 to OC192
- Multi-Application Support - Supports all common networking requirements: circuit switched voice, Asynchronous Transfer Mode (ATM), frame relay, and Internet Protocol (IP)
- Customized concatenated or channelized configurations available
- Survivable and reliable, diverse network utilizing unique utility rights of way

**Technical Specifications**

|                                      |  |
|--------------------------------------|--|
| <b>Bandwidth</b>                     | Dedicated DS-1 to OC-192   |
| <b>Protection</b>                    | Full SONET protection with route diverse ring architecture in most areas   |
| <b>Network Technology</b>            | Utilizes Sidera’s diverse metro DWDM network and traditional metro fiber   |
| <b>Availability</b>                  | Over 1,500 locations from Portland, ME to Washington, DC and out to Chicago with the expertise to add additional locations |
| <b>Management</b>                    | 24x7 monitoring and surveillance   |
| <b>Protocol Support (Over SONET)</b> | Circuit switched voice, ATM, frame relay, IP, and video  |

| Protection Specifications  | ON-NET             | OFF-NET Local Loop |
|----------------------------|--------------------|--------------------|
| Availability               | 99.999%            | 99.99%             |
| Bit Error Rate             | 1x10 <sup>-9</sup> | 1x10 <sup>-9</sup> |
| Error Free Seconds         | 1x10 <sup>-9</sup> | 1x10 <sup>-9</sup> |
| Mean Time to Repair (MTTR) | 3 Hours            | 4 Hours            |

## About Sidera Networks

Sidera Networks is the premier provider of tailored, high capacity communications services that ensure optimal business performance to carrier and enterprise customers. Sidera Networks offers a comprehensive suite of facilities-based services including: Ethernet, SONET, Wavelength, Internet, Colocation and more. With a fiber optic network leveraging unique rights-of-way that spans from Maine to Virginia, out to Chicago and up to Toronto, Sidera is committed to delivering cost-effective, custom solutions coupled with superior industry expertise, award winning service and support.

# Wavelength Service

[Home](#) > [Services](#) > [Wavelength](#)

Ethernet

SONET

Wavelength

Internet Access

Colocation

Custom Private Optical Network Solutions

Dark Fiber Infrastructure

Central Office Access

Network Management Services

Network Operations Services

Managed Router Services

## Wavelength

A single source solution for broadband connectivity

Sidera's Wavelength Service is a fully managed, private, point-to-point service delivered over our state-of-the-art dense wave division multiplexing (DWDM) network. Our Wavelength Service is ideal for overcoming access and capacity constraints, and for avoiding the problem of initial capital investment and increased operational and personnel expenses often incurred when deploying dark fiber solutions. Our Wavelength Service also provides a flexible, cost-effective solution to provide the right amount of bandwidth needed to support your mission critical applications.

Sidera's Wavelength Service is a "virtual fiber" service, providing transponder-based 1.25, 2.5, and 10 Gbps optical wavelength capacity.



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## Overview

### ***A Single Source Solution for Broadband Connectivity***

Sidera Networks' Wavelength Service is a fully managed, private, point-to-point service delivered over our state-of-the-art dense wave division multiplexing (DWDM) network. Sidera's Wavelength Service is ideal for overcoming access and capacity constraints. Our Wavelength Service avoids the problem of initial capital investment, and increased operational and personnel expenses often incurred when deploying dark fiber solutions. Our Wavelength Service also provides a flexible, scalable, cost-effective solution to deliver the bandwidth needed to support your critical business applications.

Sidera's Wavelength Service is a "virtual fiber" service, providing transponder-based 1.25, 2.5, and 10 Gbps optical wavelength capacity. The service can be purchased as either an unprotected solution or in a diverse configuration, and is perfect for applications supporting layer two and three data networks.

Our Wavelength Service can also provide route diversity or ring closure for layer one SONET networks.

Using Dense Wave Division Multiplexing (DWDM) technology, the network involves unique wavelength optical signals that are multiplexed and transmitted over a single fiber. At the receiver end, the composite signal is de-multiplexed and the individual unique signals are recovered. An optical channel consists of two wavelengths to deliver bi-directional communications. Transponders at end locations are connected directly to Sidera's DWDM optical layer and provide a non-proprietary, open interface to customer network elements, thereby achieving virtual fiber connectivity between your locations.

Whether capacity is needed within a metro or regionally, Sidera's Wavelength Service enables extension of LAN infrastructures for WAN or SAN connectivity. The Wavelength solution provides dedicated bandwidth to guarantee performance when you need it with rates of 1.25, 2.5, and 10 Gbps using DWDM technology. Sidera's private, diverse fiber network, along with optional diverse circuit design, provides a solution for business continuity alternatives. Combining the Wavelength Service with connectivity between metro areas offers a total solution for businesses with a presence in multiple cities. We monitor our services 24x7 to ensure reliability and responsiveness.

## Benefits

- Scalable - Increase capacity as requirements change
- Easy to Deploy - Dark fiber features with the ease of a lit service
- Cost Effective - Bulk point-to-point bandwidth at competitive rates
- Reduces network management requirements and resources
- Customizable to meet your business objectives – Protected and unprotected configurations available
- Diverse Routes - Improve customer network reliability and survivability
- Close Your SONET Rings With Clear Channel Capacity
- Supports Multiple Protocols - Seamless support for IP, ATM, frame relay, and circuit switched voice services
- 24x7 Network Surveillance
- Standards-Based - ITU Standards-based DWDM equipment provides multi-vendor interoperability

Ethernet • SONET • Wavelength • Internet Access • Colocation  
Custom Private Optical Networks • Managed Services • Dark Fiber Solutions

## Technical Specifications

|  |   |
|--|---|
| <b>Bandwidth</b>                                     | 1.25 Gbps<br>2.5 Gbps (OC-48)<br>10 Gbps (OC-192)                           |
| <b>Protocol Independent</b>                          | Open interfaces support all major transport protocols: ATM, SONET, IP, etc. |
| <b>Optional Route Diversity</b>                      | Yes   |
| <b>Optional Optical Protection on Diverse Routes</b> | Yes   |
| <b>Availability</b>                                  | Available both within the metro and on the long haul network                |

| Protection Specifications  | Point-to-Point     | Optically Protected Route Diverse |
|----------------------------|--------------------|-----------------------------------|
| Availability               | 99.9%              | 99.99%                            |
| Bit Error Rate             | $1 \times 10^{-9}$ | $1 \times 10^{-9}$                |
| Error Free Seconds         | 99.9%              | 99.9%                             |
| Mean Time to Repair (MTTR) | 8 Hours            | 4 Hours                           |

## About Sidera Networks

Sidera Networks is the premier provider of tailored, high capacity communications services that ensure optimal business performance to carrier and enterprise customers. Sidera Networks offers a comprehensive suite of facilities-based services including: Ethernet, SONET, Wavelength, Internet, Colocation and more. With a fiber optic network leveraging unique rights-of-way that spans from Maine to Virginia, out to Chicago and up to Toronto, Sidera is committed to delivering cost-effective, custom solutions coupled with superior industry expertise, award winning service and support.

## Internet Service

[Home](#) > [Services](#) > [Internet](#)

Ethernet

SONET

Wavelength

Internet Access

Colocation

Custom Private Optical Network Solutions

Dark Fiber Infrastructure

Central Office Access

Network Management Services

Network Operations Services

Managed Router Services

## Internet

### Dedicated high-speed access

Sidera's Internet Service offers a high-speed, dedicated access solution that gets your business connected on-line efficiently and affordably. If your business requires first class Internet access and DNS with low latency and high reliability then Sidera's Internet Service is the answer. It's powered by multiple Tier 1 peering points, monitored by dual Network Operations Centers, and backed by dedicated customer support. Our Internet Service scales from 1Mb speeds to up to OC-n and GigE rates to support varying business needs. In addition, managed router service and BGP are available as added services.

Robust service level agreements (SLAs), backed up by a diverse fiber network, and multiple network operations centers (NOC's) provide necessary availability and reliability. As with all Sidera's services, dedicated Internet access is backed with 24x7 service and support.



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[Internet Overview](#)





## Overview

### **Dedicated High-Speed Access**

Sidera's Internet Access offers a high-speed, dedicated access solution that gets your business connected on-line efficiently and affordably. If your business requires first class Internet access and DNS with low latency and high reliability then Sidera's Internet Access is the answer. It's powered by multiple Tier 1 peering points, monitored by dual Network Operations Centers, and backed by dedicated customer support. Sidera's Internet solution scales from 1Mb speeds up to full-rate GigE rates to support varying business needs. In addition, managed router service and BGP are available as added services.

Robust service level agreements (SLAs), backed up by a diverse fiber network, and multiple network operations centers (NOC's) provide necessary availability and reliability. As with all Sidera's services, dedicated Internet access is backed with 24x7 service and support.

### **Business Drivers**

**Today's enterprise is dependent on Internet access for some of its most basic and critical functions, including:**

- Data backup and storage
- High-capacity e-mail traffic
- Access to hosted business-critical applications
- Support for employee web access
- Remote access for deployed workers
- Large file transfers
- Web hosting

Sidera's dedicated Internet service provides a reliable, high availability solution to support these crucial business applications. Supported by Sidera's diverse fiber network, Sidera delivers Internet access that your business can rely upon as a primary or backup solution.

## Benefits

- Cost-effective incremental bandwidth; pay for only the access your business needs
- Availability ensured by a network diverse from other providers, particularly helpful when sourcing as backup Internet access
- Reliability from multiple Tier 1 peering points and 24 x7 monitoring
- A menu of optional features, such as BGP routing, to customize the service to your business needs

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Custom Private Optical Networks • Managed Services • Dark Fiber Solutions

## About Sidera Networks

Sidera Networks is the premier provider of tailored, high capacity communications services that ensure optimal business performance to carrier and enterprise customers. Sidera Networks offers a comprehensive suite of facilities-based services including: Ethernet, SONET, Wavelength, Internet, Colocation and more. With a fiber optic network leveraging unique rights-of-way that spans from Maine to Virginia, out to Chicago and up to Toronto, Sidera is committed to delivering cost-effective, custom solutions coupled with superior industry expertise, award winning service and support.

## Custom Private Optical Network Solutions

[Home](#) > [Services](#) > [Custom Private Optical Network Solutions](#)

Ethernet

SONET

Wavelength

Internet Access

Colocation

**Custom Private Optical Network Solutions**

Dark Fiber Infrastructure

Central Office Access

**Network Management Services**

Network Operations Services

Managed Router Services

### Custom Private Optical Network Solutions

A network built with your business in mind.

Sidera can design, build, and maintain a network that meets the needs and goals of today's growing business.

Standardized off-the-shelf service offerings from the local phone company no longer meet the needs of many carriers and businesses. Networking requirements have become more complex, and as a result, multiple protocols and applications need to be supported across a wide area network.

So, today's businesses often find themselves needing a network designed and built to support their specific networking requirements. However, the time and costs associated with building a private network, along with the level of specialized knowledge and expertise required to undertake this endeavor, make it unfeasible for most companies even to consider.

We can provide the expertise to develop a private optical network customized to your needs.



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[Building List](#)



[Custom Private Optical Network Solutions Overview](#)



## Dark Fiber Infrastructure

[Home](#) > [Services](#) > [Dark Fiber Infrastructure](#)

Ethernet

SONET

Wavelength

Internet Access

Colocation

Custom Private Optical Network Solutions

Dark Fiber Infrastructure

Central Office Access

Network Management Services

Network Operations Services

Managed Router Services

### Dark Fiber Infrastructure

Sidera offers dark fiber infrastructure to customers who have high bandwidth needs and want to manage their own network.

Sidera offers selected dark fiber strands on specific metro and long-haul routes to our customers on an up-front, leased basis. As part of any dark fiber lease, Sidera provides the necessary facilities including regeneration huts, hand-off points, as well as access to Sidera's colocation centers for locating customer equipment. Sidera has deployed the latest in fiber optic cables to meet customer's current and future optical networks needs.

### Benefits

- Allows customers with in-house optical expertise to manage their network
- Optimize costs with the option of capitalizing your network as an asset
- Secure rights-of-way facilities
- Geographic diversity
- High Point of Presence (PoP) connectivity
- Optional network management services



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# Industry Solutions

[Home](#) > [Industry Solutions](#)

Financial Services

Carriers

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Healthcare

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## Industry Solutions

Sidera Networks takes you where you want to go with complete and affordable end-to-end service. From start to finish, we focus on delivering the highest level of customer service, including speed and ease of provisioning, full service project management, custom designed solutions, 24x7 support and flexible billing options.



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## Financial Services

[Home](#) > [Industry Solutions](#) > [Financial Services](#)

### Financial Services

Carriers

Education

Healthcare

Government

Legal

Media

## Financial Services

Sidera understands the needs of the financial services market better than anyone.

After a decade of listening to leading financial institution and high-profile exchange customers like the New York Stock Exchange (NYSE), Sidera has built the industry's first large-scale, low-latency financial services network ring, providing customers with a direct connection between leading financial exchanges and major colocation facilities in the New York/New Jersey area.

Today, nearly every trade on Wall Street touches the Sidera network, a network that has become the gold standard for reliability, flexibility, low-latency, diversity and bandwidth.

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# Carriers

[Home](#) > [Industry Solutions](#) > [Carriers](#)

Financial Services

**Carriers**

Education

Healthcare

Government

Legal

Media

## Carriers

With the exponential growth of data traffic, service providers are constantly faced with the stress of capacity demands. Sidera is uniquely positioned to provide operators with a scalable, easily upgradable and reliable network that supports today's applications and has the foundation to support future technology advancements. With Sidera's connectivity services, service providers get a state-of-the-art network that meets bandwidth needs, with reliability that ensures uninterrupted service, resulting in happy customers and long term subscribers.

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Building List



# Education

[Home](#) > [Industry Solutions](#) > [Education](#)

Financial Services

Carriers

**Education**

Healthcare

Government

Legal

Media

## Education

Colleges and universities require scalable networks to meet shifting bandwidth needs throughout the year. From video streaming and data transport to real-time communication, IT in higher education is focused on serving the needs of students and faculty. Sidera's network is the backbone of a connected campus, offering unique routes that ensure speed and reliability, as well as expansive capacity to meet the high-bandwidth needs of tens of thousands of students campus-wide.

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Building List



# Healthcare

[Home](#) > [Industry Solutions](#) > [Healthcare](#)

Financial Services

Carriers

Education

Healthcare

Government

Legal

Media

## Healthcare

Hospitals and healthcare organizations have complex networking needs. The continuous transfer of images, like x-rays and MRIs, and massive amounts of data archiving to ensure HIPAA compliance, requires a world-class network infrastructure that can adapt to new technologies and regulatory requirements. The Sidera network is the secure and reliable IT lifeline for dozens of renowned hospitals in Boston and throughout the Northeast.



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Building List



# Government

[Home](#) > [Industry Solutions](#) > [Government](#)

Financial Services

Carriers

Education

Healthcare

**Government**

Legal

Media

## Government

Sidera offers government institutions advanced network connectivity solutions that maximize performance. Sidera's resilient network infrastructure is uniquely suited to help municipalities communicate internally and externally on a 100 percent diverse network that leverages unique rights of way and delivers the security and reliability needed to operate effectively. When on the Sidera network, government entities can better serve their community by working more efficiently and resourcefully.



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Building List



# Legal

[Home](#) > [Industry Solutions](#) > [Legal](#)

Financial Services

Carriers

Education

Healthcare

Government

Legal

Media

## Legal

Law firms today are increasingly reliant on data centers housing massive libraries of electronic files for their discovery processes. Furthermore, these firms must share large, bandwidth-intensive files between multiple offices quickly and securely. The Sidera network offers these institutions a nimble, high capacity data network with guaranteed uptime, redundancy and fiber diversity.



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Building List



# Media

[Home](#) > [Industry Solutions](#) > [Media](#)

Financial Services

Carriers

Education

Healthcare

Government

Legal

Media

## Media

Whether it's a broadcast network or large advertising and creative firm, the media industry today requires high-bandwidth data transport that is both reliable and redundant. The proliferation of High Definition (HD) content is driving the shift from microwave technologies to terrestrial fiber in order to efficiently manage the transport of these massive files. Sidera acts as a partner with media companies to provide high bandwidth, reliable and fully diverse connectivity solutions tailored to their specific needs.



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# IP Convergence

*Any-to-any connectivity. Now available on the Sprint global IP backbone.*

**Power Has Its Perks.**

The convergence of voice, video and data on a common, flexible IP core has arrived. Complete with fixed and wireless connectivity options, Sprint-managed support, robust VoIP solutions and the flexibility to evolve with your business needs, Sprint's IP Convergence solutions can help connect all your users and locations. Plus, if you need to migrate to an all IP-based solution, we'll make the transition a smooth one.

## IP Networking



Converged voice, video and data access for all your users and locations.

## VoIP



Enterprise-wide voice, data and messaging over a single IP connection.

## Fixed Mobile Convergence



Keep your workforce productive whether they're on-site, remote or both.

## Managed Solutions



Leverage Sprint's expertise in IP convergence and best-in-class partnerships.

## Unified Communications



Enjoy a common experience for your voice, data, email, IM and conferencing.

### For more information

For more information about IP Convergence:

[Contact Us](#)

1-866-653-1056

### Helpful Links

See it in action: Converged IP, mobile and wireline from Sprint.

[Launch video»](#)

Read about wireless, wireline and the new world of IP convergence in the Seamless Enterprise blog.

[Learn more»](#)

### Endorsements



Stratecast, a division of Frost & Sullivan, details Sprint's approach to true convergence.

[Learn more»](#)



Forrester Research recognizes Sprint as a strong performer for Global WAN Services.

[Learn more»](#)



Network World Advertorial: IP convergence that knows no boundaries

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### VPN Downloads

See which domestic and international VPN client software is available for use with Sprint Managed IP VPN Services.

[Learn more»](#)



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# IP Networking

*Keep everyone connected – virtually anywhere and anytime.*



**Power Has Its Perks.**

Let Sprint IP Networking solutions unite your largest headquarters, smallest offices and all access points in between. Based on the Sprint Global MPLS VPN<sup>SM</sup> network – a 100% native, all-IP core that meets Cisco's standards for converging voice, video and data – this complete suite can keep your users and locations in constant contact, whether they're getting the job done in the office, while travelling, or via a Sprint PDA or smartphone.

### Next Steps

Call us at 1-866-653-1056

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### Cisco Powered



Certified by Cisco for Quality of Service

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### Connectivity

#### Global MPLS



Scalable and secure, while promoting voice, video & data convergence.

#### Frame Relay



High-performance traffic management on Sprint's global IP network.

#### Private Line



A secure alternative to TDM-based global lines with flexible bandwidth options.

#### Wireless WAN



Ensure mobile productivity with secure, managed, wireless connectivity

### Access

#### Dedicated Internet Access



100% fiber-optic Internet backbone with 24/7 monitoring and support.

#### Business DSL



Get robust, sharp and clear network connectivity across remote locations.

#### Ethernet Access



Go beyond TDM with integrated Ethernet, DSL and Wireless WAN.

### For more information

For more information about IP Networking:

[Contact Us](#)

1-866-653-1056



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Services

Accessories

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Shopping Cart

## Sprint Global MPLS

Secure access and network flexibility. On a single IP-based network.

### IP Convergence

#### IP Networking

[Global MPLS](#)
[Frame Relay](#)
[Private Line](#)
[Dedicated Internet Access](#)
[Business DSL](#)
[Ethernet Access](#)

#### VoIP

#### Fixed Mobile Convergence

#### Managed Solutions

#### Unified Communications

Connect multiple locations while converging voice, video, and data onto a single IP-based network. With Sprint Global Multiprotocol Label Switching (MPLS), you'll have the flexibility to:

- Enable voice, data and other real-time, bandwidth-demanding applications
- Support those out in the field with [Mobile Integration](#)
- Simplify network management and reduce operating costs

Your business requires a solution that has proven quality and reliability. Sprint is the first global service provider to receive Cisco's IP-VPN Multiservice QoS Certification – which means the Sprint network meets Cisco's standards for running converged services such as voice, video, and data.

View Service Level Agreements:

- [MPLS VPN Service Level Agreements](#)
- [MPLS VPN Over Peerless IP Service Level Agreements](#)

### For more information

For more information about Sprint Global MPLS:

[Contact Us](#)

1-877-579-3282

### Next Steps

Learn how MPLS VPN works.

[View demo»](#)

Call us at 1-877-579-3282.

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### Cisco Partnership



Certified by Cisco for Quality of Service

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### Case Studies

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# SprintLink Frame Relay

*The service you know. Simplified.*



## IP Convergence

### IP Networking

Global MPLS

**Frame Relay**

Private Line

Dedicated Internet Access

Business DSL

Ethernet Access

VoIP

Fixed Mobile Convergence

Managed Solutions

Unified Communications

Utilizing Sprint's award-winning IP backbone as its network core, SprintLink<sup>SM</sup> Frame Relay provides exceptional international traffic management.

Offering robust capabilities, reliable security and consistent bursting up to full port speed, these industry-leading services are based on Layer 2 Tunneling Protocol, Version 3 (L2TPv3) — a technology developed by Sprint and Cisco Systems — to maximize connectivity with improved performance, survivability and flexibility.

Plus, easy upgrades are readily available. So your SprintLink Frame Relay service will grow with your network requirements, and allow you to leverage your existing investments in frame relay equipment.

### For more information

For more information about Frame Relay:

[Contact Us](#)

1-866-653-1056

### Next Steps

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### Related Solutions

[MPLS VPN »](#)

[Managed Network Services »](#)

[Managed Security Services »](#)

### Service Level Agreements

[SprintLink Frame Relay »](#)



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Plans

Services

Accessories

Promotions

Coverage Maps

Shopping Cart

## SprintLink Packet Private Line

*Unprecedented bandwidth flexibility. Guaranteed.*



### IP Convergence

#### IP Networking

[Global MPLS](#)
[Frame Relay](#)
[Private Line](#)
[Dedicated Internet Access](#)
[Business DSL](#)
[Ethernet Access](#)
[VoIP](#)
[Fixed Mobile Convergence](#)
[Managed Solutions](#)
[Unified Communications](#)

Delivered over Sprint's multi-service, global IP network, SprintLink Packet Private Line™ (PPL) is an innovative carrier service that blends the simplicity, performance, and security of traditional private lines with the flexibility and tenacity of a global Tier 1 IP backbone.

SprintLink PPL delivers:

- Unprecedented bandwidth flexibility
- Built-in redundancy
- Seamless migration to IP
- Optimum security
- Supports Ethernet and multiple other access types

This service is provisioned completely over Sprint-owned backbone facilities, ensuring unbeatable performance and unassailable privacy. Using Layer 2 Tunneling Protocol, Version 3 (L2TPv3) technology, SprintLink PPL locks data between sending and receiving ports.

### For more information

For more information about SprintLink Packet Private Line:

[Contact Us](#)

1-866-653-1056

### Next Steps

Call us at 1-866-653-1056

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### Related Solutions

[MPLS VPN »](#)

[SprintLink Frame Relay »](#)

[SprintLink Virtual LAN Services »](#)

### Service Level Agreements

[SprintLink Packet Private Line »](#)

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# Internet Access

*Always on. Always secure.*



## IP Convergence

### IP Networking

[Global MPLS](#)

[Frame Relay](#)

[Private Line](#)

[Dedicated Internet Access](#)

[Business DSL](#)

[Ethernet Access](#)

[VoIP](#)

[Fixed Mobile Convergence](#)

[Managed Solutions](#)

[Unified Communications](#)

You'll enjoy the fastest download speeds, maximum reliability and always-on service with 24x7 Sprint monitoring and support, plus these benefits:

- Convenient, efficient worldwide access from more than 100 countries
- High-speed connections up to 2.5 Gbps/10 Gbps
- Exceptional service level agreements
- Online performance reporting
- Flat-rate and scalable pricing options
- On-site customer training, local field engineering and sales office support

This unique approach ensures your data gets to its destination, via multiple paths to adjacent network nodes, and allows excellent fault-tolerant network redundancy.

Dedicated Internet Access from Sprint is not only scaled to grow with your business, as you expand into emerging markets, but provides continuous 24-hour network monitoring and support, robust trouble reporting and problem-solving capabilities, and comprehensive management of network and customer hardware.

### For more information

For more information about Sprint Dedicated Internet Access:

[Contact Us](#)

1-877-579-3282

### Next Steps

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### Related Solutions

[Managed Network Services »](#)

[Managed Security Services »](#)

[Sprint Email Protection Services »](#)

[Sprint Message Security Management »](#)

[Business DSL »](#)

### Service Level Agreements

[Dedicated Internet Access »](#)



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Services

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Promotions

Coverage Maps

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## Business DSL

All your WAN Needs. On a single network.



### IP Convergence

#### IP Networking

Global MPLS

Frame Relay

Private Line

Dedicated Internet Access

Business DSL

Ethernet Access

#### VoIP

#### Fixed Mobile Convergence

#### Managed Solutions

#### Unified Communications

Sprint Business DSL offers your company the ability to reduce its overall network costs while providing secure, dedicated high-speed Internet access to not only your main office, but remote sites or branches throughout the country. No more waiting for remote offices to access files, worrying about secure transmissions, tolerating denial of service (DOS) attacks or dealing with multiple vendors.

Your existing data services will continue to work as they always have, but with faster downloads, crisper transmissions, more robust connectivity and these features:

- **Wide national scope of service.** Sprint now offers ADSL, IDSL, and SDSL in 104 Metropolitan Service Areas (MSAs).
- **Unparalleled security and service connection.** Sprint offers a direct layer 2 connection to an MPLS VPN (MPLSoDSL). The customer's traffic never touches the public internet ensuring security and virtually eliminating any denial of service (DOS) attacks.
- **Potential for increased productivity.** Dedicated, reliable access from Sprint can help open the door to new levels of process improvement, including expanded telecommuting opportunities, faster file transmissions, application sharing and more timely email routing.
- **Predictable, all-inclusive value.** Affordable, fixed nationwide monthly rates give you a predictable, all-inclusive value designed to easily fit any sized telecommunications budget.
- **Security expertise.** Sprint has been a leader in network security starting 20 years ago with SprintNet, our packet data network, and continuing to our IP VPN service today. We are committed to helping businesses use the most advanced tools for IP security.
- **Performance guarantees.** Sprint guarantees 99.9% network availability and 45-day installation.

### Next Steps

Call us at 1-877-579-3282.

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## Ethernet Access

*Integrate it right into your corporate WAN.*



### IP Convergence

#### IP Networking

[Global MPLS](#)
[Frame Relay](#)
[Private Line](#)
[Dedicated Internet Access](#)
[Business DSL](#)
[Ethernet Access](#)

To compete in today's dynamic marketplace, your business needs data access options that can keep up and truly function anytime, just about anywhere. Sprint Ethernet Access (SPA Ethernet) provides that freedom, going beyond traditional Time Division Multiplexing (TDM) connections with an integrated suite of Ethernet, DSL and Wireless WAN alternatives.

It's available nationwide and connects from customer premises to the Sprint Global MPLS or Dedicated Internet Access (DIA) networks via an Ethernet local loop. Plus, it supports 802.1q Virtual LAN (VLAN) tagging, which ensures the most secure transmission and support, as well as single VLAN connections and multi-Virtual Routing and Forwarding (VRF) environments.

### Key Benefits

- **End-to-end.** We coordinate all aspects of local loop delivery for you.
- **Lightning-quick broadband.** Data transfer speeds of 2 Mbps - 1 Gbps where available.
- **Budget-friendly.** Lower costs for both equipment (customer router ports) and circuits (local loops).
- **Seamless.** Proven LAN technology is easy-to-use and compatible with your current network applications.
- **Flexible.** Bandwidth is scalable to fit your IP needs.

### For more information

For more information about SPA Ethernet:

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# Unified Communications

*Powered by Sprint technologies and Microsoft innovation.*



## IP Convergence

[IP Networking](#)

[VoIP](#)

[Fixed Mobile Convergence](#)

[Managed Solutions](#)

## Unified Communications

[SIP Trunking](#)

[Global MPLS](#)

[Mobile Integration](#)

A seamless, converged platform for your voice, data, email, texting, IM, conferencing and telephony/voicemail services has arrived. Introducing Unified Communications (UC), enabled by Sprint, a cost-effective way to improve your employee productivity, streamline your communications and enhance your customer satisfaction.

## Related Solutions

[Sprint SIP Trunking »](#)

[Sprint Global MPLS »](#)

[Sprint Mobile Integration »](#)

## Key Benefits

By integrating Sprint Session Initiation Protocol (SIP) Trunking and Sprint Global MPLS with Microsoft® Office Communications Server 2007 R2, we can provide your business with:

### A boost in productivity.

- Enjoy simpler, more direct collaboration on our award-winning IP network.
- Let employees know how and where to best reach one another with published availability.
- Transfer information between phone, email, IM, voicemail and fax based on user preferences.
- Provide employees access to all of their applications and messages wherever business takes them.

### A more cost-efficient operation.

- Deliver rich collaboration capabilities without replacing existing telecom systems.
- Reduce travel costs by using teleconferencing and other UC capabilities.
- Replace traditional dial-in phone conferencing with on-premise capabilities.

### Increased customer satisfaction.

- Resolve customer issues faster by reaching the right people right away.
- Enhance customer interactions during meetings and Web sessions.

## For more information

For more information about Unified Communications from Sprint:

[Contact Us](#)

1-866-653-1056



## ISDN

- Case Studies
- Wireline Solutions
- Networking
  - Sprint MPLS VPN
  - Frame Relay
  - Managed Services & Security
  - ATM
  - Private Lines
  - Hardware & Equipment
- > ISDN
- Internet & IP
- Mobile Email
- Wireless Phone
- Mobile Broadband
- Wireless Data
- Relay Services
- Solutions by Business Size
- Solutions by Industry
- Special Offers

The high-speed work horse for everyone



[Back to ISDN](#)

Overview

Benefits

Details

In today's competitive environment, businesses may be sunk without a reliable high-speed digital network that connects them to the outside world. Boost business productivity with the speed and flexibility of Sprint ISDN (Integrated Services Digital Network), a transmission technology for delivering business-quality voice, data, and video.

Fast digital communications means efficiency. Employees are more productive and business processes are streamlined. That translates into better service to your customers' the key to business success.

ISDN high speed internet delivers all that by dividing standard phone circuits into multiple channels that more efficiently use circuit capacity. As a result, Sprint ISDN may help your business:

- **Save time** — Operate at speeds up to four times faster than conventional modems
- **Help to manage expenses** — Flat-rate pricing means you pay the same low service charge every month, regardless of usage
- **Boost productivity** — Simultaneously work on the Internet while talking on the phone or sending faxes
- **Save money** — Consolidate multiple dial-up Internet connections into a single connection service

|              | BRI (Basic Rate Interface)   | PRI (Primary Rate Interface)  |
|--------------|--|---|
| <b>Speed</b> | Provides two channels for speeds up to 128 Kbps  | Provides 24 channels for speeds up to 1.54 Mbps   |
| <b>Uses</b>  | Voice access<br>Internet access<br>Integrated data and voice<br>Telecommuter/remote LAN (local area network) access<br>Video conferencing<br>Key system trunks<br>Disaster recovery/backup | Internet service provider (ISP) traffic aggregation<br>PBX (private branch exchange) trunks<br>Remote LAN access<br>Disaster recovery/backup<br><br>Call centers<br>Video conferencing<br>Security/alarm services |

[Back to ISDN](#)

### Next Steps

- Call us at 1-800-370-6105
- [Contact us](#)

### Related Solutions

- [Sprint Dedicated Voice \(PRI\) Package](#)
- [Sprint Complete Access\(SM\)](#)

### Related Products

- [Dedicated Internet Access](#)
- [Dial Internet](#)

Business: [Regulatory, Tariffs, Rates and Terms](#)



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## SprintLink Virtual LAN

[Case Studies](#)
[Wireline Solutions](#)
[Networking](#)
[Internet & IP](#)
[Introduction](#)
[Sprint MPLS VPN](#)
[Internet Access](#)
[Email Protection](#)
[VoIP](#)
[> VLAN](#)
[Mobile Email](#)
[Wireless Phone](#)
[Mobile Broadband](#)
[Wireless Data](#)
[Relay Services](#)
[Solutions by Business Size](#)
[Solutions by Industry](#)
[Special Offers](#)

**Global business**  
on the same wavelength


[> Back to VLAN](#)
[Overview](#)
[Benefits](#)
[Details](#)

SprintLink(SM) Virtual LAN Services(SM) (VLS) from Sprint offers wide-area Ethernet connectivity that blends the security of legacy networking solutions with the flexibility and costs-advantages of IP-based Ethernet technology.

Like SprintLink Frame Relay™ and SprintLink Packet Private Line™, SprintLink Virtual LAN Services is based on Layer 2 Tunneling Protocol, Version 3 (L2TPv3) technology, streamlining your connectivity with the performance, survivability and flexibility inherent in the Sprint Tier 1 IP network. As are all Sprint IP-based Layer 2 Services, SprintLink Virtual LAN Services is covered by strong SLAs for installation, data delivery/packet loss, latency, and availability.

Standard features include advanced Web-based reporting with detailed performance and utilization information, with port speeds range from 10 mbps to 1000 mbps.

### Service description

SprintLink Virtual LAN Services connects disparate 802.1Q VLAN segments into a single, seamless VLAN, using L2TPv3-encapsulated tunnels across the SprintLink IP backbone.

- Port speeds from 10 Mbps to 1000 Mbps
- Upgradeable in increments of 10 Mbps
- Usage-based pricing available

[> Back to VLAN](#)

### Next Steps

- Call us at 1-800-370-6105
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### Related Solutions

- [Managed Security Services](#)
- [Sprint Remote Access Solutions](#)
- [Sprint Dealer Solutions](#)
- [Sprint TekNet IP®](#)
- [Telemedicine](#)

### Related Products

- [IP VPN](#)
- [Managed Security Services](#)
- [Sprint MPLS VPN\(SM\)](#)
- [Voice VPN](#)

Business: [Regulatory, Tariffs, Rates and Terms](#)

**tw telecom**

tw telecom, headquartered in Littleton, CO, is a leading provider of managed networking solutions to a wide array of businesses and organizations in 75 markets spanning 30 states and D.C. As one of the country's premier competitive service providers, tw telecom integrates data, dedicated Internet access, and local and long distance voice services for long distance carriers, wireless communications companies, incumbent local exchange carriers, and enterprise organizations in healthcare, finance, higher education, manufacturing, and hospitality industries, as well as for military, state and local government.

We began our business in 1993 as a joint venture with Time Warner Cable (now a unit of Time Warner Inc.). Since 1997, we focused on delivering services to business customers, including carriers and governmental entities, and on expanding from dedicated services into Voice Services, Internet and data.

In July 1998, we became a separate entity apart from Time Warner Cable and were reorganized into Time Warner Telecom LLC. In May 1999, we issued an IPO and became Time Warner Telecom Inc.

In July 2008, Time Warner Telecom became tw telecom. [Read the detail here.](#)

Media Relations:

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Littleton, CO 80124  
[pr@twtelecom.com](mailto:pr@twtelecom.com)



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- About Us | [Careers](#) | [Our Networks](#) | [Our Management Team](#) | [Supplier Diversity](#) | [Sustainability Programs](#) | [Customer Experience](#)
- [Solutions](#) | [Internet and Data](#) | [Switched & Transport](#) | [Bundled Solutions](#) | [National Operations Center](#) | [Small / Medium Business](#) | [Enterprise Service Provider](#) | [Health care](#) | [Government and the Public Sector](#) | [Financial Services](#) | [Higher Education](#) | [Retail](#)
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- [Customer Center](#) | [MyPortal](#) | [MyBilling](#) | [Tariffs, Notifications & Forms](#) | [Shared Web Hosting](#) | [Support Internet Service](#) | [Hosting Support](#) | [My Local Sales Office](#)
- [Contact Us](#) | [Main Contacts](#) | [Request a Sales](#) | [Call Customer Care](#) | [My Local Sales Office](#) | [Payment Application](#) | [Billing Questions](#) | [Billing Addresses](#)



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**tw telecom is at the forefront of the telecommunications revolution. We are a leading fiber, facilities-based integrated communications carrier offering local businesses “last mile” broadband connections for data, high speed Internet access and voice. Our SONET-based networks include 100% fiber optic, fully redundant, self-healing digital rings. Diverse routing is standard on most of our metro services. You experience the highest quality voice, data and video communications transmission possible. Our two innovative National Operations Centers monitor all our networks for reliability and performance, 24-hours-a-day, seven-days-a-week.**

---

#### **Data & Transport Services**

**Dedicated Internet Access:** Connect your business to **tw telecom**’s national IP backbone and experience the high-quality Internet service that your company deserves. Our dedicated Internet Access product delivers high-speed, dedicated connections that ensure access to the Internet bandwidth you need for your critical data. Choose from traditional (T1, DS-3, or OC-3) and Ethernet (10Mbps, 100Mbps, or Gigabit Ethernet) connectivity.

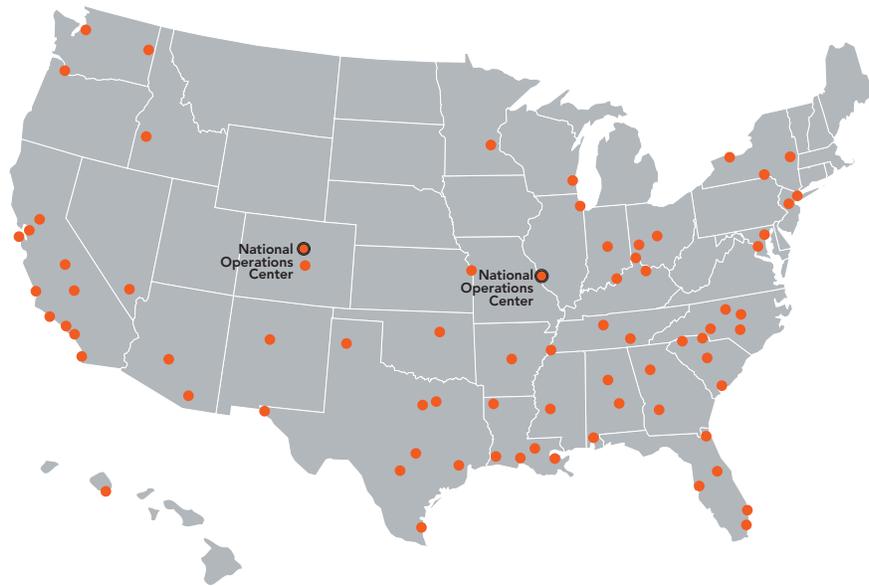
**Dedicated High Capacity Services:** A full array of dedicated, fiber-optic transport products and services are available for your business, including SONET-based and DWDM-based private lines and IXC access; in point-to-point, ring, and hubbed configurations. Dedicated services include: DS1, DS3, OC3, OC3c, OC12, OC12c, OC48, OC48c, 2.5 Gbps wavelengths, and 10 Gbps wavelengths. Private Network Transport (private rings) are also available.

**Native LAN:** Native LAN bridges the gap between legacy networks and a pure Ethernet metro solution by combining their benefits using next generation optical platforms. This provides you a migration path for the evolving metropolitan area Ethernet technology. We deploy equipment in your business location and allow you to plug into a familiar interface: IEEE Standard 10M, 100M, and 1000M Ethernet interfaces. You can connect between multiple locations and assure delivery of your valuable traffic with our protected service. Native LAN lowers your costs, reducing the need for a customer router and enabling installation with minimal disruption to your existing network.

**Storage Transport Services:** How secure is your data? Are you thinking about disaster recovery methods? **tw telecom** knows that accessing and preserving your data is critical for the success of your business. Now, we can help you transfer your important data information securely to your off-site storage facility or to the storage solution provider of your choice.

## 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. For more information, please visit [www.twtelecom.com](http://www.twtelecom.com).



## Voice Telephony Services

**Local Service for Business:** tw telecom offers business customers a "real" choice for local telephone service, including: local business telephone lines and digital trunks, Primary Rate ISDN, 9-1-1 emergency services, operator services, directory information and listings. Features like caller ID, call waiting, call forwarding, three-way conference calling, call redirect, last call return, voice messaging and many others are also offered.

**Business Long Distance:** Everyone has a long distance product these days. But only tw telecom offers customers innovative business solutions. Our Long Distance services include Outbound (1+ Dialing) Domestic; Operator Services and Directory Assistance, and Toll Free (8XX) Service. Our Calling Card Service offers instant access to anywhere in North America, and over 200 countries world-wide.

**Integrated Business Services:** For medium-size business customers, VersiPak provides a single-vendor solution that combines your local voice, Internet, and long distance services onto one dedicated clear channel T-1. When the voice channels are not being used, that bandwidth is dynamically allocated for maximizing your bandwidth.

# By Application

## Integrated

Our metropolitan fiber networks enable us to deploy new service platforms efficiently and cost effectively, which allows us to rapidly meet our customers' needs. Our innovative [National Operations Center](#) (NOC) monitors all our networks for reliability and performance, 24-hours-a-day, seven-days-a-week. The flexible infrastructure provided by these networks allows us to offer almost any technology, product, service, or solution to benefit our customers. [Read our capabilities brochure.](#)

## Our Solutions Include:

- [Internet & Data Products](#) that allow customers to create their own internal computer networks and to access the Internet and other external networks.
- [Switched & Transport Services](#) which include local and long distance calling solutions that use a carrier class switch to connect one calling party to the other, and private line connections for broadband services at transmission speeds from 1.5 megabits to 10 gigabits per second.
- [Bundled Solutions](#) that bundle products and services to meet unique customer needs for voice, data and dedicated Internet access

### [Internet & Data](#)

[Co-location Service](#)

[Internet Service](#)

[Storage Transport Services](#)

[Shared Web Hosting](#)

[IP VPN](#)

[Managed Security Services](#)

[Metro Ethernet](#)

### [Business Ethernet](#)

[NLAN](#)

[ENLAN](#)

[Switched NLAN](#)

[E-Line](#)

**New!**

### [Switched & Transport](#)

[Business Voice Services](#)

[Dedicated High Capacity Services](#)

[Line Features](#)

[Long Distance Services](#)

[Regional Networks](#)

### [Integrated and Converged Solutions](#)

[Channel 12](#)

[Converged Services](#)



[Complete Dynamic IP](#)  
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[Integrated LAN](#)  
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[By Industry](#)

[Health Care](#)  
[Government](#)  
[Hospitality](#)

[Finance](#)  
[Higher Education](#)  
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[Solutions](#) | [Internet and Data](#) | [Switched & Transport](#) | [Bundled Solutions](#) | [National Operations Center](#) | [Small / Medium Business](#) | [Enterprise Service Provider](#) | [Health care](#) | [Government and the Public Sector](#) | [Financial Services](#) | [Higher Education](#) | [Retail](#)

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Storage Transport Services | Native LAN (Metro Ethernet) |  
 Manage Security Services | IP VPN | Shared Web Hosting |  
 News & Views | Co-Location Services | Internet Services

# Internet & Data

tw telecom offers one of the most comprehensive suites of Internet and Data solutions. Our solutions allow customers to create their own internal computer networks and access the Internet and other external networks.

Our Internet and Data solutions include:

[Co-location Services](#)  
[Internet Services](#)  
[Storage Transport](#)  
[Native LAN](#)  
[Managed Security Services](#)  
[Managed Router Service](#)  
[Shared Web Hosting](#)  
[Wholesale Native LAN](#)  
[IP VPN Services](#)  
[Integrated LAN](#)

## [Business Ethernet](#)

[NLAN](#)  
[ENLAN](#)  
[Switched NLAN](#)  
[E-Line](#) 

Read more about each one of our services and see how we help your business be competitive in today's fast- paced environment.

[IP Backbone and Performance Overview](#)

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 Manage Security Services | IP VPN | Shared Web Hosting | News & Views |  
 Co-Location Services | Internet Services

# 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.

Read more about [Internet Services](#)

## Traditional Internet Service (DIA)

T1 - 1.5M

NxT1 - Multiple Bonded T1s - 3M, 4.5M, 6M, 7.5M, & 9M

DS3\* - 3M to 45M in 3M increments

OC3\* - 35M to 155M in 10M increments

OC12\* - 125M to 622M in 25M increments to 250M, 50M increments to 600M, plus 622M

OC48\* - ICB Only - 1000M to 2488M in 500M increments to 2000M, plus 2488M

## Ethernet Internet Service (EIS)\*\*

Ethernet - 2M to 10M in 2M increments

Fast Ethernet\* - 2M to 100Mbps in 2M increments up to 10M, then 5M increments up to 100M

Gigabit Ethernet\* - 50M to 1000M in 10M increments to 100M, 25M increments to 250M, 50M increments to 1000M

10 Gigabit Ethernet\* - ICB Only - 1000M to 10,000M in 1000M increments

\* Burstable service available in select markets. Please refer to the IP Capacity availability chart for product availability.

\*\* EIS is available in select markets. Please refer to the IP Capacity availability chart for product availability.

## Features Included

Service Level Agreements

IP Addresses

Primary and Secondary Domain Hosting

Backup E-mail Hosting

On-line Bandwidth Utilization Reports

BGP Peering

NNRP and NNTP News Services

Services available at an additional charge\*

Managed Security Service

Managed Router Service

Shared Web/E-mail Hosting

\*Not available in all markets

## [IP Backbone and Performance Overview](#)

## [Network Map](#)

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[Solutions](#) | [Internet and Data](#) | [Switched & Transport](#) | [Bundled Solutions](#) | [National Operations Center](#) | [Small / Medium Business](#) | [Enterprise Service Provider](#) | [Health care](#) | [Government and the Public Sector](#) | [Financial Services](#) | [Higher Education](#) | [Retail](#)

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# Internet Services



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## 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. For more information, please visit [www.twtelecom.com](http://www.twtelecom.com).

### tw telecom offers the following Internet services:

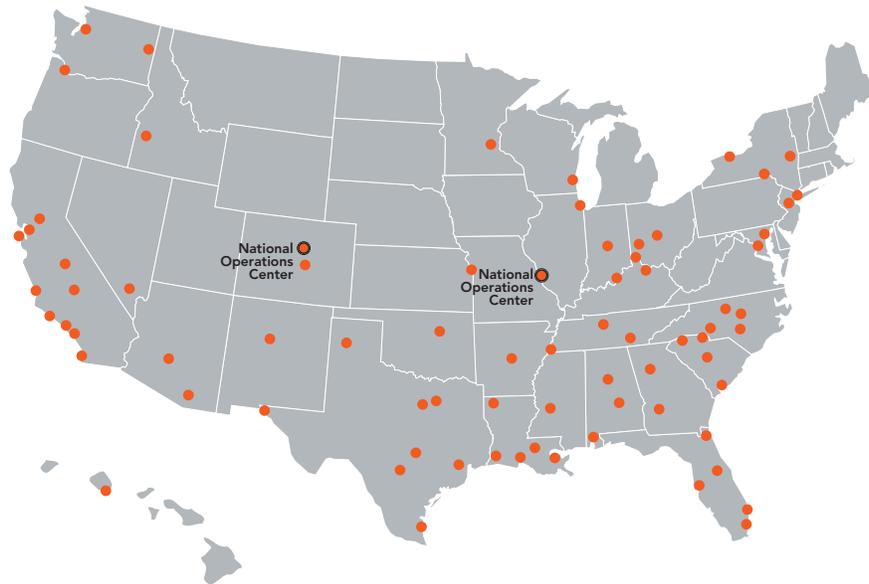
#### Traditional Internet Service

|       |  |
|-------|--|
| 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

# Native LAN



---

Native LAN (NLAN) bridges the gap between legacy networks and a pure Ethernet metro solution by combining their benefits. Next-generation optical platforms provide you a migration path for the evolving metropolitan area Ethernet technology.

Customers today have a number of available solutions: Frame Relay, ATM, and SONET, which individually do not always meet the requirements of a rapidly changing business environment. Ethernet is a technology that is already understood, employed by many businesses, and has the potential to combine Quality of Service, restoration, and high bandwidth into a single customer solution that provides scalable, flexible, and low-cost metropolitan area data services.

---

## Take Your LAN Across the Metro

Since most enterprises deploy Ethernet LANs at each of their locations, it makes sense that the networks carrying traffic between LANs reflect the enterprise architecture. Extending the corporate LAN over the metropolitan area represents a natural network solution.

Businesses require a metro solution that combines the attractive features of legacy technologies (restoration and high bandwidth) with the benefits of Metro Ethernet (low cost, technological familiarity, and scalable bandwidth).

Our protected service helps to assure delivery of your valuable traffic. Native LAN lowers your costs, and enables installation with minimal disruption to your existing network.

**tw telecom** also provides additional services directly from our Native LAN platforms. These include Internet and voice services.

With **tw telecom's** Native LAN, you can choose from a variety of platforms, connectivity options and classes of services:

- Elite NLAN
  - Point-to-Point
- Switched NLAN
  - Point-to-Point
  - Point-to-MultiPoint
  - MultiPoint

## Business Benefits

**Familiarity:** Ethernet is a technology that your staff already knows and understands.

**Scalability:** From 2 Mb to 10 Gigs.

**CPE Flexibility:** Minimizes the need for a customer router to map customer traffic to legacy frame Relay and ATM protocols.

**Cost Effectiveness:** Lower per Megabit bandwidth cost compared to legacy services.

**Ease of Interworking:** Reduce configuration requirements with simpler service provisioning and activation.

## Business Features

Comprehensive Ethernet Product Suite

- Multiple platforms and protections that cater to all application needs.

Access Multiple Services from the Same Platform

VLAN Tag Service Options

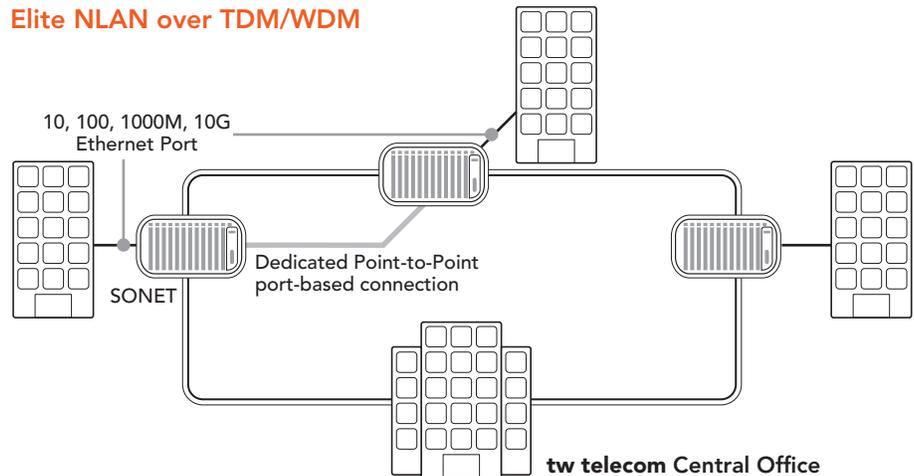
Wide Footprint

## Elite NLAN

### Point-to-Point Connectivity

- Connect any two locations within a **tw telecom** market
- Dedicated full-duplex 10M/100M/1000M/10G service via IEEE Standard Ethernet Services
- We deploy, manage and own the platforms at your location
- Network Protected Service
- VLAN and protocol transparency

### Elite NLAN over TDM/WDM



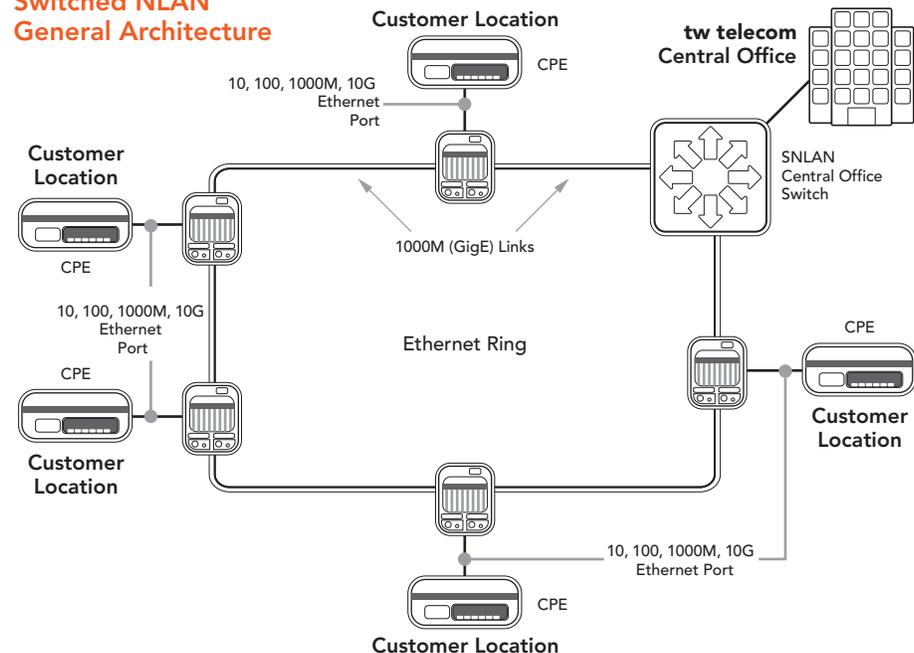
## Switched NLAN

Switched NLAN (SNLAN) uses Ethernet switches interconnected with 1G and 10G rings. You receive dedicated access, via a standard IEEE Ethernet port, to a shared, **network-protected** infrastructure. SNLAN can be deployed as Point-to-Point, Point-to-MultiPoint, and MultiPoint.

Multiple customers ride the Ethernet ring and share the available bandwidth. Each customer's traffic is uniquely identified and securely separated across the shared network through the use of VLAN tags. For customer tagged Ethernet traffic, you have two options:

- **Unlimited Tag Service (UTS):** Transparently transport as many VLAN Tags and any VLAN Tag numbers desired across the TWTC network at any time.
- **Individual Tag Service (ITS):** Pay per tag to transport across the network.

### Switched NLAN General Architecture



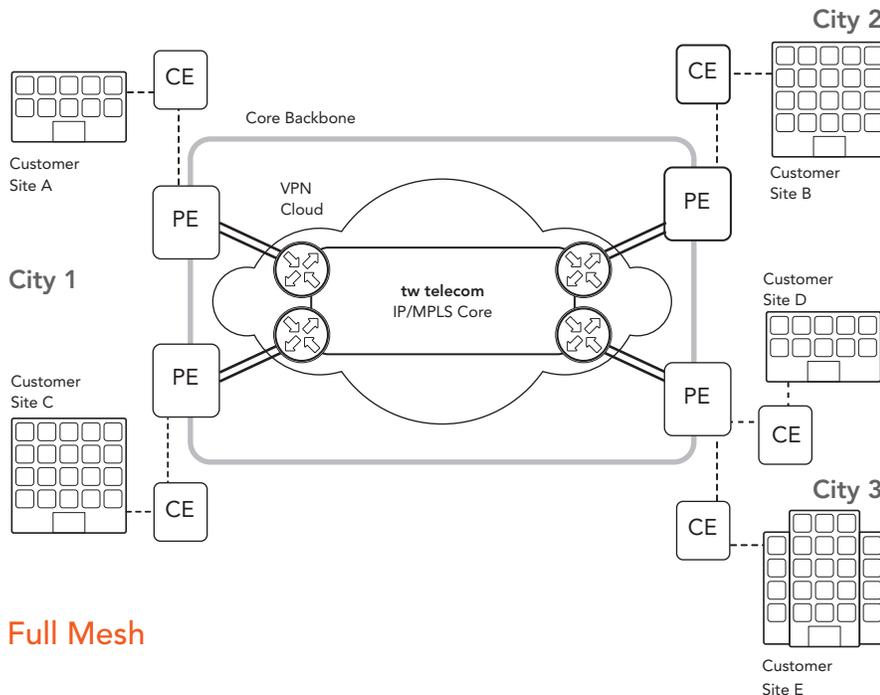
# IP VPN



The need for private communications between multiple locations remains a top priority as companies continue to expand across the country.

tw telecom's IP VPN offers your business any-to-any connectivity to locations across the U.S., including Hawaii, with the same level of privacy and greater efficiency that legacy point-to-point ATM or Frame Relay network connections deliver. The difference: tw telecom provides the flexibility of a modern IP-routed network with Multiprotocol Label Switching (MPLS). This enables businesses to keep current network protocols, prioritize data by traffic type and ensure privacy in the IP network with physical, logical and operational levels of security.

tw telecom's IP VPN extends your IP-based network and applications cost-effectively across the country to support the evolution and growth of your business.



Full Mesh

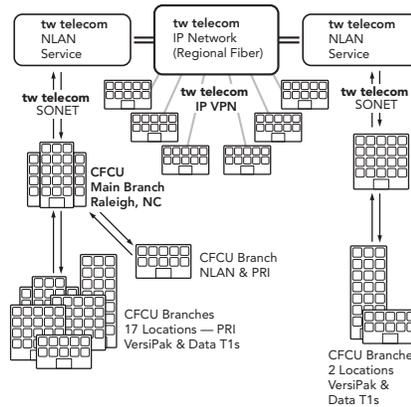
## About tw telecom

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. For more information, please visit [www.twtelecom.com](http://www.twtelecom.com).

## Case Study: Coastal Federal Credit Union

Coastal Federal Credit Union, based in Raleigh, N.C., is a 140,000-member credit union. They currently use a combination of **tw telecom's** bundled voice and data service, a wide-area Ethernet solution and IP VPN to connect their 44 branch and ATM locations. Plans include expanding the IP VPN service to as many as 50 additional locations.

*"We now have the ability to easily add more capacity when needed and the quality and reliability of **tw telecom's** redundant, managed fiber networks is invaluable to us," said Jim Price, Vice President of Facilities for Coastal Federal Credit Union.*



### CFCU's Results:

- Continued growth with **tw telecom**
- Ability to provide new user applications and bring in new customers
- Ability to buy 5 different solutions from one provider

## Advantages of IP VPN Network Solutions

**Class of Service:** With **tw telecom's** IP VPN Premium, you can manage multiple applications that are competing for the same network resources by prioritizing traffic with 5 service classes.

**Any-to-Any Connectivity:** Reduce latency by avoiding tandem routing at the hub location.

**Flexibility:** Receive superior routing flexibility compared to legacy technologies like ATM or Frame Relay.

**Scalability:** Access bandwidth levels from a T1 to OCn or 2 Mbps to 1000 Mbps of Ethernet to support simple or complex business applications with the specific amount of bandwidth needed.

**Ease of Management:** Quickly add sites to your network without having to reconfigure all of your routers.

**Control:** View real-time network performance metrics and your specific class of service data via **tw telecom's** web portal.

**Managed Router:** **tw telecom's** managed router option includes required equipment, on-site installation, proactive monitoring and 24x7x4 maintenance, allowing you to decrease costs, maximize IT resources and ensure high availability of your IP VPN service.

**tw telecom** helps its clients leverage next-generation converged technologies to maximize the efficiency of business communications. Local installation teams ensure that your service is installed quickly and correctly — with the quality only **tw telecom's** IP VPN Solutions deliver.

## Business Benefits

**Increase Productivity:** Perform all business functions from any location, improving efficiencies and overall company performance.

**Accelerate Growth:** Support your company's growth as you seamlessly add any amount of bandwidth where and when you need it, and quickly add sites without having to reconfigure your routers.

**Go Anywhere:** Extend your business reach by expanding your network to multiple, diverse locations.

**Cost Savings:** Reduce infrastructure cost by utilizing your existing equipment or opting for **tw telecom** to provide and manage your routers.

## Business Features

**24x7x365 Support:** National monitoring for network quality with local technical support.

**MPLS-based Security:** Delivers reliable communications and data integrity, every time.

**Transport Flexibility:** Scalable solutions using TDM or Ethernet services.

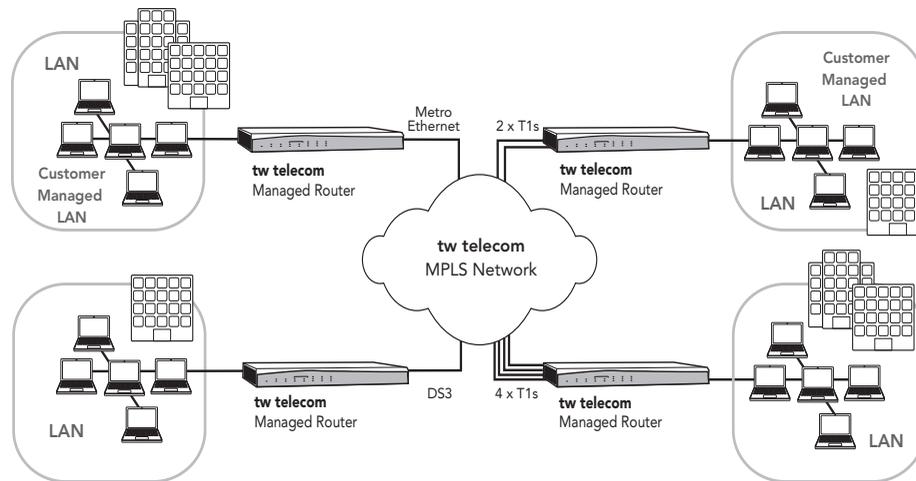
**Distributed Communications:** For any-to-any connectivity.

**Managed Router:** Manage costs, maximize IT resources and reduce your total cost of ownership by opting to have **tw telecom** provide and manage your routers.

# Managed IP VPN Service



**tw telecom** offers a reliable, flexible business class MPLS and managed data service, with any-to-any connectivity, to locations across the country. This service offers the same level of privacy and greater efficiency than point-to-point, legacy ATM or Frame Relay networks. **tw telecom's** Managed IP VPN service is a turnkey solution with secure connectivity, fully managed CPE routers, on-site installation and 24x7 support. **tw telecom's** secure and reliable MPLS network provides a complete managed IP VPN service that is designed to simplify operations and reduce capital expenditures without compromising performance or reliability.



Managed IP VPN provides customers with five optional service classes. This Class of Service (CoS) feature provides a mechanism for managing traffic in a network by logically grouping similar traffic profiles, or applications. Each group is defined within its own "Service Class" and Service Level Agreement (SLA), related to end-to-end tolerance specifications based on packet delay, packet loss and jitter. You may choose to utilize **tw telecom's** CoS Policy template or customize your CoS policies based on your own unique applications and requirements—you decide with **tw telecom's** Managed IP VPN service.

## About tw telecom

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## Features

|   |  |   |
|---|--|---|
| <p><b>Class of Service</b></p> <p><b>tw telecom's</b> Managed IP VPN Class of Service prioritizes bandwidth across five service classes to navigate application traffic competing for the same network resources.</p> | <p><b>Standard Service Features</b></p> <p><b>tw telecom</b> Managed IP VPN solution provides standard service features, such as DHCP, CoS and VLAN support, at no additional cost.</p>    | <p><b>Transport Flexible</b></p> <p>Scalable transport options using TDM (T1, NxT1, DS3) or Ethernet support standard bandwidths from 1.5 Mbps to 1 Gbps.</p>               |
| <p><b>On-Site Installation</b></p> <p><b>tw telecom</b> field technicians perform on-site installation and run full test and turn-up procedures to ensure the proper installation of your Managed IP VPN service.</p> | <p><b>Proactive Monitoring</b></p> <p>Should service issues arise <b>tw telecom</b> automatically emails alerts, generates a trouble ticket and begins fault isolation and resolution.</p> | <p><b>24x7x4 Maintenance</b></p> <p>In the event of a diagnosed hardware failure, <b>tw telecom</b> dispatches technicians within four hours with a replacement device.</p> |

## Benefits

|  |  |   |
|--|--|---|
| <p><b>Manage Costs</b></p> <p>Convert fixed (capital) costs for CPE devices into more manageable variable costs. Avoid large expenditures by eliminating equipment replacement and technical training. Charges associated with CPE use are eliminated.</p> | <p><b>Maximize Your IT Resources</b></p> <p><b>tw telecom</b> understands businesses have limited resources. Our Managed IP VPN service allows customers to leverage our expertise and cost-saving economies of scale to redirect resources toward more strategic business objectives.</p> | <p><b>Reduce Total Cost of Ownership (TCO)</b></p> <p><b>tw telecom's</b> Managed IP VPN service reduces network costs for service fees, hardware, transport and IT as much as 25% by leveraging our lower cost structure and economies of scale.</p> |
|--|--|---|

# Integrated LAN

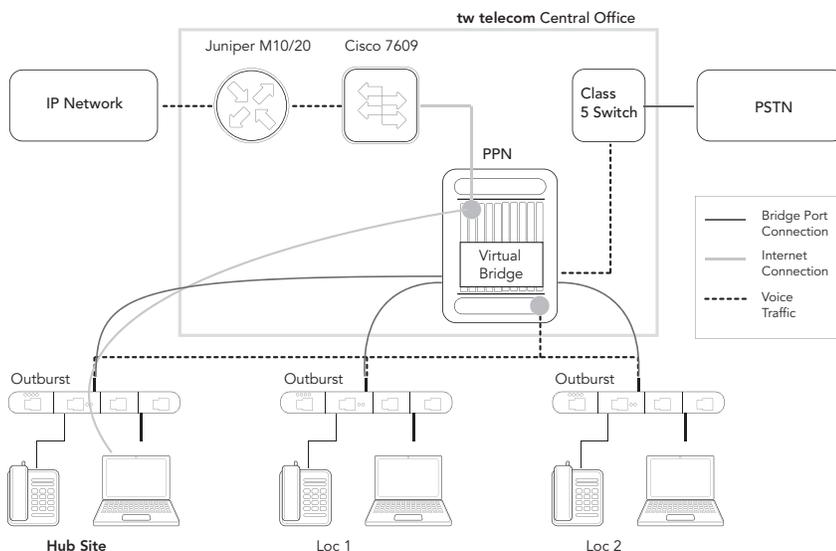


## Extend Your Private LAN

Integrated LAN provides multi-location companies a private LAN extension, allowing you to transfer your private data between multiple locations without the costly equipment or expensive outsourced management services that alternative technologies require. Your private data is differentiated from Internet bound traffic through the use of distinct VLAN tags, and traffic remains secure on our private network.

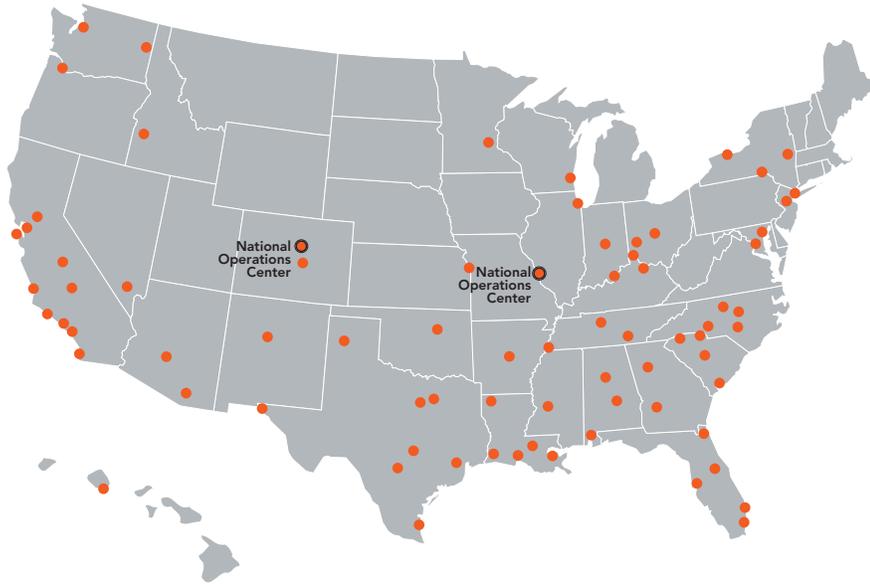
Integrated LAN allows businesses to seamlessly and securely connect multiple locations within a metro area, or across the country. Employees access your corporate network, shared corporate resources, or your corporate intranet with a WAN connectivity that is now more available and affordable than ever before.

Your configuration options with Integrated LAN offer the maximum flexibility. You can choose a data-only service, Internet access, or bundle with tw telecom's VersiPak to add voice to your Integrated LAN. Each offers a variety of bandwidth and configuration options to meet your needs.



## About tw telecom

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## Extend Your Private LAN

### Benefits

- Private data is secure
- Fully managed solution
- Remote sites access shared corporate resources, servers, and applications
- Bandwidth up to 4.5 Mbps
- Scalable
- Interoperates with other **tw telecom** products like NLAN

## Integrated LAN delivers:

- **Multiple Configuration Options:** With a variety of bandwidth and configuration options, you can build a networking solution tailor-made to fit your business.
- **Dynamic Bandwidth Allocation:** When combined with VersiPak, and voice channels aren't in use, bandwidth is dynamically allocated to data or Internet access.
- **Scalability:** Your network can seamlessly grow with your business.
- **Cost-Efficiencies:** With no costly hardware or management services to buy, you get private data networking at an affordable price.

# Business Ethernet

Reliability is critical to business communications. Ethernet for business gives you the security of private lines without the hassle of extra equipment or bandwidth limitations.

## Our Business Ethernet Services

- [NLAN](#)
- [ENLAN](#)
- [Switched NLAN](#)
- [E-Line](#)

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# ENLAN: Extended Native LAN



## Ethernet at its Best

Imagine being able to communicate with your offices around the country up to 100 times faster than you do today, with one fast, easy, and cost-efficient data network. It's all possible with **tw telecom's** Extended Native LAN (ENLAN). With our high-speed, flexible communications solution, not only do you get an extremely reliable and secure network, but as your business grows, your network easily grows with you, without having to install new circuits or equipment. ENLAN offers your business all the ease of Ethernet, plus the kind of flexibility, scalability and efficiency that gives your business a competitive IT edge.

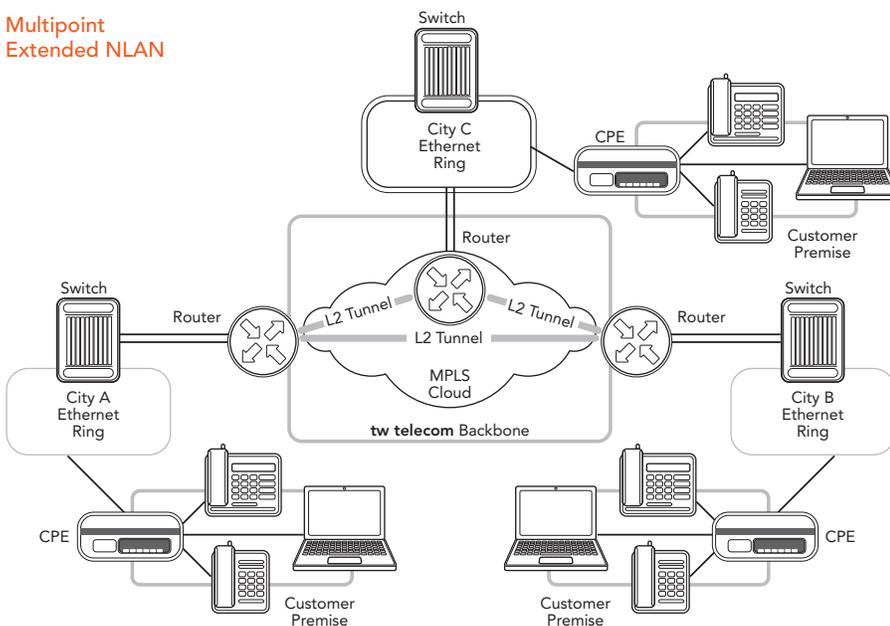
## Just Plug In

**Built for Your Business Inside and Out.** ENLAN helps you drive collaboration and productivity inside your company, and extend your reach on the outside. It's a complete, end-to-end solution — for point-to-point as well as multi-point configurations. ENLAN's city-to-city infrastructure reliability connects your company's offices.

## More Than A Network

**It's Your Business Foundation.** ENLAN is a fast track for your data, free of protocol roadblocks and routing detours. It's also a network you can count on, with the foundational technology you need to support all of your business-critical applications. And it's designed to scale as you grow — proven technology for your current and future data traffic. With ENLAN, you can keep your people close...while you work to take your business far.

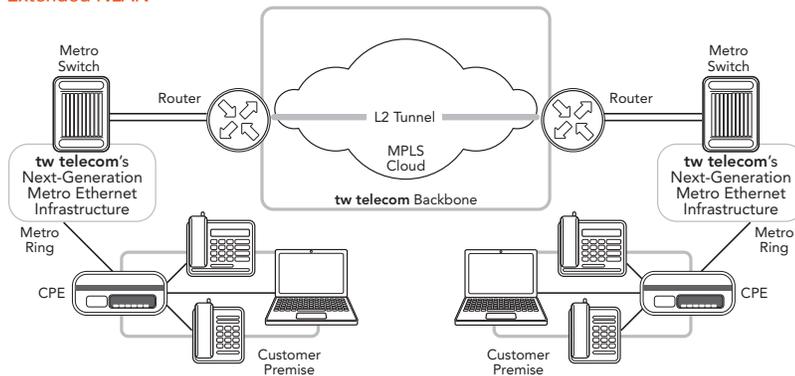
## Multipoint Extended NLAN



## About tw telecom

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Point-to-Point  
Extended NLAN



- **Efficient.** Communicate to and from multiple locations through a reliable, high-bandwidth Ethernet connection.
- **Scalable.** From 2 Mbps – 1 Gbps.
- **Fully Managed.** We deploy, manage and maintain your ENLAN platforms.
- **Easy.** Access our network via 10M/100M/1000M/10G IEEE Standard Ethernet interfaces.

## Fiber Optic Network

Fiber optic transmission is more reliable, more secure and at the core of next-generation services that help today's businesses become more productive.

## Native Ethernet

Your business network through native Ethernet technologies. Whether same-city, multi-city or national networking, your business leverages **tw telecom's** industry-leading solutions and superior customer care, all on an industry standard native Ethernet platform.

[Long Distance Services](#) | [Voice Messaging Services](#) | [Voice T1](#) | [Voice Services- Multi-Location Solutions](#) | [News & Views](#) | [Business Voice Services](#) | [Dedicated High Capacity Services](#) | [Business Line Features](#)

## Dedicated High Capacity Services

tw telecom's Dedicated High Capacity Services offer a complete range of transmission speeds from 1.5 Mbps to 10 Gbps. Our Dedicated High Capacity Services are flexible and can be used for voice, data, image and video transmissions. DS1/DS3 Dedicated, high capacity, full duplex channel with line speed of 1.544/45 Mbps isochronous serial data. SONET High capacity channels for full duplex, synchronous optical transmission of digital data. tw telecom's SONET services are available in both point-to-point and multipoint ring configurations. Wavelength/Lambda tw telecom offers wavelength services that allow one or many direct interfaces to extremely high capacity point-to-point channels. Each wavelength has a standard capacity of either 2.5 Gbps or 10 Gbps.

### [Storage Transport \(ESCON/Fibre Channel\)](#)

Using the most current technology, DWDM (Dense Wave Division Multiplexing), tw telecom is able to transport your native traffic, without any protocol translation to your secure site miles away. tw telecom will monitor the link for you, so you may spend your valuable time concentrating on your core business. Using multiple paths will ensure that your traffic will get to its destination every time.

### [Video](#)

tw telecom provides Network Services of broadcast quality video meeting NTSC analog interface standard RS250B.

tw telecom offers custom solutions with end-to-end network connectivity. Our expansive local footprint and nationwide IP Backbone also allows us to offer long haul, city-to-city Dedicated High Capacity services for carrying your data, voice, and video between customer locations in different cities.

Read more about [Dedicated High Capacity Services](#).

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# Dedicated High Capacity Services



**tw telecom's Dedicated High Capacity Services offer a complete range of transmission speeds from 1.5 Mbps to 10 Gbps. Our Dedicated High Capacity Services are flexible and can be used for voice, data, image and video transmission.**

**We have built modern and powerful communications networks to provide business customers with the bandwidth, reliability, security and quality of service that their business demands.**

**Our networks are built with advanced fiber optic technology, including state-of-the-art SONET and DWDM (Dense Wave Division Multiplexing).**

## Products & Services

**DS-1 Service:** Dedicated high-capacity, full-duplex channel with 1.544 Mbps of isochronous serial data line speed, line code of AMI (Alternate Mark Inversion) or B8ZS (Binary 8 Zeros Substitution) and either Superframe (D4) or Extended Superframe formats. DS-1 service has equivalent capacity of 24 voice grade or DS-0 services. Applications: voice, data, image or video when there is a need for cost effective, bulk communications between two locations.

**DS-3 Service:** Dedicated high-capacity, full duplex channel with 44.736 Mbps line speed of isochronous serial data, line code of B3ZS. DS-3 service has equivalent capacity of 28 DS-1 services at 1.544 Mbps, or 672 voice grade or DS-0 services at 56/64 Kbps.

High volume voice, data, image or video, eliminating the need to maintain and pay for multiple dedicated lines. DS-3 service is often used in hubbed networks as well as in point-to-point network backbone situations.

**Broadcast Video TV-1 Service:** Provides dedicated transport of broadcast quality video signals meeting NTSC analog interface standard RS250B. Available on a limited basis.

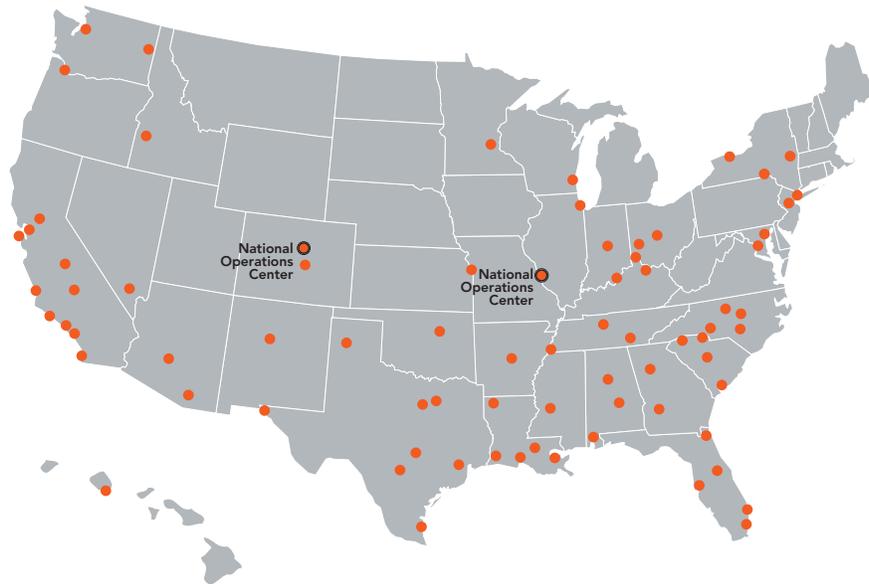
## SONET Services

Our SONET networks automatically re-route traffic on a protected path in Sub-50 milliseconds if the transmission quality becomes degraded, a cable is cut, or a network node experiences failure. All services have carrier class network availability with Bit Error Rates =  $<1 \times 10^{-9}$ .

**SONET OC-n Services:** Point-to-point, high-capacity channels for full-duplex, synchronous optical transmission of digital data on SONET standard rates between 155.52 Mbps (OC-3) and 2.488 Gbps (OC-48). OC-n services may be configured with up to 48 STS-1s in any combination of synchronous OC-3c, OC-12c and asynchronous DS-3 and DS-1 (VT1.5) payload mapping.\*

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**STS-1 Service:** High-capacity channel for full-duplex, synchronous, optical transmission of digital data on SONET standards. Electrical interface rate of 51.84 Mbps. Service can be configured with either asynchronous DS-3 or DS-1 mapping. Applications: high volume voice, data, image or video, eliminating the need to maintain and pay for multiple dedicated lines.

**Private Network Transport Service:** Private, dedicated high-capacity, premium quality services. Fully redundant, dedicated, diverse SONET ring is always available. Individual circuits between nodes on dedicated ring are available. Designed to deliver DS-1, DS-3, STS-1, OC-3, OC-3c, OC-12, OC-12c, OC-48 and OC-48c services between multiple locations or as a combination of end user and IXC POPs. Available in system/ring capacities of OC-3, OC-12, and OC-48. Customers can connect **tw telecom** Dedicated High Capacity Services to the PNT network node.

### DWDM Services

For customers needing 2.5 Gigabits per second to over 1 Terabit per second, we offer point-to-point, high-capacity channels for optical transmission of digital data. Standard capacities are 2.5 Gbps or 10 Gbps on each channel (wavelength). **tw telecom's** DWDM can be configured as protected or non-protected.

\* c, as in OC-3c, is the SONET notation for concatenated service.

# Bundled Solutions

Are you tired of paying for more voice or Internet service than you use? Are there times when your Internet connection is just too slow? What if you had the flexibility to increase your Internet bandwidth on demand, as needed, without paying for additional service?

## Bundled Solutions

Are you tired of paying for more voice or Internet service than you use? Are there times when your Internet connection is just too slow? What if you had the flexibility to increase your Internet bandwidth on demand, as needed, without paying for additional service?

## Integrated Bundle

In today's business world, fast, powerful communications services are a must. Companies are looking for new, smart, and efficient solutions that help them manage their communications needs in the most cost-effective manner possible.

Consider this example: Your financial services firm needs 14 voice phone lines to conduct business Monday through Friday, 8 a.m. to 5 p.m. You also need Internet access to monitor client portfolios and track stock market fluctuations.

You download critical financial information each evening. Currently, you use two T-1s, one for voice and one for data. You also incur additional charges for long distance, voicemail boxes for all of your employees and purchase a separate hosting/email plan to provide your hosted Internet and email service. With all of separate services and providers, your charges are very high.

What seemed like an impossible task for you to manage is now possible with tw telecom's Integrated Bundles solutions. tw telecom offers several bundled integrated solutions including VersiPak Flex® T-24. This is comprised of a full T1 of voice, 1.5M of Internet bandwidth, 24 voicemail boxes, 5500 long distance minutes, a shared web hosting package and a package of the most popular calling features, all for one low price per month. Where available, tw telecom's Complete Dynamic Two provides two T1s to use for voice and internet, voicemail, 5000 long distance minutes, a shared web hosting package and a package of the most popular calling features.

So by combining your local voice, Internet and long distance services onto one dedicated clear channel T-1, when one of your employees is not using the phone, you automatically have more capacity available for Internet access. You now have enough Internet bandwidth to meet your daytime needs and at night, you have 2 full T-1s at your disposal, all at a fraction of the cost you would normally pay. What separates this offering from other products on the market is that tw telecom guarantees a certain number of voice and Internet channels. When voice channels are not being used, that bandwidth is dynamically allocated to the Internet.

And as your business needs change, VersiPak can scale with you to offer more voice or bandwidth. The VersiPak suite (VersiPak, VersiPak Mach2, and VersiPak Mach3) and the Complete Dynamic suite (Complete Dynamic One, Complete Dynamic Two and Complete Dynamic Three) give you the scalability that your business needs.

If your business has multiple locations within or between metro areas and you want cost-effective data connectivity and corporate intranet access along with bandwidth scalability...then, VersiPak with ILAN is your solution.

[Read more about our various Integrated Bundle offerings here.](#) (Not all products are available in all all markets)

[Complete Dynamic IP](#)

[Complete Dynamic ATM](#)

[VersiPak® Classic](#)

[VersiPak® Bundles](#)

[Integrated LAN](#)

[Channel 12](#)

Please chose the date that you entered the agreement for the Integrated or Versipak Bundle products from the drop down lists below.

Integrated Bundle Customers - If you signed  Please chose the date you entered into the agreement.

Integrated Bundle Customers - If you

who subscribe to Supplemental  
Services signed

Please chose the date you entered into the agreement.

Versipak Bundle Customers - If you signed

Please chose the date you entered into the agreement.

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# Channel 12



## 12 channels of communications...in any combination of voice and Internet.

- One simple price, regardless of how you configure channels
- One flat rate for additional channels
- One simple solution that fits your needs today and is easily scalable to grow as your business grows

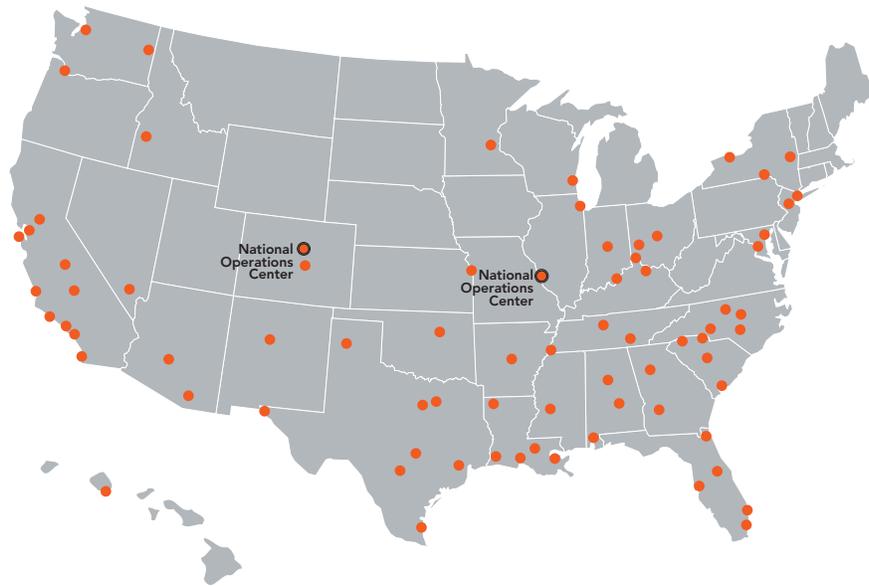
### Channel 12 service includes:

- Base of 12 channels... customized to your needs of voice, Internet or both!
- Additional channels available for one low cost per channel.
- Simple flat rate pricing that goes straight from your proposal to your bill without the extra surcharges other companies add on. (No EUCL, PICC or LNP charges to discover and decipher.)
- Dedicated, high-speed T-1 based Internet access.
- Voice channels can consist of business lines, digital trunks, PRI, and analog trunks.
- 2500 minutes of **tw telecom** Domestic Long Distance, per T-1, included at no extra charge.
- Web hosting and email services.
- One voicemail box provided.
- Includes most popular voice features:

|                |  |  |   |
|----------------|--|--|---|
| Line Features  | <ul style="list-style-type: none"> <li>• Bill Restriction</li> <li>• Call Blocking</li> <li>• Toll Restriction</li> <li>• Caller ID Blocking</li> <li>• Calling Number Delivery</li> </ul> | <ul style="list-style-type: none"> <li>• Hunting</li> <li>• 30 Number Speed Calling</li> <li>• 8/10 Number Speed Calling</li> <li>• Anonymous Call Rejection</li> <li>• Call Forwarding</li> </ul> | <ul style="list-style-type: none"> <li>• Call Hold</li> <li>• Call Transfer</li> <li>• Call Waiting</li> <li>• Calling Name &amp; Number Delivery</li> <li>• Three-way Calling</li> </ul> |
| Trunk Features | <ul style="list-style-type: none"> <li>• Bill Restriction</li> <li>• Call Blocking</li> <li>• Toll Restriction</li> <li>• Caller ID Blocking</li> </ul>                                    | <ul style="list-style-type: none"> <li>• Calling Number Delivery</li> <li>• Call Transfer on Trunks</li> <li>• Two B Channel Transfer</li> <li>• Call by Call</li> </ul>                           | <ul style="list-style-type: none"> <li>• Calling Name &amp; Number Transmission</li> <li>• Up to 3 Trunk Groups per T1</li> <li>• Up to 3 Route Indexes per Trunk Group</li> </ul>        |

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### tw telecom means simplicity

Channel 12 brings simplicity to your telecommunications needs.

In one single, integrated and robust package that is steady, reliable and backed by 24 x 7 customer support. In a single-provider platform that's easy to install, easy to use, easy to expand. With easy-to-understand billing, no hidden charges and built-in extras.

# Complete Dynamic (IP Markets)



## Product Overview

Complete Dynamic provides flexible choices for voice and data connectivity with three different provisioning options: Complete Dynamic One, Complete Dynamic Two, and Complete Dynamic Three. You can save money by consolidating your local, long distance, and Internet services onto a bundled solution.

## Why Complete Dynamic?

When you compare local, long distance and Internet providers, it's important to ask, "Are their solutions complete? Do they maximize my monthly investment in communications? Will my business be integral to their operations?" If the answer is "No," to any of these questions, how can you be sure the provider will continue to operate services through difficult times?

## Key Attributes

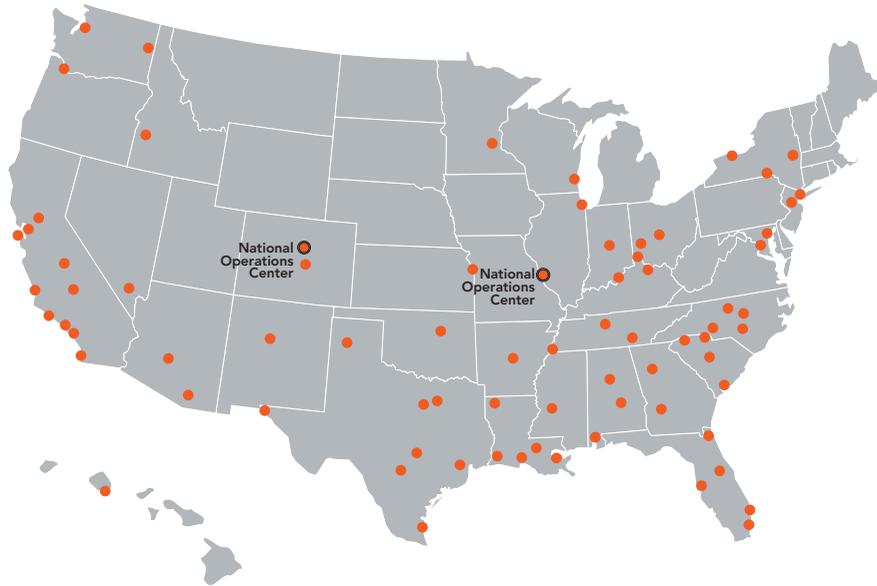
Complete Dynamic One is provisioned with one T1, Complete Dynamic Two is provisioned with two T1s, and Complete Dynamic Three is provisioned with three T1s. Other features include:

- Dynamic allocation provides more bandwidth for data when voice service is not in use
- Includes 2500 domestic long distance minutes, per T1
- Integrated router included
- Supports business lines, PRI, analog or digital trunks
- Dedicated, high speed T1 based internet access
- Web hosting and email services
- One voicemail box provided
- Includes most popular voice features:

|                |  |  |   |
|----------------|--|--|---|
| Line Features  | <ul style="list-style-type: none"><li>• Bill Restriction</li><li>• Call Blocking</li><li>• Toll Restriction</li><li>• Caller ID Blocking</li><li>• Calling Number Delivery</li><li>• Hunting</li></ul> | <ul style="list-style-type: none"><li>• 30 Number Speed Calling</li><li>• 8/10 Number Speed Calling</li><li>• Anonymous Call Rejection</li><li>• Call Forwarding</li><li>• Call Hold</li><li>• Call Transfer</li></ul> | <ul style="list-style-type: none"><li>• Call Waiting</li><li>• Calling Name &amp; Number Delivery</li><li>• Three-way Calling</li><li>• Continuous Redial</li></ul> |
| Trunk Features | <ul style="list-style-type: none"><li>• Bill Restriction</li><li>• Call Blocking</li><li>• Toll Restriction</li><li>• Caller ID Blocking</li></ul>   | <ul style="list-style-type: none"><li>• Calling Number Delivery</li><li>• Call Transfer on Trunks</li><li>• Call by Call</li></ul>   | <ul style="list-style-type: none"><li>• Calling Name &amp; Number Transmission</li></ul>  |

## About tw telecom

tw telecom delivers the most advanced telecommunications solutions on the market to a wide spectrum of businesses and organizations across the U.S. and globally. 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. For more information, please visit [www.twtelecom.com](http://www.twtelecom.com).



If your business currently utilizes a key system, Digital PBX or analog telephone service, **tw telecom's** Complete Dynamic can help you lower your telecommunications costs by consolidating your local, long distance and Internet services onto a high-speed digital connection (T1).

With **tw telecom's** Complete Dynamic, your business benefits from the ease, convenience and cost savings of one company, one connection and one bill for your voice and Internet services. Plus, you will increase your Internet bandwidth with **tw telecom's** dynamic allocation, automatically allowing

Internet access to be used when your employees are not using a phone line. No upgrades, changes or modifications are required to your current telephone system and the service includes a router and UPS (Universal Power Supply).

# Complete Dynamic One (ATM Markets)



## Product Overview

Complete Dynamic One provides flexible choices for voice and data connectivity in a highly efficient and cost effective solution. You can save money by consolidating your local, long distance, and Internet services onto a bundled solution.

## Why Complete Dynamic One?

When you compare local, long distance and Internet providers, it's important to ask, "Are their solutions complete? Do they maximize my monthly investment in communications? Will my business be integral to their operations?" If the answer is "No," to any of these questions, how can you be sure the provider will continue to operate services through difficult times?

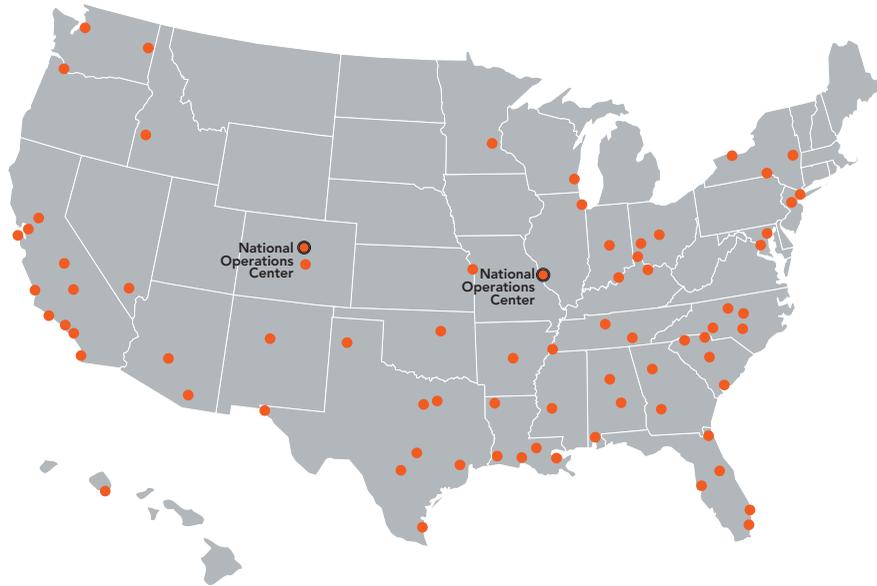
## Key Attributes

- Dynamic allocation provides more bandwidth for data when voice service is not in use
- Includes 2500 domestic long distance minutes
- Integrated router included
- Supports one T1, which can be enhanced with voice and Internet
- Supports business lines or analog trunks
- Dedicated, high speed T1 based internet access
- Web hosting and email services
- One voicemail box provided
- Includes most popular voice features:

|                |   |   |  |
|----------------|---|---|--|
| Line Features  | <ul style="list-style-type: none"> <li>• Bill Restriction</li> <li>• Call Blocking</li> <li>• Toll Restriction</li> <li>• Caller ID Blocking</li> <li>• Calling Number Delivery</li> <li>• Hunting</li> </ul> | <ul style="list-style-type: none"> <li>• 30 Number Speed Calling</li> <li>• 8/10 Number Speed Calling</li> <li>• Anonymous Call Rejection</li> <li>• Call Forwarding</li> <li>• Call Hold</li> <li>• Call Transfer</li> </ul> | <ul style="list-style-type: none"> <li>• Call Waiting</li> <li>• Calling Name &amp; Number Delivery</li> <li>• Three-way Calling</li> <li>• Continuous Redial</li> </ul> |
| Trunk Features | <ul style="list-style-type: none"> <li>• Bill Restriction</li> <li>• Call Blocking</li> <li>• Toll Restriction</li> <li>• Caller ID Blocking</li> </ul>   | <ul style="list-style-type: none"> <li>• Calling Number Delivery</li> <li>• Call by Call</li> </ul>   | <ul style="list-style-type: none"> <li>• Calling Name &amp; Number Transmission</li> </ul>   |

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Internet access to be used when your employees are not using a phone line. No upgrades, changes or modifications are required to your current telephone system and the service includes a router and UPS (Universal Power Supply).

# VersiPak®

VersiPak® puts the power of convergence in your hands, optimizing your bandwidth use with a completely managed and monitored, business class service. VersiPak® is designed to satisfy your specific voice and data communication needs without requiring complex connections, configuration or design support. What separates VersiPak® from other products on the market is that tw telecom guarantees a certain number of voice and Internet channels. When voice channels are not being used, that bandwidth is dynamically allocated to the Internet.

As your business needs change, VersiPak® can scale with you to offer more voice or bandwidth. The VersiPak® Classic suite (VersiPak®, VersiPak® Mach2, and VersiPak® Mach3) gives you the scalability that your business needs.

tw telecom also offers pre-bundled packages of this dynamic product at significant cost savings. VersiPak Flex® and VersiPak Power® are proven solutions that provide you the value of combined voice, long distance, no-charge on-net calling, voice features and Internet Access, all over one connection.

If your business has multiple locations within or between metro areas and you want cost-effective data connectivity and corporate intranet access along with bandwidth scalability, then VersiPak® with ILAN is your solution.

[VersiPak® Classic](#)

[VersiPak® Bundles](#)

[Integrated LAN](#)

## Other Integrated Solutions

*(not all services available in all markets. Please check with your sales representative for details)*

[Channel 12](#)

[Complete Dynamic IP](#)

[Complete Dynamic ATM](#)

Please choose the date that you entered the agreement for the Integrated or Versipak Bundle products from the drop down lists below.

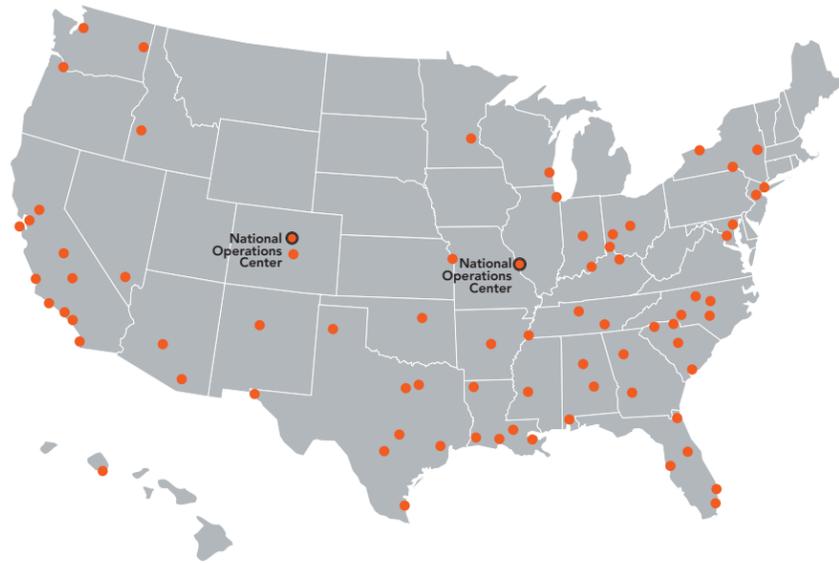
Integrated Bundle Customers - If you signed Please choose the date you entered into the agreement.

Integrated Bundle Customers who subscribe to Supplemental Services - If you signed Please choose the date you entered into the agreement.

Versipak Bundle Customers - If you signed Please choose the date you entered into the agreement.



VersiPak™



### Why tw telecom?

tw telecom delivers national network reach, product innovation, and next-generation services with a customer experience that is second to none. By owning our own network, we can quickly provision new service and proactively service our customers, without

relying on other providers. tw telecom meets the needs of any business requiring local and national business communications services with more commercial buildings connected to a national fiber infrastructure and 10 Gbps IP backbone than any other competing service provider.

### VersiPak In Action

A financial services firm needs 14 voice phone lines to conduct business Monday through Friday, 8:00 a.m. to 5:00 p.m. They also need Internet access to monitor client portfolios and track stockmarket fluctuations.

They download critical financial information each evening. Currently, they use two T-1s — one for voice and the other for data. The price they pay is a little excessive for their 20 employees and budgets are tight.

What seems like an impossible task to manage is now possible with tw telecom's VersiPak service. By combining local voice, Internet and long distance services onto one dedicated clear channel T-1 they automatically have more capacity available for Internet access. There is now enough Internet bandwidth to meet their daytime and nighttime needs, all at a fraction of the cost they would normally pay.

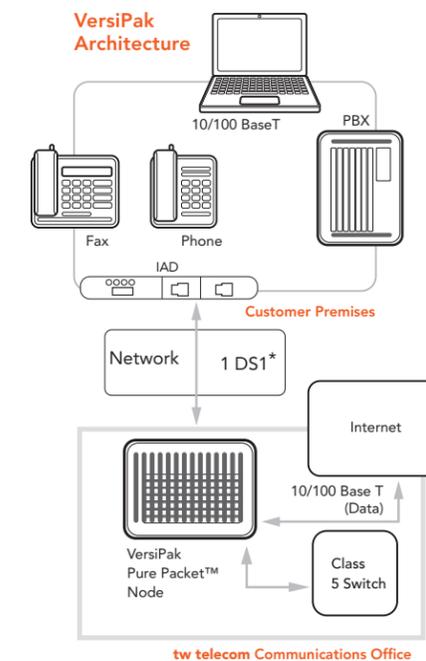
www.twtelecom.com

tw telecom has combined local voice, long distance and Internet into one solution—VersiPak.

VersiPak puts the power of convergence in your hands, optimizing your bandwidth use with a completely managed and monitored, business class service.

tw telecom's VersiPak delivers a tailor-made package of voice, Internet and long distance. What separates our offering from other competitors is that when voice channels aren't being used, that bandwidth is dynamically allocated to the Internet—giving you bandwidth when you need it.

- More Internet capacity to speed up your workflow
- Increase your bandwidth on demand, as needed, with no incremental cost
- Flexible configuration options deliver a tailor-made package to fit your business



### 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. For more information, please visit [www.twtelecom.com](http://www.twtelecom.com).

# tw telecom Offers More Choice with VersiPak

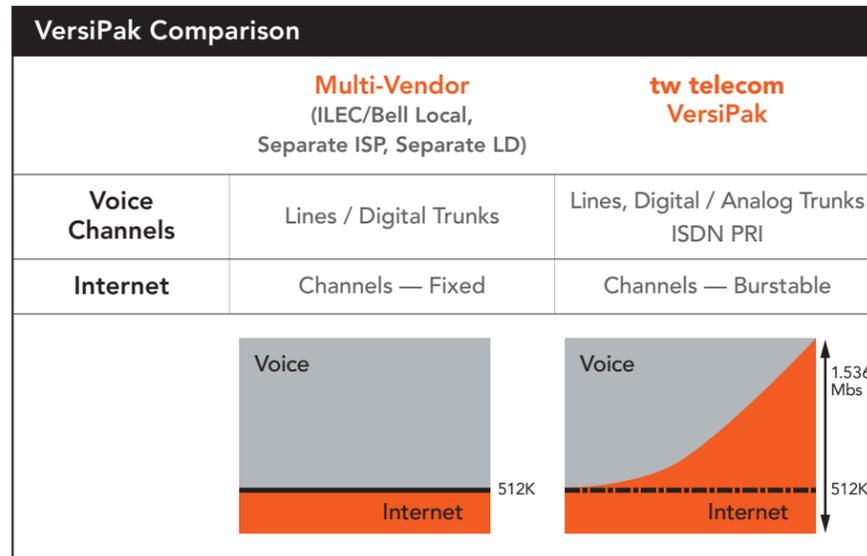
## VersiPak Mach2 and VersiPak Mach3

When your VersiPak Service is reaching the capacity limit, or if you have outgrown your T1 and need more bandwidth, our VersiPak Mach2 and VersiPak Mach3 service delivers the scalability that your business needs.

VersiPak Mach2 and VersiPak Mach3 can maximize your overall service availability by providing up to 36 equivalent voice channels and up to 3.5 Mbs of Internet bandwidth.

### Benefits

- VersiPak Mach2 and VersiPak Mach3 delivers integrated voice and data over 2-3 bonded T1s
- Dynamic Bandwidth Allocation, all the bandwidth you need when you need it
- Flexible configuration
- Scalable
- One provider—one bill
- Voice service can be provided on business lines, analog or digital trunks or ISDN PRI
- Integrated 10/100 Ethernet port for data
- Comprehensive selection of features



tw telecom's VersiPak provides up to 200% greater efficiency as represented by the above chart.

## tw telecom's VersiPak products provide your business with:

- Dynamic Bandwidth Allocation: when voice channels aren't being used, that bandwidth is dynamically allocated to Internet access.
- One solution – one provider – one bill
- Comprehensive selection of features
- VersiPak can scale to meet your needs today and into the future. As your business grows, your communication solution can expand seamlessly.

## Integrated LAN and VersiPak

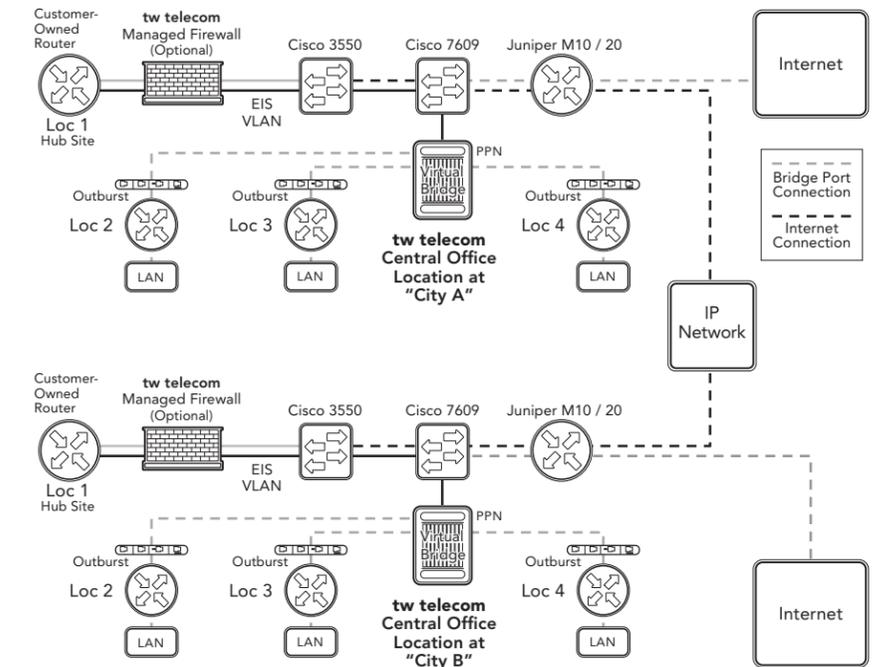
If your business needs cost-effective scalable data connectivity, corporate internet access, and voice services, Integrated LAN data combined with VersiPak voice channels and Internet access creates a powerful, all-inclusive network solution that addresses all your basic networking needs.

Integrated LAN is a private LAN extension that allows you to transfer private data between multiple locations within a metro or across cities. With Integrated LAN, you can also manage the data capacity at all locations to eliminate the cost of outsourced management services or expensive hardware.

With Integrated LAN, sites configured with VersiPak can be inter-networked with each other seamlessly and securely. Private data is differentiated from Internet-bound traffic through the use of distinct VLAN tags.

### Benefits

- Dynamic allocation provides more bandwidth for data when voice channels are not in use
- Private data is secure
- Fully managed solution
- Provides remote sites access to shared corporate resources, servers, and applications
- Bandwidth up to 4.5 Mbps



## What Customers Say About tw telecom

"We have 10 times more capacity than before. But it was the flexibility of the product that interested us the most. We've been able to increase our capacity across the board and still have bonus capacity throughout the day. tw telecom delivers on their service promise." — **Mark Henry, vice president, Fimco Inc., Milwaukee, WI**

"tw telecom showed us that by upgrading to Mach2, we could increase our Internet speed and lower our phone service cost. We're saving 10 percent a month compared to what other providers could offer. But the best part about working with tw telecom is their service—it's a dream." — **David Fuss, co-owner and vice president, Western Office Systems, Inc., Albuquerque, NM**

"Our technology needs required more speed, more capacity, and most importantly—stability. With tw telecom, our speed has increased, our capacity has nearly doubled, and we're saving at least 35 percent in total costs. In addition, the Company's service is stellar." — **Tammy Klipfel, IT administrator, GBP Risk Solutions, Tucson, AZ**

"tw telecom's VersiPak is an offering that no other provider can match. We now have 50 percent greater Internet capacity. tw telecom's account team exceeded every expectation we had from ordering the service through post installation support." — **Suzanne Gaus, Cropsolution Inc., Raleigh, NC**

# VersiPak Bundles



tw telecom has combined local voice, long distance and Internet into one solution — VersiPak.

VersiPak puts the power of convergence in your hands, optimizing your bandwidth use with a completely managed and monitored, business class service. The NEW VersiPak bundles are designed to satisfy your specific voice and data communication needs without requiring complex connections, configuration or design support.

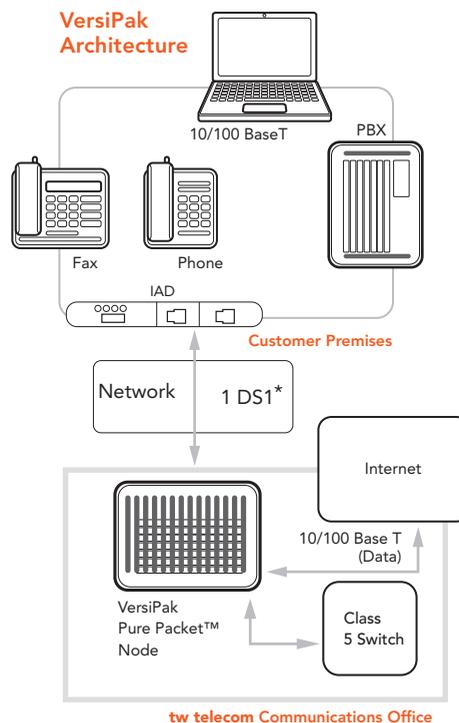
tw telecom now offers pre-bundled packages of this dynamic product at significant cost savings. VersiPak Flex® and VersiPak Power® are proven solutions that provide you the value of combined voice, long distance, no-charge on-net calling, voice features and Internet Access, all over one connection. As a result, when your voice channels aren't in use, the unused capacity is available for additional Internet Access, maximizing the efficient use of bandwidth.

## VersiPak Flex®

VersiPak Flex® offers three bundles based on the number of business lines, Internet bandwidth requirements and long-distance volume that support your business.

## VersiPak Power®

VersiPak Power® supports larger businesses with three bundles based on the desired number and type of trunks, Internet bandwidth and long distance minutes. Because VersiPak Power® is delivered over digital or ISDN trunks, you can easily utilize and scale your connections as your data and voice needs change.



## About tw telecom

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| VersiPak Flex®      |   |  |            |                    |                                  |  |
|---------------------|---|--|------------|--------------------|----------------------------------|--|
|                     | Bundle  | Value Added Services   | Bandwidth  |                    | Long Distance*                   | Always Included  |
|                     |   |  | Committed  | Peak               |                                  |  |
| VersiPak Flex® T-6  | Up to 6 business lines/terminals, DS1 access    | Unlimited local calls, select Business Line features, 6 voicemail boxes**, Standard Shared Web Hosting, Directory Listing (LML)  | 384 Kbps   | 768 Kbps maximum   | Bundle of 3,000 minutes included | Bill Restriction<br>Call Blocking<br>Toll Restriction<br>Caller ID Blocking<br>Combined Caller ID              |
| VersiPak Flex® T-12 | Up to 12 business lines/terminals, DS1 access   | Unlimited local calls, select Business Line features, 12 voicemail boxes**, Standard Shared Web Hosting, Directory Listing (LML) | 512 Kbps   | 1,536 Kbps maximum | Bundle of 5,500 minutes included | Hunting<br>30 Number Speed Calling<br>8/10 Number Speed Calling<br>Anonymous Call Rejection<br>Call Forwarding |
| VersiPak Flex® T-24 | Up to 24 business lines/terminals, 2xDS1 access | Unlimited local calls, select Business Line features, 24 voicemail boxes**, Standard Shared Web Hosting, Directory Listing (LML) | 1,024 Kbps | 3,072 Kbps maximum | Bundle of 5,500 minutes included | Call Hold<br>Call Transfer<br>Call Waiting<br>Calling Number Delivery<br>Three-way Calling                     |

| VersiPak Power®      |   |  |            |                    |                                  |  |
|----------------------|---|--|------------|--------------------|----------------------------------|--|
|                      | Bundle  | Value Added Services   | Bandwidth  |                    | Long Distance*                   | Always Included  |
|                      |   |  | Committed  | Peak               |                                  |  |
| VersiPak Power® T12  | Up to 12 digital, PRI or trunks with the remainder used for Internet access – not to exceed a DS1 access  | Unlimited local calls, select trunk features, Standard Shared Web Hosting, Directory Listing (LML) | 512 Kbps   | 1,536 Kbps maximum | Bundle of 5,500 minutes included | Bill Restriction<br>Call Blocking<br>Toll Restriction<br>Caller ID Blocking<br>Calling Number Delivery<br>Up to 100 ITNs   |
| VersiPak Power® T-24 | Up to 24 digital trunks or PRI with the remainder used for Internet access – not to exceed a 2xDS1 access | Unlimited local calls, select trunk features, Business Shared Web Hosting, Directory Listing (LML) | 1,280 Kbps | 3,072 Kbps maximum | Bundle of 5,500 minutes included | Call by Call<br>Calling Number & Name Transmission<br>Up to 3 Trunk Groups per T1<br>Up to 3 Route Indexes per Trunk Group |
| VersiPak Power® T-48 | Up to 48 digital trunks or PRI with the remainder used for Internet access – not to exceed a 3xDS1 access | Unlimited local calls, select trunk features, Premium Shared Web Hosting, Directory Listing (LML)  | 768 Kbps   | 4,608 Kbps maximum | Bundle of 5,500 minutes included |  |

\* In Hawaii, these LD minutes apply to calls to the mainland only. Inter-Island calls are priced at \$0.03 per minute.  
 \*\* In markets where available.

## tw telecom's VersiPak products provide your business with:

- Dynamic Bandwidth Allocation: When voice channels aren't being used, that bandwidth is dynamically allocated to Internet Access.
- One solution – one provider – one bill
- Comprehensive selection of features
- VersiPak can scale to meet your needs today and into the future. As your business grows, your communication solution can expand within, and across all the VersiPak bundles.

News & Views | Bundled Solutions | Integrated LAN

Channel 12 | Complete Dynamic- ATM | Complete Dynamic (IP Markets)  
VersiPak®

## Converged Services

Converged Services from tw telecom provides everything you need for your voice, data, and Internet communications—all in one easy, customized solution, and managed by a provider known for superior customer service and network reliability. Experience the ultimate in flexibility, simplicity, and efficiency with Converged Services from tw telecom.

[Learn More:](#)

[Click here to learn more.](#)

### See the Video

Please choose the date that you entered the agreement for the Integrated or Versipak Bundle products from the drop down lists below.

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Integrated Bundle Customers who subscribe to - If you signed Please choose the date you entered into the agreement.

## Supplemental Services

Versipak Bundle Customers - If you signed Please choose the date you entered into the agreement.

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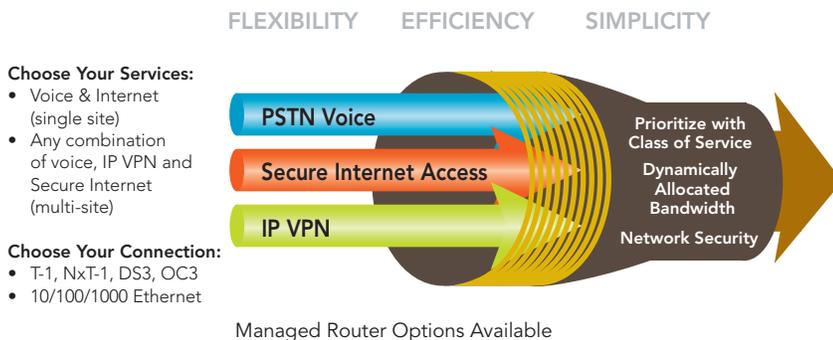
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# Converged Services



Building a business network does not have to be complicated. Converged Services from tw telecom provides everything you need for your voice, data, and Internet communications—all in one easy, customized solution, and managed by a provider known for superior customer service and network reliability. Experience the ultimate in flexibility, simplicity, and efficiency with Converged Services from tw telecom.



## One Network. All the Options.

tw telecom's Converged Services combines voice (local and long distance), secure Internet access, and IP VPN into a single, fully-managed solution.

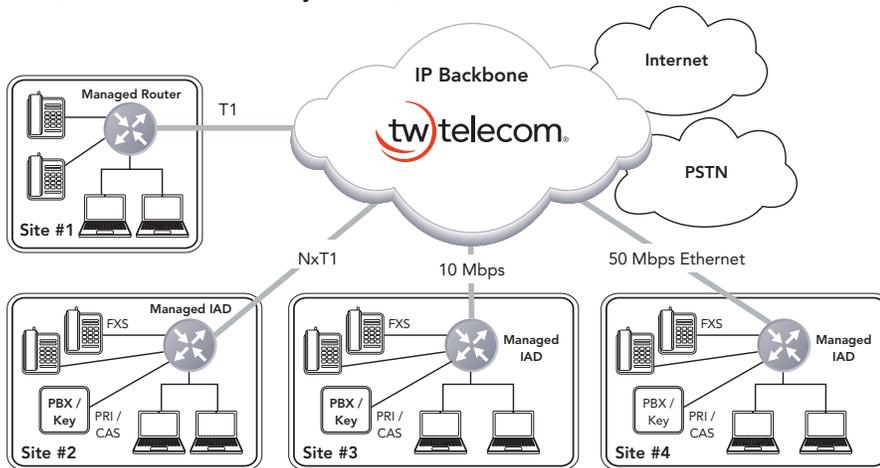
Much more than a simple bundled service, Converged Services delivers overall flexibility in network design, the ability to change configuration based on location needs, greater control over bandwidth allocation and prioritization, and built-in security, giving your business a much more robust solution to maximize your network and your resources. Whether you have a single location, or hundreds of sites of all different sizes, Converged Services has flexible connection options to meet your needs starting at a single T-1 and scaling up to Gigabit Ethernet.

Delivering multiple services over a single fully-managed connection not only simplifies your network, it also saves your business time and money. Everything you need is included with no expensive hardware to buy, configure, maintain or manage.

## Feature-Rich Capabilities

- Select the appropriate mix of full featured lines, and digital trunks or PRI for your voice service. Our voice service is designed to seamlessly support either traditional or IP phone systems.
- With tw telecom's fully-managed secure Internet access, you do not have to equip each site with its own Internet connection and firewall, maximizing your bandwidth and IT resources, and minimizing cost.
- Dynamic bandwidth allocation enables Converged Services to more efficiently use bandwidth. Voice and data can more efficiently use the available bandwidth so there is never idle capacity.
- Class of Service (CoS) options allow you to further manage bandwidth by prioritizing time-sensitive applications to ensure peak performance.

**CONVERGED SERVICES**  
(IP VPN, Internet, Security & Voice)



**Advantages of Converged Services**

**Simplicity:** Simplify your network by integrating voice, data and Internet into a single, flexible, efficient solution.

**Any-to-Any Connectivity:** A fully meshed network allows you to reduce latency by avoiding hub and spoke traffic patterns. It also makes adding a location quick and easy.

**Internet Security:** All Internet traffic flows through **tw telecom**'s redundant network firewalls, which are managed by our team of security experts.

**Free Long Distance and In-Network calling:** All lines, trunks and PRI come with free long distance minutes of use (based on bandwidth purchased) and free calling to any other **tw telecom** customer nation-wide.

**Proactive Management:** Fully-managed security and hardware frees your IT resources up for other initiatives. Your network connections are also monitored 24x7.

**Control & Visibility:** MyPortal provides self-service access to account information, bandwidth utilization, on-line billing, trouble ticket creation and tracking, and much more.

**SLA:** Your services are backed by **tw telecom**'s industry leading Service Level Agreements.

**Superior Customer Experience:** Our people listen carefully, respond quickly and make things happen.

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## By Business Type

Whatever your communications needs, tw telecom has just the right solution for you.

We own, operate, and manage our all-fiber SONET network to deliver your company the industry's best security, reliability, and flexibility. With our unrivaled customer experience, you spend less time worrying about your network, and more time driving your business.

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## Small/Medium Business

From local phone service to bundled packages of voice and data services, tw telecom delivers the solutions that meets the needs of small and growing businesses.

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[Internet Services](#)

[Native LAN](#)

[Storage Transport Services](#)

[Switched Native Lan](#)

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[Business Voice Services](#)

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## Enterprise Customers

We've built our network to support your complete telecommunications requirements. We offer businesses "last mile" broadband connections for data, high-speed Internet access and voice. Our SONET-based networks include 100% fiber optic, fully redundant, self-healing digital rings. Diverse routing is standard on most of our metro services. You experience the highest quality voice, data and video communications transmission possible. Our innovative [National Operations Center \(NOC\)](#) monitors all our networks for reliability and performance, 24-hours-a-day, seven-days-a-week.

[Click here to have a sales representative contact you.](#)

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# Public

Our solutions include:

- [Internet & Data Products](#) that allow customers to create their own internal computer networks and to access the Internet and other external networks.
- [Switched & Transport Services](#) which include local and long distance calling solutions that use a carrier class switch to connect one calling party to the other, and private line connections for broadband services at transmission speeds from 1.5 megabits to 10 gigabits per second.
- [Packaged Solutions](#) that bundle products and services to meet unique customer needs for voice, data and dedicated Internet access.
- [Government](#)
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# Carrier Services

tw telecom Carrier Services provide wholesale Ethernet, IP, and transport services for national and regional carriers, mobile wireless, ISPs, cable companies and content providers

- Nation's largest independent carrier with network in 75 markets and fiber connecting nearly over 10,000 commercial buildings
- Proven financial track record with over 15 years of experience
- National fiber network with 27,000 route miles and a 10G IP backbone
- Competitively priced products and solutions
- Industry Ethernet pioneer
- Strong commitment to customer service

(Statistics as of March 31, 2009)

[Contact us](#) for more information or call a [local sales office](#)

Some of our services for carriers include:

- Metro & Inter Market
  - Carrier Ethernet (2 Mbps-10G)
  - Transport (DS1-OC192)
  - Wavelengths (2.5G and 10G)
- Internet Services
- Inbound PRI and Voice Services
- Co Location Services in 75 Cities



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## By Industry

tw telecom delivers intelligent solutions to solve the most critical communication needs in your industry. These solutions maximize your system efficiencies, increase your employee productivity, and minimize your bottom-line costs.

### Healthcare

Our network solutions deliver speed, security, and reliability for a high data-intensive environment that needs to meet stringent regulatory requirements and today's patient demands.

- [Delivering Healthy Cost Cuts for HealthPlus Hospitals](#)
- [Central Accounting in Healthcare](#)

### Government and the Public Sector

Our industry-leading privately-owned networks are highly secure and not cluttered by general public use, but have the bandwidth you need to manage any amount of voice or data traffic.

- [Tripling Internet Bandwidth at 80 Percent of the Cost for the City of Clearwater](#)

### Financial Services

With over 200 financial services companies using our solutions, tw telecom has the in-depth expertise to deliver solutions to maximize security and privacy. how our communications solutions work for you.

- [Imaging in Financial Services](#)
- [Leading Community Bank Deposits Greater Network Reliability and Performance](#)

### Higher Education

tw telecom delivers comprehensive leading-edge solutions to more than 50 higher education institutions, supporting student demands for state-of-the-art communication services, and administration needs for increased productivity and cost control.

- [K-12 Campus Networking](#)
- [Boise State University Graduates to Largest National Education VoIP Deployment With tw telecom IP-based Solution](#)

### Retail

tw telecom's flexible, scalable solutions deliver faster, more reliable connectivity for real-time accounting, sales transactions, and inventory management.

- [Centralized Accounting & Sales Reporting for Retail](#)

### Shipping

- [International Shipping Broker Charters VoIP to Sink Long Distance Phone Charge](#)

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