

February 12, 2014

VIA ECFS

EX PARTE

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
Washington, DC 20554

Re: *Section 63.71 Applications of tw telecom holdings inc. and tw telecom of arizona llc, WC Docket Nos. 14-20 and 14-21*

Dear Ms. Dortch:

On February 10, 2014, on behalf of tw telecom holdings inc. and tw telecom of arizona llc (together, "tw telecom"), Mia Guizzetti Hayes and the undersigned of Willkie Farr & Gallagher LLP spoke by telephone with Rodney McDonald and Kimberly Jackson of the Wireline Competition Bureau about the above-referenced proceedings.

We explained that voice service is the only component of the Integrated Business Line and Complete Dynamic ATM products that is subject to Section 214 discontinuance requirements. We also explained that tw telecom continues to make voice service available as part of the Converged Services product and on a standalone basis.

After the call, Ms. Hayes emailed Mr. McDonald and Ms. Jackson per their request the attached letters from tw telecom to its Integrated Business Line and Tucson-area Complete Dynamic ATM customers.

Please do not hesitate to contact me with any questions regarding this submission.

Respectfully submitted,

/s/ Thomas Jones

*Attorney for tw telecom holdings inc.
and tw telecom of arizona llc*

cc: Rodney McDonald
Kimberly Jackson

Attachments

Hayes, Mia

From: Hayes, Mia
Sent: Monday, February 10, 2014 4:29 PM
To: 'rodney.mcdonald@fcc.gov'; 'kimberly.jackson@fcc.gov'
Cc: Jones, Thomas
Subject: tw telecom Section 63.71 Applications (WC Docket Nos. 14-20 and 14-21)
bypassdelmd
Attachments: IBL Customer Letter 1.pdf; IBL Customer Letter 2.pdf; Complete Dynamic ATM Tucson Customer Letter.pdf

Rodney and Kim,

Attached per our conversation this afternoon are copies of tw telecom's communications to customers regarding the Integrated Business Line product and the Tucson-area Complete Dynamic ATM product.

Please let us know of any questions.

Best,

Mia

Mia Guizzetti Hayes
Willkie Farr & Gallagher LLP
1875 K Street, N.W.
Washington, DC 20006
P: (202) 303-1197
F: (202) 303-2197
E: mhayes@willkie.com



December 8, 2006

Dear Customer:

We appreciate your continued business with Time Warner Telecom. You currently have a contract for Time Warner Telecom's Integrated Business Line (IBL) services and we hope that you are pleased with your service. We want you to know that while Time Warner Telecom will continue to support your IBL service through the life of your contract, we will not be making any enhancements or further developments to the service.

Time Warner Telecom has made the decision to place our focus on our more efficient VersiPak service. VersiPak is very similar to IBL but offers a more robust platform and set of features for growing businesses.

We are dedicated to providing the finest business communications services and customer care available, allowing you to focus on your business. If you'd like to talk with us about our communications solutions, please contact your local Time Warner Telecom account representative for more information on other available product solutions that may best fit your business.

Sincerely,

Time Warner Telecom



December 8, 2006

Dear Customer:

We appreciate your continued business with Time Warner Telecom and trust that you are enjoying your Integrated Business Line (IBL) services. In an ongoing effort to provide you with the best quality customer care possible, we are notifying you that your contract for IBL services with Time Warner Telecom will be expiring during 2007.

We have made the decision to place our focus on our more efficient VersiPak service. VersiPak is very similar to IBL but offers a more robust platform and set of features for growing businesses. At the end of your contract period, your IBL service will not automatically renew as in the past, and you will not be able to purchase a new contract for IBL. Time Warner Telecom has several other possible solutions, including VersiPak that may be able to meet your voice and Internet needs.

We are dedicated to providing the finest business communications services and customer care available, allowing you to focus on your business. Please contact your local Time Warner Telecom account representative for more information on other available product solutions that may best fit your business.

Sincerely,

Time Warner Telecom



tw telecom inc.
10475 Park Meadows Drive
Littleton, CO 80124
T 303 566 1000
F 303 566 1282

May 18, 2012

RE: Your Complete Dynamic ATM service agreement entered into between **tw telecom** and
for service at ("service agreement")

Dear Customer:

tw telecom appreciates your business and would like to notify you of some changes regarding the Complete Dynamic ATM service to which you currently subscribe.

Due to technology changes and our need to keep our network up-to-date, the equipment currently being used to provision the Complete Dynamic ATM service is no longer supported in **tw telecom's** current product portfolio, and we will no longer be able to renew your Complete Dynamic ATM service agreement, which will revert to a month to month basis at the end of the current term.

We would like to work with you to migrate your service to the Converged Services platform currently offered by **tw telecom**, which is based on the latest equipment and communications technology. Converged Services will allow you to fully integrate Voice (analog lines, PRI, digital trunks) with data (VPN) and/or Internet and Security services on a single connection. Data, Internet and Voice services dynamically share all bandwidth, and the voice traffic is always prioritized over data.

If you do not wish to replace your Complete Dynamic ATM service at this time, **please be advised that effective June 18th, certain restrictions will apply to your continued use of the service.** You will be able to make minimal feature changes to your service, but you will not be able to move the service to another location or add additional locations to your service.

If you have questions or wish to contact me to discuss Converged Services or another service offering from **tw telecom**, you may do so at the number or email provided below.

If you also subscribe to other services from **tw telecom**, those services will NOT be impacted by the changes listed above on your Complete Dynamic ATM service. Your other services will remain in place and under contract with no change to the applicable rates, terms, or conditions.

We look forward to continuing our relationship and providing the best service that meets your telecommunications needs. **tw telecom** is dedicated to providing the finest business communications services and customer care available, allowing you to focus on your business. Please contact me to talk about **tw telecom's** Converged Services or our other communications solutions that may best fit your business.

Sincerely,