



MEDIA CONTACT

Bob Meldrum
bob.meldrum@twtelecom.com
303.566.1354

Green Mountain Energy Company Calls on tw telecom to Build Disaster Recovery Solution

- Connects company's data center in Austin, Texas to redundant site in Phoenix
- Leverages **tw telecom's** newly expanded Phoenix metro fiber optic network

PHOENIX, Ariz. – November 3, 2009 -- **tw telecom** (NASDAQ: TWTC), a leading provider of managed voice, Internet and data networking solutions for businesses, today announced Austin, Texas-based Green Mountain Energy Company, the nation's leading provider of cleaner energy and carbon offset solutions, has completed the implementation of a new disaster recovery solution over **tw telecom's** national MPLS network. The installation includes its new fiber optic network expansion in Phoenix, Arizona.

The solution connects Green Mountain's Austin data center to a redundant implementation of servers and storage operating in a third-party data center served by **tw telecom**.

"High customer satisfaction is one of our top corporate values and a robust business continuity strategy is key to delivering high customer satisfaction," said Heidi Schrab, director of operations at Green Mountain Energy Company. "When we were working on plans for updating our disaster recovery solutions and reviewing partner options, **tw telecom** stood out. Their team worked with us on several disaster recovery scenarios and together we were able to leverage the latest in technologies and deploy the new connectivity quickly. The **tw telecom** infrastructure reach and their ability to deliver on-net services into third-party data centers sealed the deal."

"Green Mountain Energy Company is an innovative and forward looking company that focuses on quality and efficiencies as it builds out its enterprise network," said Ron Martin, vice president and general manager for **tw telecom's** Phoenix market. "Our Phoenix fiber optic network has over 1.2 million square feet of co-location and data center space already connected, so we were able to implement a disaster recovery solution for Green Mountain Energy in a fraction of the time others would have taken to build it out.

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“Our customers across the country are building out disaster recovery applications and integrating new technologies like Telepresence, all of which require scalable, secure and reliable bandwidth. We have invested in our network infrastructure to capture that market growth,” Martin added.

tw telecom connects more commercial buildings to its fiber network than any other competitive communications provider. In fact, it has the third highest market share of retail Ethernet ports in service. With its own metro fiber networks and one of the ten most interconnected IP backbones in the world, **tw telecom** has the national capability, robust product portfolio and national/local customer care teams to support mission critical enterprise applications and to deliver the industry’s most sought after customer experience.

About tw telecom

tw telecom holdings inc., a unit of **tw telecom inc.**, headquartered in Littleton, Colo., provides managed network services, specializing in Ethernet and transport data networking, Internet access, local and long distance voice, VoIP, VPN and security, to enterprise organizations and communications services companies throughout the U.S., and globally. As a leading provider of integrated and converged network solutions, tw telecom delivers customers overall economic value, quality, service, and improved business productivity. Please visit www.twtelecom.com for more information.

About Green Mountain Energy

Green Mountain, the nation’s leading provider of cleaner energy and carbon offset solutions, was founded in 1997 “to change the way power is made.” The company is the longest serving green power marketer in the U.S. Green Mountain offers consumers and businesses the choice of cleaner electricity products from renewable sources such as wind and water and carbon offset products. Green Mountain customers have collectively helped avoid over 4.9 million tons of CO₂ emissions. For more information, visit www.GreenMountain.com.

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