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tw telecom Announces Comprehensive Managed Services for Enterprises

- Introduces managed customer edge router solution*
- Securely manages and runs customers' mission-critical networks*
- Outlines foundation for comprehensive managed voice, Internet and data solutions to improve efficiencies and growth opportunities for enterprises*

LITTLETON, Colo. – February 4, 2009 – **tw telecom**, (NASDAQ: TWTC) a leading provider of managed voice, Internet and data networking solutions for businesses, today introduced a managed customer edge router solution to compliment its existing MPLS IP VPN network capabilities. Customer orders for the new service are now being taken, with national availability scheduled for second quarter. Click on www.twtelecom.com for more information about **tw telecom** managed services.

“As the enterprise rapidly adopts new strategies, leverages new technologies and creates efficiencies in their businesses, our managed services platform positions them for growth,” said Graham Taylor, Senior Vice President – Sales and Marketing at **tw telecom**. “This platform enables us to deliver and manage the end-to-end communications service experience for customers. Customers can focus on managing their applications and outsource management of their WAN and routers to us. Our additional focus on managed services increases our addressable market and our ability to do even more for customers in the future.”

tw telecom has always focused on making the networking experience easier and more complete for its customers so they can focus on critical applications of running their businesses. **tw telecom** managed services capabilities enhance and leverage the company's expertise in IP networking, network management, and managed security. This new solution compliments the company's network management strategy. **tw telecom** focuses on delivering a simple, end to-end, and compelling offer for customers that have critical secure network management needs, yet strained budgets.

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“Customers requirements center around flexibility, network design, management, and security of their networks,” Taylor said. “With these new **tw telecom** managed services capabilities, the foundation is in place to ultimately merge public Internet and private intranet communications, where security is the key, and have a partner to install, configure and manage routers throughout the life of the device at customer locations. We will do it for them.

“The bottom line is that with these new managed services capabilities, customers can entrust us to securely manage their most mission–critical communications networks.

“We intend to leverage this managed services capability to deliver a platform for a wide array of new scalable, reliable and efficient services. Our managed edge router solution is the first step to grow with our customers and deliver new products and services they need. Once the router is in place, we will be able to add incremental new services and capabilities that require minimal new equipment or truck rolls to install or service,” Taylor added.

tw telecom managed services are comprehensive and include the procurement, staging, delivery, configuration, installation, network interoperability testing, and ongoing management of the device, as well as software and hardware upgrades, configuration updates, and other changes/moves required by the customer for their total network solution.

Customers are building their networks towards convergence and to enable collaboration across the Internet for shared applications such as web and video conferencing and Web 2.0 applications like wikis. These are services **tw telecom** protects and makes easier for customers to manage. The company’s managed services solutions also offer very scalable, efficient ways to deliver new budget-conscious services that ultimately increase the loyalty customers have to **tw telecom**.

As an added feature, on-line visibility of **tw telecom’s** MPLS IP VPN service is available through the company’s new customer portal, called MyPortal, (see press announcement Feb. 3, 2009 on www.twtelecom.com). With **tw telecom’s** MyPortal, customers are able to view and monitor on-line performance, billing, service changes, and trouble ticket activity on-line. This saves customers time and money and gives them a simple, easy-to-use, single point of entry into **tw telecom** and its services. The customer portal, along with new managed services capabilities, catapults **tw telecom** into the forefront of competitive service providers who deliver efficient, reliable and cost effective communications solutions for today’s customers.

The **tw telecom** managed customer edge router solution, combined with its robust product and network capabilities, is the enabler for delivering foundational network services.

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“As the edge router takes on more functionality and applications support for the enterprise’s internal data networking, or intranet, and the public Internet access, it can also support voice networks between locations,” Taylor said. “Most important, our network operations center securely manages the portfolio of applications, services and routers.”

A managed services foundation in place, combined with **tw telecom**’s converged secure network, provides vast opportunities for a customer to access capabilities beyond their network. “We then easily connect our on-net customers to applications service providers operating out of more than 300 commercial data centers and colos we own or are connected to across the country to deliver valuable hosted applications like storage and video services,” Taylor added.

“Ultimately, we connect customers locally or across the country, thereby adding value to our vast fiber networks of more than 26,000 route miles, and not have to build every application ourselves. That is the power of **tw telecom** networks and managed services capabilities,” Taylor said.

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. 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.

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