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**tw telecom Named Finalist for Prestigious
2010 'Voice of the Customer' Award**

- Top telecom provider in annual competition

DENVER – July 6, 2010 – **tw telecom**, (NASDAQ: TWTC) a leading provider of managed voice, Internet and data networking solutions for businesses, today announced that it was named a finalist for Forrester Research's 2010 'Voice Of The Customer' Award. The award recognizes initiatives that enable companies to dramatically improve how they collect, interpret, and react to customer feedback.

tw telecom was named a finalist for its disciplined and strategic approach of continuously collecting and acting on customer feedback to improve the customer experience, increase loyalty and drive revenue growth. **tw telecom** was the only telecom provider named a finalist in the annual competition, and other finalists were Adobe, American Express, American Family Insurance, CDW, Ceridian, DELL, EMC, Fidelity Investments and USAA.

"We are honored to have been named a finalist by Forrester Research because it demonstrates the extent to which we have integrated customer feedback into all of our processes," said Lara Wise, vice president of Customer Experience for **tw telecom**. "At **tw telecom**, we have built our reputation on offering customers tremendous value and the highest levels of customer service. This award reflects that commitment."

tw telecom's customer care and operational focus has centered on a balance of customer satisfaction matched with the ease of doing business to drive customer loyalty. Specifically, the company has implemented a unique customer portal that drives local enterprise relationships with a national and local support structure to minimize downtime and enhance customer- company interaction.

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 business Ethernet ports in service. **tw telecom** integrates complex Ethernet and Converged IP VPN solutions and, with its own national fiber network and IP backbone, 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.

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