



tw telecom inc.
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Effective: August 17, 2002 (notice sent July 1, 2002)

RE: Mandatory Dialing Change in Rochester

Dear Customer:

This letter is to inform you of the mandatory dialing change that will take place in the Rochester area, affecting the area served by the recently introduced 585 area code. The new 585 area code was introduced to the following counties: Orleans, Genesee, Wyoming, Allegany, Monroe, Livingston, Ontario, Yates and Steuben. **Mandatory dialing becomes effective August 17, 2002**, after which time callers will need to use the 585 area code to complete calls to this area.

To prepare for this new area code your equipment (e.g. ISDN equipment, PBX Systems, burglar alarm systems, key systems, fax machines, 800 number etc.) may need to be reprogrammed to recognize 585 as a new area code. Please check with your equipment vendor for additional information and requirements.

Please refer to the following page for specific dialing plans.

You may contact your local tw telecom Account Executive for assistance by calling 585-756-1900. Additional information can be found on the New York Public Service Commission's web page at: <http://www.dps.state.ny.us/> or on the **tw telecom** website at: <http://www.twtelecom.com>.

Sincerely,

Your **tw telecom** Account Team

Dialing Plans for Area Code Split from 716 to 585

The following matrix identifies how calls should be dialed within each of the affected area codes.

First, if necessary, dial the access code to get an outside line (e.g. 9). Then dial as follows:

Dialing From Area Code	To Area Code	To make the call after the Mandatory Dialing period (begins 8/17/02)
716	716	7-digit telephone number OR 1+716+7-digit telephone number
	585	1+585+7-digit telephone number
	All other area codes	1+area code+7-digit telephone number
585	585	7-digit telephone number OR 1+585+7-digit telephone number
	716	1+716+7-digit telephone number
	All other area codes	1+area code+7-digit telephone number

Note: How a call is dialed has no bearing on the rate charged.

tw telecom customers with incoming-only service may want to use the chart above to advise or educate clients and employees of the changes to the dialing plan.