

Voice Services: Multi-Location Solutions



tw telecom customers can use voice services to expand into new markets with little or no equipment investment. Historically referred to as "foreign exchange" service, these products allow our customers to obtain switched service in distant areas or even other cities without the need for a physical presence in those cities. Business Expansion Service, Expanded Exchange Service and Intercity Switched Service are all designed with budgetary constraints in mind.

Our suite of voice services delivers the best solution for your company's telecommunications growth. We work with you to customize your solutions to best fit your growth plans.

Business Expansion Service

Business Expansion Service provides you a "virtual" presence in another calling area. This special telephone number allows your branch office or your customers to call you without a long distance or extended usage charge.

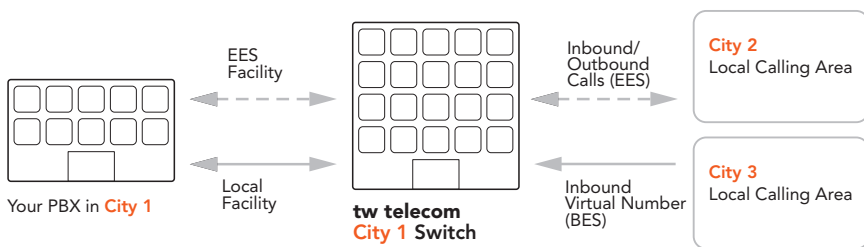
Features

- Inbound service from distant rate centers
- Rate center consolidation on single facility
- Flexibility in rate center choices

Benefits

- Business growth into new markets
- No need to subscribe to 8XX service for your customers
- Consolidate calls from multiple cities* on one facility
- Reliable service with a fixed monthly rate
- Professional services 24x7x365

Business Expansion Service & Expanded Exchange Service

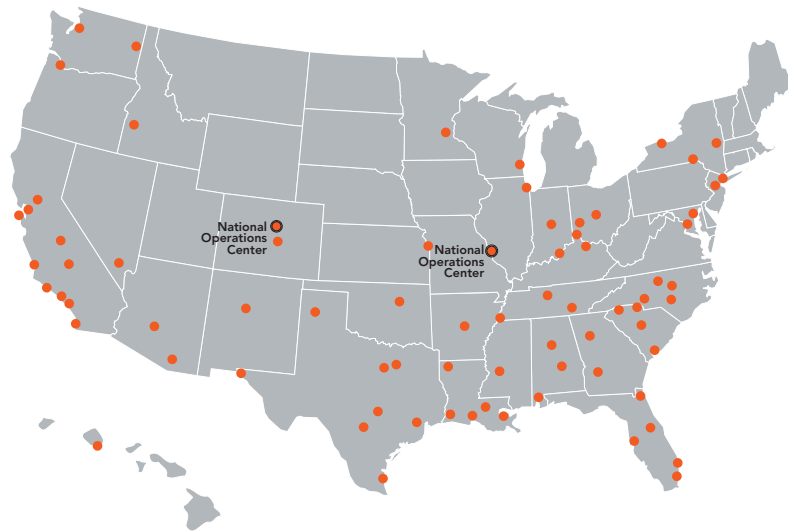


--- Expanded Exchange Service – Shows a customer in City 1 who has service for City 2

— Business Expansion Service – Shows a customer in City 1 who has BES service from City 3

About tw telecom

tw telecom delivers the most advanced telecommunications solutions on the market to a wide spectrum of businesses and organizations across the United States. Since 1993, we have built a legacy of success through exceptional customer care, remarkable products and powerful networks. These strengths enable us to deliver scalable solutions that help customers improve their business metrics. For more information, please visit www.twtelecom.com.



Expanded Exchange Service

Expanded Exchange Service allows you to match the appropriate switched service facility to calling areas (rate centers) beyond the one where you are physically located. This enables you to place and receive calls to and from this area without incurring long distance or extended area usage charges.

Features

- Local Calling Area service for distant rate centers
- Your choice: inbound, outbound or two-way service available
- Dedicated facilities
- Flexibility in rate center choices

Benefits

- No extended area usage charges to (or from) selected areas
- Helps cut costs by reducing intra-lata expense
- Give your business a local presence
- No added equipment costs
- Controls calling expense associated

with remote employees, or branch locations

- Reliable service with a fixed monthly rate
- Network monitoring and customer service 24x7x365

Intercity Switched Service

With Intercity Switched Service, you are able to place and receive calls in a different **tw telecom** city* from where you are located without incurring long distance charges.

Features

- Two-way (dialtone) service from distant **tw telecom** cities*
- Your choice: inbound, outbound or two-way service available
- Reliable intercity transport network
- Multiple cities* to choose from

Benefits

- Link multiple cities* together
- Cuts cost by reducing long distance expense

- No added equipment costs
 - Reliable service with a fixed monthly rate
 - Network monitoring and customer service 24x7x365
- * Not available in all areas. Distant city must be on the same regional network.

Intercity Switched Services

