

## tw telecom Special Provisions for Supplemental Services to Integrated Bundle

**Special Provisions for Business Expansion Services ("BES"):** tw telecom ("TWTC") may, upon 30 days' written notice, discontinue providing BES or increase the pricing if regulatory conditions and/or interconnection agreements affecting TWTC's provision of the service change. Customer may reject the rate increase without penalty by providing 30 days' written notice to TWTC, and TWTC may discontinue providing the service upon such rejection. Customer may be required to change its virtual telephone number(s) if TWTC adds additional facilities, such as a central office, in the applicable serving area and transfers NXX codes to the new facilities. TWTC does not guarantee the completion of calls to the BES telephone number other than from the exchange associated with the telephone number even though end users in other exchanges may have local calling plans that include calls to end users physically located in the exchange associated with the BES telephone number.

**Special Provisions for Expanded Exchange Service ("EES"):** EES provides local exchange service from a rate center other than where the Customer is physically located. The dial plan (local calling) is associated with this "foreign" rate center, which can impact Customer's local and intraLATA toll calling. TWTC will include the EES telephone number, name and address in the appropriate 911 database; however, any calls to 911 using this EES facility may be routed to an incorrect 911 agency.

**Special Provisions for Intercity Switched Service ("ISS"):** ISS provides local exchange service from a rate center other than where the Customer is physically located. Customer's local calling plan is associated with the rate center from which its ISS service originates and may impact Customer's local and intraLATA toll calling and the charges for each. ISS will not allow access to the appropriate 911 emergency system for the ordered ISS cities. Customer must sign a Limitation of Service 911 Access Waiver. The long haul (intercity) transport is provided under separate agreement with TWTC.

**Special Provisions for Shared Web Hosting Products:** Customer may cancel shared web hosting services without termination liability by providing written notice to TWTC during the first 30 days of service if the services do not meet the Customer's reasonable satisfaction.

The Customer is solely responsible for providing the following:

- Reading the Welcome Letter and appropriate guides prior to setting up the server.
- Supplying a personal computer that has Internet connectivity and uses a web browser that meets TWTC's minimum standards (as of 08/24/2004, Netscape Navigator version 4.7 or later, Microsoft Internet Explorer version 5.0 or later). These standards may change in the future. To manage the server from the user interface (UI), Customer must have Java and Java Script enabled.
  - File Transfer Protocol (FTP) and a Graphical User Interface (GUI) version of an FTP program is preferred.
  - Internet connection to remotely access and administer the server.
  - The Customer is responsible for uploading site/email/FTP information to the server.
  - The Customer is responsible for administration and provisioning of email clients pointed at the email server.

**Special Provisions for Virtual Reach:** In the event Customer orders Virtual Reach, TWTC reserves the right in its discretion, upon 30 days' notice to Customer, to discontinue, provision or increase the price of any Virtual Reach products ordered hereunder in the event that regulatory conditions and/or interconnection agreements affecting TWTC's provision of Virtual Reach change after the date of this Agreement. In the event that Customer does not accept TWTC's rate increase, Customer may discontinue the affected Virtual Reach products without penalty upon 30 days' notice to TWTC. TWTC is unable to guarantee the completion of calls to the

Virtual Reach telephone number from exchanges other than the exchange associated with the telephone number, even though end users in the other exchanges may have local calling plans that include calls to end users physically located in the exchange associated with the Virtual Reach telephone number. Each unit of Virtual Reach ordered hereunder is priced in increments of 200,000 minutes of use per month per remote market in which the Service is provided. Terms and conditions, rates and charges for applications exceeding 200,000 minutes of use per month per unit of Virtual Reach will be determined on an individual case basis (ICB). If the Customer's actual usage of a unit of Virtual Reach ordered hereunder exceeds 200,000 minutes of use per month per remote market, TWTC may, upon 30 days' written notice, recalculate and adjust the monthly recurring rates to be charged to the Customer.