Long Distance Services Letter of Agency

CUSTOMER ACCOUNT NUMBER:

Preferred Carrier Freeze

Customer hereby authorizes **tw telecom** to act as its agent to switch the pre-subscribed long distance carrier and to place a preferred carrier freeze ("PIC Freeze") for the service(s) checked below. This means that all service(s) checked below and placed from the telephone numbers designated below for such service(s) will be carried by TWTC, and Customer cannot change this selection unless Customer authorizes a lift of the PIC Freeze. Customer can lift the PIC Freeze in one of two ways: (1) it can submit a written and signed authorization to TWTC stating its intent to lift any or all of the PIC Freezes designated below; or (2) it can participate in a three way conference call among itself, TWTC and the new carrier it has selected to be its preferred carrier, in which it provides TWTC with appropriate verification data, and it states its intent to lift any or all of the PIC Freezes designated below. Customer understands that it will not be able to make a change in carrier selection unless it lifts the PIC Freeze via one of the two methods described above.

Customer understands that if it elects to lift a PIC Freeze associated with a TWTC integrated service offering requiring the service(s) below as part of the integrated offering, the pricing for the remaining services under contact as part of the integrated offering will then be subject to change.

Customer also understands that this selection may involve a change charge imposed by the telephone company providing local service to these numbers.

( ) IntraLATA Toll Service

Preferred Carrier on which PIC Freeze applies: **tw telecom**

Customer authorizes TWTC to implement a PIC Freeze for intraLATA toll service for the following telephone numbers:

Area Code	Telephone Number

Customer understands that only one telecommunications carrier may be designated as the preferred intraLATA toll carrier for any single telephone number.

( ) InterLATA Toll Service

Preferred Carrier on which PIC Freeze applies: **tw telecom**

Customer authorizes TWTC to implement a PIC Freeze for interLATA toll service for the following telephone numbers:

Area Code	Telephone Number

Customer understands that only one telecommunications carrier may be designated as the preferred interLATA toll carrier for any single telephone number.

The individual signing below represents and warrants that s/he has the proper authority to execute this Letter of Agency on behalf of Customer. This Letter of Agency revokes all previous letters of agency regarding long distance service provided to the telephone numbers shown above.

Customer Information:

Company Name: _____

Billing Address: _____

City: _____ State: _____ ZIP: _____

By (print name): _____

Title: _____

Signature: _____ Date: _____

Please Fax form to 303-803-9638, or mail to:

tw telecom
Attn: Customer Care
2342 Technology Drive
O'Fallon, MO 63366