

Traditional Voice Services

In line with our continuing efforts to provide you with excellent customer service, **tw telecom** is pleased to announce significant improvements to our Service Level Agreements for our traditional Voice Services.

tw telecom provides you with the following Service Level Agreement metrics and corresponding credit allowances for traditional Voice Services. These policies are also reflected in our applicable tariffs.

Metric	Definition	Service Level
Availability	Availability is defined as the time the Company's network is available for processing a telephone call.	99.99% or Greater
Dial Tone Delay (DTD)	The specific time between Customer's going off-hook and the receipt of dial tone from the service telephone central office.	2.0 seconds maximum
Noise	Unwanted electrical signals introduced into the telephone lines by circuit component or natural disturbances which tend to degrade the performance of the line.	17 dBrnC maximum
Post Dial Delay (PDD)	The time from when the last digit is dialed to the moment the phone rings at the receiving location.	2.0 seconds maximum
Signal Loss	The diminishment of the signal level strength resulting in decay and quality of the call and signaling.	3 dB maximum
Minimum Loop Current	Minimum level of current between the originating and terminating locations of a call required to support accurate signaling on the call.	23 Milliamps (mA)
Grade of Service (Vendor Network)	The probability that an attempted call will receive a busy signal, expressed as a decimal fraction. This factor is applicable only to the Company's network and not to any portions of the underlying network provided by another telephone service carrier.	P.01 or better
Change of RespOrg	The transition of management and administration of a Customer's 8XX telephone number records in the 8XX Service Management System. This standard is applicable when a Customer transfers 8XX telephone number service from one carrier to another.	10 days maximum

Calculation of Credit for Service Interruption

Upon Customer's request, Company shall credit Customer's invoice for service interruptions of five minutes or more. Credit allowance will begin from the time that trouble is reported to the **tw telecom** Maintenance Center and the resulting trouble ticket is opened. The credit allowance will be calculated as a percentage of the monthly recurring charge for the affected service(s) as follows:

Length of Interruption	Credit Allowance
More than 5 minutes up to 4 hours	5%
More than 4 hours up to 8 hours	10%
More than 8 hours up to 12 hours	15%
More than 12 hours up to 16 hours	20%
More than 16 hours up to 24 hour	35%
More than 24 hours	50%

The following credit allowances are specific to service addresses in the states noted.

Length of Interruption	Credit Allowance
More than 24 hours up to 96 hours (Ohio only)	67%
More than 96 hours (Ohio Only)	100%
15 or more days (Colorado Only)	100%

Trouble Ticket Reporting

If the Customer encounters a problem with their traditional voice service after the actual completion date, the Customer must obtain a trouble ticket by calling 1-888-245-0608. The duration of the problem is determined solely by the date and time the trouble ticket was opened and subsequently closed out as a resolved issue. Credits will not be issued unless a trouble ticket exists for the circuit in question.

Requests for Credit Allowances

Credit Allowances must be requested from the Company within 120 days of receipt of the bill covering the outage period. Any claim not filed within this time period shall be deemed waived.

Claims must include the trouble ticket number and may be submitted by telephone at 1-800-565-8982 or online at: <https://billing.twtelecom.com/disputes/>

If you have any questions, you may contact your local **tw telecom** account representative or contact our Customer Service Center toll-free at 1-800-829-0420.