Customer Payment Options

Secure Online Single Payments / Recurring Payment options
You may enroll at https://customerportal.twtelecom.com/
For questions, please call Customer Care at (800) 829-0420, option 3, Monday – Friday, 7am – 7pm CT.
Allow 2 business days for on-line payments to post to your account after settlement.

First Class Mail
Include your account number on your check and include your remittance stub(s). When making payments for multiple accounts, include detailed payment application instructions for each account.
Allow increased mailing time due to recent US Postal changes + 2 business days for posting after received and deposited at our lockbox.*

tw telecom
PO Box 172567
Denver, CO 80217-2567

Overnight Mail – must be marked as early a.m. delivery to be included in that day’s deposit. Include your account number on your check and include your remittance stub(s). When making payments for multiple accounts, include detailed payment application instructions for each account.

Wells Fargo Lockbox Service
C7301-L25
1740 Broadway Street – Floor L2
Re: 172567
Denver, CO 80274

Allow 1 business day for posting after received and deposited at our bank.*

ACH – Wire Transfer
Electronic Funds Transfer (EFT) - Wire Transfer / Automated Clearing House (ACH) Transfer
The following bank information is necessary for Wire or ACH transfers:

<table>
<thead>
<tr>
<th>Bank:</th>
<th>Wells Fargo Bank, N.A.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABA#:</td>
<td>121 000 248</td>
</tr>
<tr>
<td>Account Name:</td>
<td>tw telecom</td>
</tr>
<tr>
<td>Account #:</td>
<td>412-1305-593</td>
</tr>
<tr>
<td>SWIFT#:</td>
<td>WFBIUS6S</td>
</tr>
</tbody>
</table>

When sending payment via wire transfer, include your account number in the OBI field, preceded by a # (pound) sign. If there are multiple account numbers, include a # sign between each account number. When sending payment via an ACH transfer, use a CCD+ record format for payment on one account or a CTX record format for payment on multiple accounts. These formats are preferred due to their capability of capturing addenda information. The Individual ID field on the CCD+ record format should include your account number. The CTX record format should include account numbers and amounts to be applied to each account.

In order to apply your ACH or Wire Transfer Payment in a timely and accurate manner, fax or e-mail the following payment details to:

Fax: tw telecom Attn: Payment Application Group at: 720-225-6036
E-mail: Bank.Receipts@twtelecom.com
  • Name on Invoice
  • Account Number(s)
  • Amount of Payment for each Account and invoice number / invoice date

Please allow 1 business day for posting after received and deposited at our bank.*

W-9 and Vendor information:
Please visit:
https://customerportal.twtelecom.com/
http://www.twtelecom.com/cust_center/customer_forms_cert.html

* Posting times are based on payment method and completeness of posting information received with payment.