Customer Premise Maintenance Policy:
Time and Materials & other Associated Charges

Time and Material & Other Associated Charges

Overview:

Time and Materials Charges are charges for Customer requested work performed by a tw telecom employee or 3rd party contractor that are beyond the scope of the services which the customer has contracted for. Typically Time and Material Charges apply to, but are not limited to, work efforts associated with the installation of inside wire, preparation of customer telecommunication spaces and maintenance work on customer equipment or inside wire, advanced mitigation of Denial of Service associated with Internet Access and general troubleshooting and technical support on the Customer’s side of the demarcation point. Chargeable time is labor which includes, but is not limited to, drive time to and from the site, work preparation, actual work, and clean-up. Material Charges are the items required to fulfill the job requirements. Any work required to establish or reestablish network access on the tw telecom side of the demarcation point is excluded from Time and Material Charges.

1. Description of Other Associated Charges

Charges associated with Initial and Additional Time and Material Charges, the Trouble Isolation Charge, the Optional Testing and Monitoring Charge, DDoS Scrubbing – Single Event, Customer Consultation Services, and the Dispatch Charge.

2. Definitions

Initial Time and Material Charge (ITM)

The first 30-minute increment or fraction thereof of billable premises work performed on the Customer’s premise.

Additional Time and Material Charge (ATM)

All 30-minute increment or fraction thereof beyond the first 30-minute increment of billable premises work performed on the Customer’s premises.

Trouble Isolation Charge (TIC)

When a Customer reports a trouble to tw telecom for repair or trouble isolation and no trouble is found in tw telecom facilities and/or network, the Customer shall be responsible for payment of a Trouble Isolation Charge for the period of time from when tw telecom personnel are engaged or dispatched to the Customer’s premise to when the work is completed. Troubles isolated to tw telecom facilities and/or network will result in no charge to the Customer.

Optional Testing and Monitoring Charge (OTM)

If the Customer requests that tw telecom assist with network testing, monitoring or otherwise assist the Customer and/or their vendor, the Customer will be assessed additional charges for the period of time from which tw telecom personnel are engaged or dispatched to the Customer’s premise to when the work is completed.
DDoS Scrubbing Single Event

DDoS Scrubbing Single Event is an emergency service available to Internet customers who are under an active Denial of Service (DoS) attack. This reactive service requires tw telecom to analyze the active event and configure mitigation to counter the attack.

The DDoS Scrubbing-Single Event:

- Provides 24 hours of protection and has an associated NRC charge. Protection will be removed at the end of the 24 hour period. If an attack persists towards the end of the 24 hour period, customer may choose to have the protection enabled for another 24 hour period and will incur another NRC charge.
- Has no service level agreement (SLA)
- Provides protection per Internet circuit and cannot be combined to protect more than one.

Customer Consultation Service powered by Advanced Technical Support

Customer Consultation Service is a reactive service that allows customers to call into the tw telecom Advanced Technical Support Team (ATS) who will conduct troubleshooting, customer network analysis, network configuration review, and trouble isolation of issues occurring within the customer’s network beyond the tw telecom edge device (CPE). Troubles isolated to tw telecom facilities and/or network will not be charged to the customer. Advanced Technical Support includes Activation Support (“Day of Activation”) and work performed on Customer’s side of the Demarcation Point excluding any third party charges incurred by tw telecom (“Lifecycle”) that are billable to Customer.

Dispatch Charge

A Dispatch Charge is in addition to all applicable Initial and Additional Time and Materials charges, Trouble Isolation Charge and Optional Testing and Monitoring Charge. The Dispatch Charge is a charge peer premise visit or series of visits by a tw telecom Field Technician to the Customer’s premise for the purpose of performing billable premises work authorized or requested by the Customer or the Customers’ representative.

Demarcation Point and Inside Wiring

tw telecom shall be responsible for provisioning Service up to the Demarcation Point and Customer is responsible for providing and maintaining any necessary wiring and facilities on Customer’s side of the Demarcation Point. “Demarcation Point” means the tw telecom -designated physical interface between tw telecom’s Network and Customer’s equipment, which point shall be either (i) in the case of a Service terminating at a tw telecom owned or controlled premises, tw telecom’s designated distribution panel or network interface device located within such tw telecom premises or (ii) in the case of a Service terminating at Customer’s premises, the distribution panel or network interface device located at the common telecommunications (“telco”) demarcation at the Customer or end-user premises (e.g., entry point for telco facilities, telco closet or common telco room). If requested by the Customer, tw telecom may install, co-ordinate or otherwise arrange for installing or obtaining from third parties, facilities on the Customer’s side of the Demarcation Point (“Inside Wiring”). The Customer agrees to pay Time and Materials rates for any Inside Wiring performed by tw telecom personnel and agrees that tw telecom may bill the Customer for any third party charges it incurs to provide such Inside Wiring.

Site Readiness – Inside Wiring

Where the tw telecom “Site Readiness – Inside Wiring” product is available, the fixed pricing set forth below will apply to Inside Wiring provided by tw telecom. Refer to “Site Readiness – Inside Wiring Pricing Addendum.”
3. Charges

If the trouble is isolated to the Customer network, and if the Customer is quoted (advised) of the charges, the following charges will apply:

Initial Time and Material Charge (ITM): first 30-minute increment: $75.00.

Additional Time and Material Charge (ATM): additional 30-minute increments: $50.00 ea.

Trouble Isolation Charge (TIIC): $85.00.

Optional Testing and Monitoring Charge (OTM): $300.00 flat fee.

DDoS Scrubbing Single Event (DDOS): $1000 NRC (Fee per 24 hours of protection)

Customer Consultation Services and Advanced Technical Support: $250/hr. (No minimum, billed in ½ hour increments)

Dispatch Charge: $50.00 in all tw telecom cities except Manhattan, NYC; $200.00 in Manhattan, NY. Site Readiness – Inside Wiring: please refer to Site Readiness – Inside Wiring Pricing Addendum. All prices in this policy are subject to change without customer notification.

4. Exceptions

Company may waive any or all applicable charges at its discretion.

Site Readiness – Inside Wiring Pricing Addendum

Fixed pricing applies to North American locations where a tw telecom service will be delivered. Inside wiring solutions must meet qualification requirements for connectivity from MPOE to Service Demarcation. In the event that the required inside wiring solution does not meet qualification requirements; tw telecom reserves the right to include additional charges prior to the sale. In addition tw telecom reserves the right to invoice for additional time and material necessary to complete the required inside wiring solution (please reference the tw telecom Time and Material policy). Expedite charges shall follow tw telecom standards for incremental fee per unit per expedite request.

Qualification Requirements:

- Cabling distance from MPOE to Service Demarcation does not exceed the tw telecom cable standards:
  - Cat5 and Coax <300ft, Single Mode Fiber (SMF) <200ft; (including turns, sweeps, etc.)
- Conduit meets National Electrical Standards
- Conduit, MPOE and Service Demarc meets all federal, city, state and local codes that may apply
- Unless specifically agreed upon otherwise; once delivered, all inside wiring and termination equipment will belong to the customer and will not be maintained by tw telecom (Installation, equipment and cabling will be covered under a 30 day warranty)
**PRICE RULES – SITE READINESS: INSIDE WIRING – TRANSPORT VALUE = T1 OR ETHERNET 100M AND BELOW**

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<th>NRC</th>
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*Pricing assumes Cat5/T1 inside wiring solution that meets or exceeds tw telecom criteria for the supported tw telecom service(s); sales may over-ride the default to upgrade to Advanced inside wiring (SMF/Coax).

** Additional Unit pricing applies per additional transport unit added to the initial unit, e.g. if a customer required 3 x T1 the total NRC would be 1 x $500 + 2 x $200 = $900.

**PRICE RULES – SITE READINESS: INSIDE WIRING – TRANSPORT VALUE = DS3 OR GREATER, OR ETHERNET GREATER THAN 100M**

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***Pricing assumes SMF/Coax inside wiring solution that meets or exceeds tw telecom criteria for the supported tw telecom service(s); sales may over-ride the default to downgrade to Base inside wiring (Cat5/T1).