

Time and Material Charges

Overview:

Time and Materials Charges are charges for Customer requested work performed by a **tw telecom** employee 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. Chargeable time is labor which includes, but is not limited to, 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

Included in Time and Materials Charges are Initial and Additional Time and Material Charges, the Trouble Isolation Charge, the Optional Testing and Monitoring Charge, the DDoS Protect, 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 Protect

This is a reactive service that allows customers to call into the **tw telecom** Security Team who will conduct an analysis to build and configure filters to assist with DDoS attacks happening to customers who have not purchased DDoS Mitigation Service. The mitigation will stay in place for a full 12 hours after the attack has stopped.

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 per 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.

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 (TIC): \$85.00.

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

DDoS Protect (DDoS): \$250/hr (1 hour minimum, ½ hour increments).

Dispatch Charge: \$50.00 in all **tw telecom** cities except Manhattan, NYC; \$200.00 in Manhattan, NY.

4. Exceptions

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