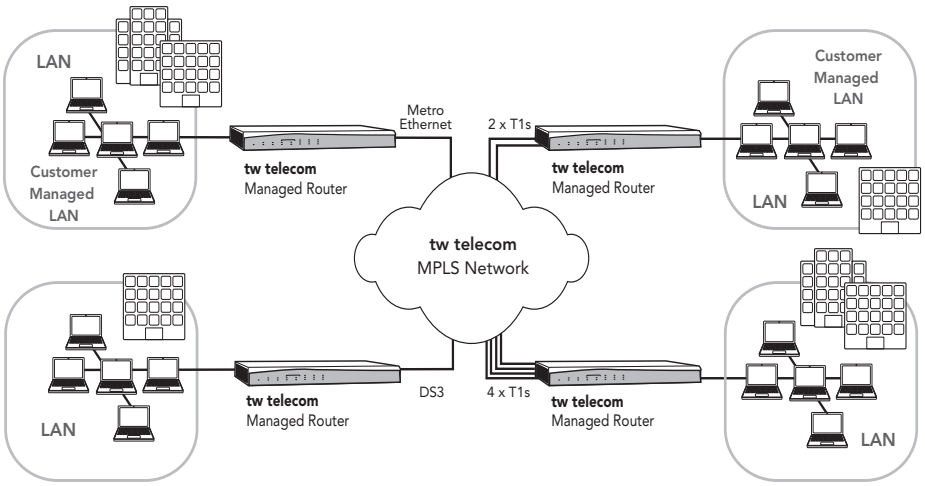
Managed IP VPN Service

tw telecom offers a reliable, flexible business class MPLS and managed data service, with any-to-any connectivity, to locations across the country. This service offers the same level of privacy and greater efficiency than point-to-point, legacy ATM or Frame Relay networks. **tw telecom**'s Managed IP VPN service is a turnkey solution with secure connectivity, fully managed CPE routers, on-site installation and 24x7 support. **tw telecom**'s secure and reliable MPLS network provides a complete managed IP VPN service that is designed to simplify operations and reduce capital expenditures without compromising performance or reliability.



Managed IP VPN provides customers with five optional service classes. This Class of Service (CoS) feature provides a mechanism for managing traffic in a network by logically grouping similar traffic profiles, or applications. Each group is defined within its own "Service Class" and Service Level Agreement (SLA), related to end-to-end tolerance specifications based on packet delay, packet loss and jitter. You may choose to utilize **tw telecom**'s CoS Policy template or customize your CoS policies based on your own unique applications and requirements—you decide with **tw telecom**'s Managed IP VPN service.

About tw telecom

tw telecom delivers the most advanced telecommunications solutions on the market to a wide spectrum of businesses and organizations across the United States. Since 1993, we have built a legacy of success through exceptional customer care, remarkable products and powerful networks. These strengths enable us to deliver scalable solutions that help customers improve their business metrics. For more information, please visit **www.twtelecom.com**.

Features

Class of Service

tw telecom's Managed IP VPN Class of Service prioritizes bandwidth across five service classes to navigate application traffic competing for the same network resources.

Standard Service Features

tw telecom Managed IP VPN solution provides standard service features, such as DHCP, CoS and VLAN support, at no additional cost.

Transport Flexible

Scalable transport options using TDM (T1, NxT1, DS3) or Ethernet support standard bandwidths from 1.5 Mbps to 1 Gbps.

On-Site Installation

tw telecom field technicians perform on-site installation and run full test and turn-up procedures to ensure the proper installation of your Managed IP VPN service.

Proactive Monitoring

Should service issues arise **tw telecom** automatically emails alerts, generates a trouble ticket and begins fault isolation and resolution.

24x7x4 Maintenance

In the event of a diagnosed hardware failure, **tw telecom** dispatches technicians within four hours with a replacement device.

Benefits

Manage Costs

Convert fixed (capital) costs for CPE devices into more manageable variable costs. Avoid large expenditures by eliminating equipment replacement and technical training. Charges associated with CPE use are eliminated.

Maximize Your IT Resources

tw telecom understands businesses have limited resources. Our Managed IP VPN service allows customers to leverage our expertise and cost-saving economies of scale to redirect resources toward more strategic business objectives.

Reduce Total Cost of Ownership (TCO)

tw telecom's Managed IP VPN service reduces network costs for service fees, hardware, transport and IT as much as 25% by leveraging our lower cost structure and economies of scale.

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