



Thank you for your interest in Time Warner Cable Business Class. We are excited about the opportunity to submit a proposal for \_\_\_\_\_ to provide a solution tailored to meet your needs.

This proposal includes an overview of your recommended solution and/or services as discussed and an estimated schedule and budget for the solution provided.

If the proposal is acceptable to \_\_\_\_\_ please respond to me as soon as possible via phone or e-mail. Please note that this proposal is valid for thirty days from the date on this letter. Should you choose to purchase services after this period, Time Warner Cable Business Class reserves the right to adjust the pricing.

I look forward to hearing from you soon. Please don't hesitate to contact me if you have any questions about the proposal or if I can provide any additional assistance my contact information is below.

Regards,

**Ranked #1 in Customer Loyalty**

FROST & SULLIVAN

INTERNET | VOICE | TELEVISION | NETWORK SERVICES | CLOUD SERVICES



## Proposal to Provide Services for

### About Time Warner Cable Business Class

Time Warner Cable Business Class, a division of Time Warner Cable, offers a full complement of business communications tools to small-and medium-sized businesses and enterprise-sized companies. Its Voice, Internet, Television, Network and Cloud Services are enhanced by award-winning customer service and local support teams. Through its NaviSite® subsidiary, the Company also offers managed and outsourced information technology solutions and cloud services. Time Warner Cable Business Class was founded in 1998. Today, it serves more than 600,000 business customers throughout Time Warner Cable's markets.

### Customer Support and Operations Center

Time Warner Cable Business Class operates a 24 x 7 operations center that proactively monitors its entire network including network elements and customer premise equipment.

Customers may contact our customer support staff any time of day or night by telephone or via the Time Warner Cable Business Class online self service portal.

The self service portal provides customers with a searchable knowledge base and the ability to create, edit and track support issues that may be impacting service. To further assist us in providing the best customer support possible please provide a technical contact for your organization. This individual will be our primary point of contact for support issues and will receive notices related to any matter that may be impacting or threaten to impact service.

Customer Support Telephone **1-877-892-4662**  
Online Support Information **<http://business.timewarnercable.com/support>**

## Time Warner Cable Business Class Solutions

<b>Dedicated Internet Access (Fiber)</b>	<b>Dedicated Internet Connection</b> A fast, reliable, high-bandwidth, symmetrical, and dedicated Internet access link over TWCBC fiber. Speeds range from 5Mbps to 10 Gbps.	<b>Industry-Leading SLAs</b> Service Level Agreements (SLAs) ensure high performance and availability for your mission-critical applications.	<b>Scalability</b> Speeds are dynamically scalable up to 10Gbps to meet your evolving business needs.
<b>Broadband &amp; Wideband Internet (Cable Modem)</b>	<b>Runs Data-Intensive Apps</b> Tiered service levels with speeds up to 50Mbps. Large capacity for efficient downloads and transmissions.	<b>Security</b> Includes Personal Security Suite at no extra charge for protection against spam, viruses, and spyware.	<b>Powers Multiple Users</b> Supports simultaneous use of the Internet for multiple workstations with a single Internet connection.
<b>Ethernet</b>	<b>Ethernet Topologies</b> Connect your locations with a secure, point to point, point-to-multi-point, or multi-point to multi-point Ethernet connection. A cost-effective alternative to legacy systems.	<b>Industry-Leading SLAs</b> Service Level Agreements (SLAs) ensure high performance and availability for your mission-critical applications.	<b>Bandwidth Grows with You</b> Increase your bandwidth within 2-5 days (no CPE changes) at: - up to 512Kbps-2Mbps (coax) - 5Mbps-1Gbps (fiber) -1Gbps-10Gbps (fiber)
<b>Cable TV and Music</b>	<b>Variety of Channel Lineups</b> Select from lineups tailored to meet the needs of Businesses, Healthcare, Hospitality, Bars & Restaurants, and Colleges.	<b>Series of TV Packages</b> Target programming to your audience with options like Sports Pass, International, Premium Channels, and Music Choice.	<b>Video Service Options for Hospitality</b> Pro:Idiom: 60+ HD channels. Set-Back Box: 100+ HD channels and free On Demand.
<b>Phone*</b>	<b>Business Class Phone</b> Unlimited local and nationwide long-distance: Call anytime, anywhere within the U.S., Canada, Puerto Rico, U.S. Virgin Islands, Guam and Saipan for a flat monthly rate.	<b>Voice Manager Portal</b> Improve call handling by using the Voice Manager portal to activate and deactivate features, such as Call Forwarding and Hunt Groups, 24/7 from any Internet connection.	<b>Features</b> Key business features, such as Caller ID, Call Forwarding, Hunt Groups and Call Waiting included. Upgrade to value-added features such as Auto Attendant, Voice Mail, and Toll-Free.
<b>Trunks*</b>	<b>PRI</b> Available as both fractional and full (23 B+D) service for customers with PBXs. Available in several trunk configurations.	<b>Long Distance Plans</b> Every full and fractional PRI can include free 3,000 LD minutes. Additional 5,000 or 10,000 minute packages are available.	<b>Availability</b> Voice delivered across the TWCBC wholly-owned network. Voice traffic prioritized through our network.
<b>Value-Added Service Upgrades</b>	<b>Managed Security</b> A comprehensive suite of fully-managed security services that includes management, configuration, implementation and 24/7 support.	<b>Online Backup</b> Automatic, scheduled backup of your files for safe off-site storage, with the extra advantage of secure, remote file access from anywhere.	<b>Web Hosting</b> Website set up and maintenance. Storage options from 5Gb-40Gb. Domain registration and virtual storefront packages are also available.
<b>Hosted Email, Collaboration, and Data Management</b>	<b>Microsoft<sup>®</sup> Hosted Exchange</b> Provides anywhere, anytime access to communication features such as email, calendars and contact lists via Microsoft Outlook. <sup>®</sup>	<b>Microsoft SharePoint<sup>®</sup></b> Easy, reliable method to share and manage business files from a central location.	<b>Secure and Robust</b> Email security through anti-spam protection and anti-virus filtering. Enterprise-grade data centers provide high availability with robust business continuity.

\*Time Warner Cable Business Class Phone and Trunk (PRI) customer premise equipment is electrically powered and, in the event of a power outage or network failure, Enhanced 9-1-1 ("E911") services may not be available. Additional charges apply for taxes, fees, Directory Assistance, Voicemail, Special Calling Features, Operator Services and calls to international locations.

## Proposal for Services

### CUSTOMER INFORMATION

Business Name:

Street Address: Suite: City State: Zip Code:

Main Phone: Fax:

Contact Name: Phone: E-mail:

*Please Click on Service*

### SERVICES

<input type="checkbox"/> PRI/SIP Trunks	<input type="checkbox"/> Cloud Services
<input type="checkbox"/> Internet Access	<input type="checkbox"/> Business Class Phone Service
<input type="checkbox"/> Ethernet Services	<input type="checkbox"/> Cable TV Service

### SERVICES, FEES, AND TERMS

Products	Quantity	One Time Charge	Monthly Recurring Fee	Monthly Recurring Total	Term (Months)
<b>Total*</b>					

*\*Prices do not include taxes and fees.*

Additional Terms:

Authorized Agent  
 Representative  
 Company  
 E-mail Address  
 Date