



Dedicated Internet Access



Every second your business waits on file uploads, downloads and transfers is lost time, productivity and revenue. **Dedicated Internet Access (DIA)** from Time Warner Cable Business Class provides secure, symmetrical connectivity ranging from 5 Mbps up to 10 Gbps, backed by industry-leading service-level agreements (SLAs) for performance and uptime. Whether your business is in a rural or a metropolitan location, you can count on reliable as well as consistent speeds because of Time Warner Cable's fiber-rich network.

When you require equally high-capacity, scalable upload and download access, DIA delivers with predictably fast, high-bandwidth, secure Internet service to power your business.

Consistent, High-Capacity Connectivity

- Symmetrical bandwidth
- Service delivered over our advanced fiber-rich network directly to your local area network (LAN)
- Scalable Internet speeds for all of your business needs ranging from 5 Mbps up to 10 Gbps
- Reliable service whether your business is in a metropolitan or outlying area

Maximum Performance and Uptime

- Stringent SLA for network availability, Mean Time to Restore (MTTR), latency and packet delivery
- 24/7 pro-active monitoring helps ensure service reliability
- Our Technical Specialists are available 24/7
- Available Business Class Online Backup protects against data loss

End-to-End Security

- Dedicated connectivity delivered over our pervasively secured fiber-rich network
- Optional Managed Router Service or Managed Security Service integrates robust managed network security with your Internet service with no need to purchase hardware or software – for one predictable, cost-effective monthly fee



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TECHNICAL SPECIFICATIONS

Network

- IP over IEEE 802.3-based full-duplex non-circuit switched services
- Provisioned on our advanced fiber-rich network from the customer premises to one of many Time Warner Cable Hub locations throughout the Time Warner Cable network footprint
- Multiple levels of network fault tolerance provide a highly reliable and secure Internet access service
- Fiber access circuit is insusceptible to electromagnetic interference

Internet Access Demarcation

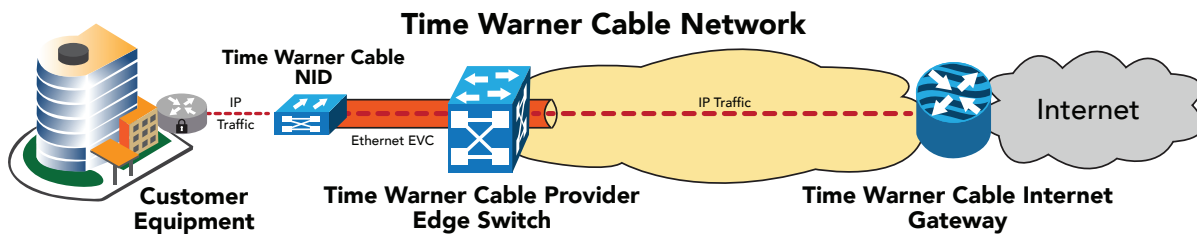
- Fiber connections to the Time Warner Cable network are managed by a dedicated network interface device
- All traffic is routed over the Time Warner Cable IP network, until the traffic is required to travel to the public network

Routing

- Routing options are static routing or border gateway protocol (BGP)

Static IP Addresses

- IP address space is included
- Time Warner Cable Business Class offers dual stacking of IPv4 and IPv6 address space



Comprehensive Solutions Working Together for Your Business

At Time Warner Cable Business Class we know the path to success begins with a deep understanding of your business challenges and requirements. That's why we have a dedicated account team that will work with you to carefully assess your needs – then recommend customizable, scalable and cost-effective solutions that fit your budget and help meet your growing demands.

Our complete suite of enterprise-class business solutions include **INTERNET, VOICE, TELEVISION, NETWORK SERVICES** and **CLOUD SERVICES** – enabling you to work with a single-source provider for all your needs. Backed by our fiber-rich network and competitive SLAs – you can count on reliable connectivity from a trusted partner.

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