



## **Company of the Month: tw telecom Manhattan: A strong network to unite people and institutions and connect them to the world**

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It is very appropriate to characterize New York City as "strong." The city is resilient, its people are tough, and its spirit is indomitable.

A strong city like New York needs a strong communications network to unite its people and institutions and then connect them to the world. More than nearly any other metropolitan area, New York City has an unlimited appetite for fast, reliable, and secure networks.

The tw telecom Manhattan team is proud to serve enterprises throughout the area by collaborating with them to develop customized telecom solutions that meet their needs and solve their challenges.

In addition to tw telecom's strong business ethernet network and services portfolio, the local team's ongoing dedication to cultivating and maintaining key relationships with some of the city's top real estate firms and property managers is instrumental in their success. Key partners of tw telecom Manhattan include ABS Partners Real Estate, The Paramount Group, Newmark Grubb Knight Frank (NGKF), and several more.

tw telecom Manhattan has embarked on a number of initiatives to focus on showing how highly reliable telecommunications providers contribute to the success of the commercial real estate landscape.

tw telecom is a strong participant in instrumental city-wide programs, such as ConnectNYC and WiredNYC. ConnectNYC seeks to expand high-speed broadband connectivity throughout the city and the outer boroughs, and does so by awarding small and medium-sized businesses and organizations with fiber connectivity directly to their place of business.

WiredNYC, a program offered in collaboration with the mayor, focuses on implementing building letter grades based upon their telecommunication infrastructure within the building. Because of tw telecom's secure, scalable and elastic network capabilities, this helps the commercial building with their letter grading and in filling space within their buildings.

"We understand the difficulties that businesses face in obtaining quality broadband infrastructure in N.Y.C.," said Robert Bianco, VP and general manager of tw telecom Manhattan. "And we are here to continue to change that - by enabling N.Y.C. business customers to have more choices, and increase their redundancy and business continuity."

"Working with tw telecom Manhattan has been a pleasure. They've been sufficient for all of our construction requirements, and provide excellent customer service and bandwidth that is sufficient for all of our high use users," said Jay Caseley executive managing director for ABS. "I never hear a peep from any of my clients with respect to a glitch or downtime. And, as any property manager, the less I hear, the happier I am. tw telecom delivers quickly and reliably for all the growing number of

tenants who subscribe to them."

#### Our Piece of the Apple

tw telecom has built its own fiber networks across the country, including nearly 200 miles in the Manhattan area to deliver faster, better and easier network solutions to businesses. With this network, tw telecom has the reach to connect customers across the city and throughout the country by accessing the firm's 30,000 miles of nation-wide fiber.

tw telecom completed a major national market expansion plan to accelerate by 17%, the density of the company's metro-fiber footprint in 27 of its existing markets, including Manhattan and surrounding areas.

"The expansion is a tremendous opportunity for our company and wonderful news for this metropolitan area as we head into 2014," said Bianco. "We'll also be growing our sales and operations teams so we can provide exceptional service to our new customers and create new opportunities for companies in the region to use tw telecom's secure, scalable and predictable network connections to move businesses forward." tw telecom's customer service is backed by two centralized national operations centers on a 24/7/365 basis. The company also utilizes local support teams (including one in Manhattan) so any and all customer needs can be met in short order.

#### Services in a Nutshell

As the third-largest business ethernet provider in the U.S., and the top-ranked competitive provider of ethernet, tw telecom leads in delivering business ethernet services to enterprises and large organizations. Its network connects directly to more than 20,000 buildings, including more than 450 third-party data centers, and delivers reach to hundreds of thousands of other locations throughout the country.

tw telecom has been innovating around the Intelligent Network nonstop since it was introduced. In 2013, tw telecom connected its business ethernet service - eLynkSM Express - to Amazon Web Services (AWS) Direct, providing customers a more efficient, seamless, and flexible way to access the AWS Cloud.

Similarly, also in the past year, tw telecom combined its intelligent network capabilities with bluelock recovery-as-a-service. As a result, tw telecom customers have access to an affordable and reliable disaster recovery solution via a network that aligns and scales based on customer usage.

#### Award Winning

This year, tw telecom was recognized with some notable industry awards. In a national, industry-wide survey of enterprise customers conducted by research firm, Atlantic ACM, tw telecom earned service awards for its sales, billing, customer service, and voice and data teams.

tw telecom also took home the award granted by Light Reading, a telecom industry research-led media company, for "Most Innovative Ethernet/Optical Solution of the Year."

#### Local, Strong, and Growing

In the coming year, the tw telecom Manhattan team will be working every day to meet and exceed its customers' telecom networking needs. The local team's motto of "Welcome to Above & Beyond," perfectly captures the fact that tw telecom's innovation leads the industry and that its customers enjoy a distinct advantage in the business world.

The team is looking forward to continuing to successfully maintain and develop new relationships with customers and key building and property managers.

"Every day we hear directly from our customers about the positive experiences they've had working with our team, and how their business has vastly improved because of the solutions we offer," said

Bianco. "Manhattan, in particular, is a city where everything moves in fast motion. Customers are looking to expand in the city's top commercial buildings where technology services are the most advanced and dependable. tw telecom continues to push the technology envelop and provide networking solutions that are faster, better, and easier."

The local team is recruiting to fill new positions in operations and sales at this time. To join this growing, dynamic team that is focused on improving the way New York City communicates and does business, please explore tw telecom Manhattan's career opportunities at <http://www.twtelecom.com/NYC>.

"Our powerful network enhances business connections to sites around the world as well as the cloud," said Bianco. "Our Manhattan team is dedicated to ensuring tw telecom customers have everything they need to manage their own networks. Additionally, we make it a priority to not only do this for our customers, but to the building managers throughout the city who hear, first-hand, about what their tenants need when it comes to quality broadband infrastructure here in the city. We're strong because our customers tell us we are delivering quality products and services in the most dynamic and demanding city in the world."

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