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tw telecom Launches MyPortal for Customers

- Customer portal's "Anytime from Anywhere" self-service capabilities streamline network performance monitoring, order status, service changes, billing
- Improves customer's ability to manage their network usage with one click

LITTLETON, Colo. – February 3, 2009 - **tw telecom**, (NASDAQ: TWTC), a leading provider of managed voice, Internet and data networking solutions for businesses, today announced the launch of its new MyPortal customer portal providing customers a variety of easy-to-use, on-line tools to more efficiently access their accounts for real-time order status, service changes, billing services, performance management and trouble ticket creation and status.

A key feature of the customer portal is the performance capabilities customers can now view, monitor and manage. Customers can customize their applications and view and monitor network performance and other critical information for their **tw telecom** products such as IP VPN, switched and extended metro Ethernet (Native LAN), and dedicated Internet products. Click on www.twtelecom.com for more information about the **tw telecom** customer portal.

"The **tw telecom** MyPortal is one of the most important tools that the St. Petersburg Times has," said Jimmy Lingo, Telecommunications Engineer with St. Petersburg Times in St. Petersburg, Florida. "I utilize the portal daily to track our install and service orders. If I do need an update, I simply log-on to the portal, enter my service or work order number and get the latest information as to the remedy and status and pass it along to my colleagues."

"MyPortal has allowed us to easily access current and past invoices within seconds," said Jon Shay, Voice Communications Administrator for Tucson Electric Power, Inc. "Any new orders or billing inquiries are also available with all the information we need to keep tabs on our account without needing to call our Account Representative."

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“We spent a great deal of time talking with our customers and testing our new portal with them to find out what features and capabilities they wanted,” said John Blount, Executive Vice President and Chief Operating Officer at **tw telecom**. “Our customers also told us what they needed to manage their business with us and improve their productivity. MyPortal was designed to meet their specific needs.

“Our customers are sophisticated users and providing them the ability to monitor their networks, submit trouble tickets and oversee billing, all on their terms, was our goal. Customers are used to conducting business on-line to bank, shop, pay bills and access information. The **tw telecom** MyPortal gives our customers the power to improve the way they manage their business with us and ultimately save them money in the process,” Blount added.

“We have everything that we need at our fingertips,” said Jeff Bell, Lead Data Communications Engineer for Insurance Office of America in Orlando, Fla. “We can look at our invoices and submit an information request right online without having to make a phone call. The same for putting in a trouble ticket, I put in the information and I can keep track of its progress. Overall the customer portal has worked very well for us.”

tw telecom’s MyPortal is a versatile, easy-to-use tool that puts the customer in direct control of their business communications services. MyPortal provides customers “Anytime from Anywhere” access to secure on-line billing and payment, network performance monitoring, real-time order status, service changes, and one-click trouble ticket creation with real-time status. The order tracking and detail capability of MyPortal enables customers to view orders throughout the installation process.

MyPortal offers a full suite of powerful, self-service tools that saves customers time and money, and provides an easy way to interact with **tw telecom**. And it’s all included as part of the service customers receive from **tw telecom**.

About tw telecom

tw telecom holdings inc., a unit of **tw telecom inc.**, headquartered in Littleton, Colo., provides managed network services, specializing in Ethernet and transport data networking, Internet access, local and long distance voice, VoIP, VPN and security, to enterprise organizations and communications services companies throughout the U.S. As a leading provider of integrated and converged network solutions, **tw telecom** delivers customers overall economic value, quality, service, and improved business productivity. Please visit www.twtelecom.com for more information.

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