

Billing Dates: tw telecom produces bills on the 1st, 10th, 15th, and 20th of the month.

Invoice Due Date: All amounts billed are due by the next billing date. Pursuant to State Regulations and upon notice, tw telecom may pursue collection activity, including but not limited to the disconnection of service, if invoices are not paid prior to the invoice due date.

Late Payment Charges (LPC): Pursuant to tariff and contract, tw telecom may assess an LPC of either 1% or 1.5% on invoice balances not paid prior to the due date.

Deposits: Provision of Service is subject to tw telecom's approval of customer's credit standing. tw telecom may require a deposit prior to the provision of Service, if Customer's credit standing or payment record so indicates. Deposits associated with intrastate services will accrue interest at the rate established by the appropriate State Public Services Commission.

Advanced Payments: tw telecom may require a Customer to make an advance payment before services and facilities are furnished or where special construction is involved. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one (1) month's charges for the service or facilities. In addition, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. Advance payments do not accrue interest. An advance payment may be required in addition to a deposit.