



tw telecom inc.
10475 Park Meadows Drive
Littleton CO 80124

January 30, 2013

Mr. David Fujimoto
Contract Administrator
State of Hawaii
1151 Punchbowl Street
Honolulu, Hawaii 96813

Reference: SPO Vendor List Contract No. 12-12
Modification Request – Addition of Items

Dear Mr. Fujimoto:

On behalf of **tw telecom holdings inc. (tw telecom)**, I am pleased to submit this written request for modification of our statewide contract with the State of Hawaii (State). The proposed modification addresses the addition of two types of voice services, i.e. IP Trunks and SIP Trunking. The purpose of this request is to provide the State with more choices in regards to voice services.

The attached files provide product descriptions and pricing in accordance with Section 5.24 of the original RFP. The two additional voice services are listed in the attachment as Lines 465-469.

If you have any questions or require further information with regard to this modification, please do not hesitate to contact myself or Barry Fong at (808) 441-8565 at any time.

Respectfully,

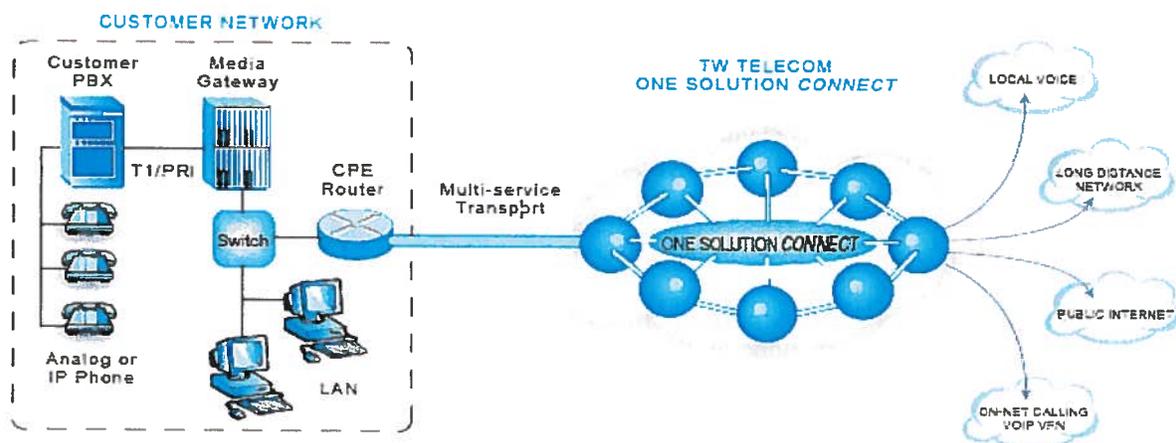
A handwritten signature in black ink, appearing to read "Cliff Miyake".

Cliff Miyake
VP and General Manager, Hawaii Market
(808) 441-8537
Cliff.miyake@twtelecom.com

IP Trunks Overview

The IP Trunks product is a **tw telecom** managed application provisioned across a customer's Local Area Network (LAN) and the **tw telecom** IP Core. IP Trunks enables customers to converge voice and Internet traffic across a single transport facility, thereby reducing operational and communications expense for the customer. IP Trunks differentiates itself as a VoIP solution in lieu of PRI voice facilities, eliminating the costs and reducing the management associated with separate (PRI) dedicated voice facilities for local and long distance, while allowing customers to utilize their current investment in legacy, IP or Hybrid PBX via converged (voice/Internet) transport. Furthermore, IP Trunks provides a foundation to deliver future high-margin services and applications to that customer via VoIP protocols.

For each 2 Mbps of Managed IP Trunks purchased, customers receive 6,500 minutes of **tw telecom** Long Distance service at no additional charge.



Customer Benefits

- Reduces customer's operational and access expense through network convergence.
- Simplifies customer's network management and improves trunking efficiencies by eliminating the need for separate trunks dedicated to different service types.
- Provides a scalable service designed to meet ever changing bandwidth requirements.
- Eliminates the customer's cost of site-to-site communications with private networking.
- Allows customers to migrate to a next generation architecture with a non-disruptive approach that leverages the customers' existing infrastructure while building the foundation for future applications.

Features

- NxT1 through 10 Mbps Metro Ethernet transport
- Two-way virtual trunks supporting traffic both originating from and terminating to the PSTN
- Access to standard Operator and Directory Assistance services
 - Local and long distance capabilities with the ability to make and receive calls worldwide.



- E911 service for emergency calls with the same routing used by standard TDM based telephone services.
- Regulatory compliance – meets e911 emergency service and local number portability requirements.
- Coverage providing local phone numbers in more than 40 major metropolitan areas across the nation.

Optional Features

- 911 Calling Party Number Management - Allows customers to transmit their DID number, instead of their BTN, to the PSAP when making a 911 call. Customers can then use publicly available software to provide a more granular level of addressing, such as floor and cubicle numbers. This feature is available on an Individual Case Basis (ICB) only.
- Individual Telephone Numbers – **tw telecom**'s version of Direct Inward Dial (DID) numbers, Individual Telephone Numbers (ITNs) are 10 digit direct dialed numbers that allow callers to reach customer's employees without the need for going through an attendant.
- Directory Listings – Customer is able to choose from a wide variety of industry standard directory listing options including main local, additional, foreign, suite, and extra line listings.

IP Trunks Pricing



SIP Trunking Overview

tw telecom's SIP Trunking provides you with access to next generation, end-to-end VoIP solutions. Our IP telephony services are a perfect fit to provide the State reliability and versatility to keep your business moving forward, all while reducing expenditures.

Value

Cost Savings: Eliminate protocol conversion on LAN with native SIP hand-off, avoid costly TDM management and infrastructure expenses, and minimize capital and operating expenses with a Managed Enterprise Session Border Controller (eSBC).

Service Benefits: Achieve interoperability between networks through a fully managed eSBC to normalize SIP signaling and hide network topology—regardless of voice equipment.

Reliability and Security: With **tw telecom**, your solution is delivered securely with 99.99% reliability up-time: so your business can do what it does best.

Optional Features: Add value to your service with Enhanced Auto Reroute and Virtual Telephone Numbers.

Enhanced Auto Reroute

Calls are automatically rerouted in the unlikely event of an outage. Choose to reroute on a busy condition, out of service condition, or both.

Virtual Telephone Numbers (VTNs)

Take advantage and expand your virtual presence into other markets as needed. Plus, retain telephone numbers when relocating across rate centers.

VTNs support both inbound, two-way, and inter/intraLATA service.

- Ability to share call paths across multiple markets
- VTNs available in more than 200 major markets
- Enhanced Automatic Reroute feature available on VTNs

Full Application Versatility

- Local and Long Distance Calling
- Business Continuity and Disaster Recovery (BCDR)
- Virtual Telephone Numbers (VTNs)
- Unified Communications
- Interactive Video
- Organizational Collaboration
- Interactive Conferencing

SIP Trunking Pricing