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Press Release

Source: Time Warner Telecom Inc.

**Time Warner Telecom Delivers Local Telecom Services to Nine Non-Profit North Carolina Agencies**

Wednesday July 16, 8:05 am ET

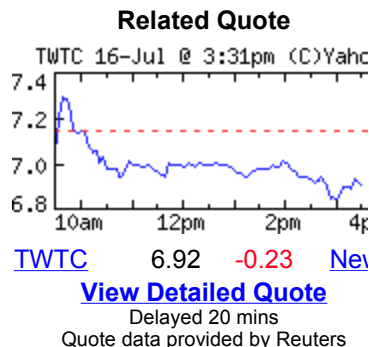
- Time Warner Telecom Saves Agencies 54% in Communications Charges Through Consolidated Voice, Internet & Web-Hosting Services
- State-of-the Art Communications Services Boost Productivity; Positions Agencies to Sublease 30,000 Square Feet to Revenue-Generating Tenants

CHARLOTTE, N.C., July 16 /PRNewswire-FirstCall/ -- Time Warner Telecom of North Carolina, a leading provider of local and regional optical broadband networks and services to business customers in North Carolina and 21 other states, today announced the successful installation of local dial tone, Internet and website hosting services to Children and Family Service Center, Inc. (CFSC) at its recently completed 100,000 square foot facility in Charlotte. CFSC is a conglomerate of nine non-profit agencies that have come together to achieve greater operational efficiencies to enhance the services they provide to needy families.

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The three-year contract was awarded following a highly competitive bidding process. CFSC selected Time Warner Telecom based upon pricing, network reliability, state-of-the art connectivity speeds, the ability to quickly consolidate and install telecom services to nine different agencies, as well as superior service and support. Ultimately, CFSC will realize \$180,000 in telecom service savings over the life of the contract. These funds will be shifted to the nine non-profit agencies' general operating budgets to deliver services to families in crisis.

"Essentially we had nine different customers to coordinate," said James Norris, Time



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Warner Telecom's Charlotte general manager. "That meant porting all their phone numbers, phone book listings and IP addresses for each of them -- without interrupting their service delivery to families in need."

CFSC engaged Price Davis Tenant Services to ensure the project implementation went smoothly. "We screened telecommunications vendors against a strict checklist because this part of the project had the most potential to go wrong," said Tom Shircliff, managing director of Price Davis' Technology Group. "As it turned out, the Time Warner Telecom part of the project ended up being the most worry-free component. We had flawless cutover of telecom services during each phase of move-in."

"Not only did Time Warner Telecom deliver a seamless service transition, in this age of government budget cuts we had to find ways to provide the same level of service on a smaller budget," said Peggy Eagan, Children and Family Service Center, Inc. executive director. "Previously, slow dial-up connections, dropped calls and interrupted file transfers were an ever-present pain among our nine participating agencies. With Time Warner Telecom's services, we've eliminated those hassles and are now able to do more with less resulting in improved employee productivity."

"We delivered economical communications services to support their consolidation business model," Norris said. "Not only were we able to provide substantial savings, but we delivered broadband communications services they haven't had access to in the past."

Service and support were also important to CFSC. "In the past, I've gotten the runaround from multiple vendors who finger-pointed whenever a problem occurred," said Eagan. "I'm supremely satisfied with Time Warner Telecom's service delivery so far. We have a single point of contact in the event of an issue and they go out of their way to make things easier for us."

Eagan's unique non-profit business model calls for leasing out 30,000 square feet of unused space at the new facility. "We want to generate recurring revenues to offset part of the expenses CFSC incurs," Eagan said. "Provisioning office space with reliable, state-of-the art communications services will help us complete rental contracts."

About Children and Family Services Center, Inc.

The Children Family Services Center (CFSC) is a conglomerate of nine non-profit agencies devoted to helping families in need throughout the Charlotte, North Carolina area. The CFSC agencies reach over 150,000 clients each year and have, combined, operating budgets of \$44 million. The agencies serve the families and children affected by the multiple challenges of poverty, homelessness, child abuse/neglect, lack of school readiness, school dropout, and foster care. For more information, please visit [www.childrenfamily.org](http://www.childrenfamily.org).

The nine agencies are A Child's Place (education support services), The Children's Law Center (legal services), Communities in Schools (promotes community involvement), Community Link (provides multiple services to homeless and transitional families), Council for Children (children's advocacy organization), Smart Start (provides health services), United Family Services (promotes stability, and self-sufficiency for families), Youth Homes (provides foster care and family preservation services), Youth Network (provides residential care and community-based services).

About Price Davis Tenant Services

Founded in 1987, Price Davis is a diversified, regional company, offering construction and technology management from offices in Charlotte, Nashville and Atlanta. Other offerings include budget development, constructability studies and construction

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management. Price Davis pioneered a multi- discipline, coordinated approach to construction for both tenants and building owners. With in-house technology experts and many partnerships throughout the region, Price Davis offers a true full service approach to projects. The result is a faster, less expensive and simpler process. For more information, please visit [www.pricedavis.com](http://www.pricedavis.com) .

#### About Time Warner Telecom

Time Warner Telecom of North Carolina, L.P., is a subsidiary of Time Warner Telecom Inc., (Nasdaq: [TWTC](#) - [News](#)) headquartered in Littleton, Colo. Time Warner Telecom delivers "last-mile" broadband data, dedicated Internet access and voice services for businesses in North Carolina and 21 other states. One of the country's premier competitive telecom carriers, Time Warner Telecom delivers broadband services to large and medium customers in 44 U.S. metropolitan areas over its fast, powerful and flexible, fiber, facilities- based metro and regional optical networks. Please visit [www.twtelecom.com](http://www.twtelecom.com) for more information.

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