

TECH CHECK

Road Runner Business Class can help you determine if it's time to add or enhance services

How do you know if you have everything you need to meet your business challenges? As a Road Runner Business Class customer, you're already at a big advantage. In addition to high-speed Internet access, Road Runner Business Class offers a suite of integrated services that can benefit your business, covering everything from **Data Management** to **Video and Music Services**.

To determine if you should consider upgrading your service, we've put together this list of "Tech Check" questions:

- Is your business at risk of losing critical data?
- Do any of your employees work remotely?
- Does spamming pose a threat to your e-mail system?
- Is your network vulnerable to breaches in security?
- Would your business benefit from real-time access to news and financial information?
- Would you like to enhance your customers' experience with 24/7 music programming?

If you answered "yes" to any of these questions, contact your local Road Runner Business Class office. One of our knowledgeable Account Executives will be happy to meet with you and make a recommendation based on your specific business needs.



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SIMPLIFY
and stay competitive

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CLASS@WORK**
our featured customer
success story

MANAGED SECURITY
now offers the most
sought-after protection

BUSINESS CONNECTIONS

A NEWSLETTER EXCLUSIVELY FOR ROAD RUNNER BUSINESS CLASS CUSTOMERS

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SIMPLIFY and stay competitive

Road Runner Business Class makes it easy to enjoy even more business-friendly services

Successful businesses are finding new ways to streamline resources even while they add services that enhance productivity and keep customers satisfied. It's called convergence, and it's simply a better way to do business.

Saving time with a single point of contact

Typically, a business relies on several different providers for high-speed Internet access, data management, and cable television service. Convergence brings all of these services under one provider, often at a cost lower than what you'd pay separately. There's only one monthly bill that covers all services.

One source to connect and protect

With convergence becoming increasingly commonplace, more and more companies are subscribing to the Road Runner Business Class solution: One source that offers a full range of business solutions including high-speed Internet **Access**, **Fiber Solutions**, **Web Hosting**, **E-mail Solutions**, and **Managed Security** to safeguard your network right down to the individual PC level.

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FROM THE DESKTOP of Ken Fitzpatrick

As 2005 comes to a close, I want to thank you for choosing Road Runner Business Class. We value your business and look forward to helping you achieve success in 2006 and beyond.

In this issue of *Business Connections*, you'll read about exciting new enhancements to our offerings. Of interest, many of these improvements are based on valuable feedback from customers like you.

For example, **Managed Security** has been upgraded to protect your critical data from harmful spyware, viruses, and Internet intrusion. In addition, we've expanded our suite of integrated solutions to include **Video and Music Services**. Designed for commercial environments, these services include a wide variety of cable television programming along with more than 45 channels of digital-quality music.



Time Warner Cable strives to bring you the most robust commercial solutions available — all from a single, trusted provider. To this end, we will continue to commit resources to ensure our network, offerings, and customer care center remain best-in-class.

Ken Fitzpatrick
Senior Vice President
Time Warner Cable Commercial Services

SIMPLIFY and stay competitive

Continued from cover...

Keeping customers tuned in to your business

The ability to add services that your customers will love — without adding a layer of complexity to your business — is one of the many benefits of convergence. For example, Road Runner Business Class offers **Video and Music Services** designed specifically for commercial environments, from corporate office lobbies to hotels, doctor's offices to retail stores and restaurants. You can choose Standard or Digital Cable with up to 300 channels, plus a Music Choice® option featuring over 45 channels of CD-quality music, 24 hours a day.

Bringing it all together is easier than you think

If you're thinking about converging services, Road Runner Business Class can deliver the total solution you're looking for. In addition to a robust local infrastructure and the stability of our wholly-owned network, you'll have a single point of contact, consolidated billing, and a trusted partner who understands your connectivity needs. Call your local Road Runner Business Class Account Executive to learn more.

Business Class@Work

Business Class@Work profiles business people who rely on Road Runner Business Class to connect with greater productivity, profits, and success

Road Runner Business Class helps a top fitness facility STAY IN SHAPE

The Mid-Town Athletic Club of Rochester, NY, works hard to stay at the top of its game. The 140,000-square-foot, multipurpose athletic club features fitness, tennis, squash, a sauna, a restaurant, and many other top-of-the-line amenities. When it came to strengthening its business communications, Mid-Town insisted on a proven winner.

"I have to rely on a service that's going to be dependable," says Glenn William, General Manager of the club. "We went with Road Runner Business Class because of the efficiency, the effectiveness, and the speed. It's amazing."

Serving 7,000 members means that you have to be flexible. According to Glenn, Road Runner Business Class has given Mid-Town Athletic Club the muscle to respond to its members' needs in record time. "We're able to communicate more quickly with the corporate office in Chicago and with each other. We're more productive, and that means better service for our members."

Using a kiosk located in the club, members can do a little speed training by accessing the Internet via Road Runner Business Class. "They can access our website to find programming or billing information. They can stay up-to-date on what's happening at the club," Glenn explains. "It's really enhanced the value of their membership."

Tell us how you use Road Runner Business Class.

Visit yourstory@twcbiz.com and your company could be featured in a future issue of *Business Connections*.

Members can also keep up with what's going on around the world through Mid-Town's 125 televisions, each connected to Time Warner Cable. "We have a great relationship with Time Warner Cable — the people and the company," Glenn says.

And what's fit for Mid-Town seems to be healthy for other area businesses: Doctors, lawyers, and many other small business owners who work out at the club also work with Road Runner Business Class.

The speed and reliability of Road Runner Business Class is how the Mid-Town Athletic Club stays strong — without breaking a sweat.



MANAGED SECURITY now offers the most sought-after protection features

Integrated gateway anti-spyware answers a pressing need for security

Every day, new viruses infect businesses of all sizes, all over the world. These viruses can spread in a matter of hours — crippling entire networks and bringing a business to its knees. Another threat comes in the form of seemingly helpful spyware programs that promise privacy protection but end up breaching company security and making your business vulnerable to attacks of a different kind.

As virus and security violations become more prevalent and malicious, businesses need to stop threats early on with advanced solutions like those offered by Road Runner Business Class. Our **Managed Security** solution gives businesses the robust security options they need to protect one of their most important assets — their data. This powerful technology now includes access to:

- **Anti-Spyware, Anti-Virus, and Intrusion Protection** provide intelligent, real-time network security protection against dynamic threats and malicious code. This integrated gateway protects your data by scanning in real-time for decompressed and compressed files containing viruses and other Internet threats over a company network.
- **Content Filtering** allows you to choose which websites, or categories of websites, and other content adhere to your organization's acceptable use policies.

The new Managed Security features are available as an upgrade to current Managed Security customers and include both 24/7 monitoring and customer support. Call your local Road Runner Business Class Account Executive to learn more.