

5

ways to protect against cyber-crime

A recent story in the *Wall Street Journal Online* suggests that the most significant threat to Internet users may be complacency. According to the article and a survey done by the National Cyber Security Alliance, most people think their security software is adequate even when it's hopelessly outdated. Besides recognizing that a real threat exists, here are five things you should be doing right now:

- 1** Audit your security and don't skimp on anti-virus software and firewalls.
- 2** Keep mission-critical data separate from Web-accessible data.
- 3** Monitor access and know who is on your site.
- 4** Limit staff entry and be more selective in offering access to secure areas.
- 5** Restrict remote access by allowing off-site employees to access only limited areas.

The good news is you have two powerful tools working for you. The Road Runner Business Class Personal Security Suite is updated dynamically to ensure you always have the latest anti-virus protection, whether you're in the office or working remotely. And Road Runner Business Class Managed Security offers a managed firewall solution as well as a Virtual Private Network (VPN) to help protect your data within the office and while in transit to and from your workers offsite.

Information courtesy of the entrepreneurial website morebusiness.com

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Secure your success in 2005!

FREE Personal Security Suite for Road Runner Business Class customers

5 ways to hold off hackers

Business Class@Work our featured customer success story

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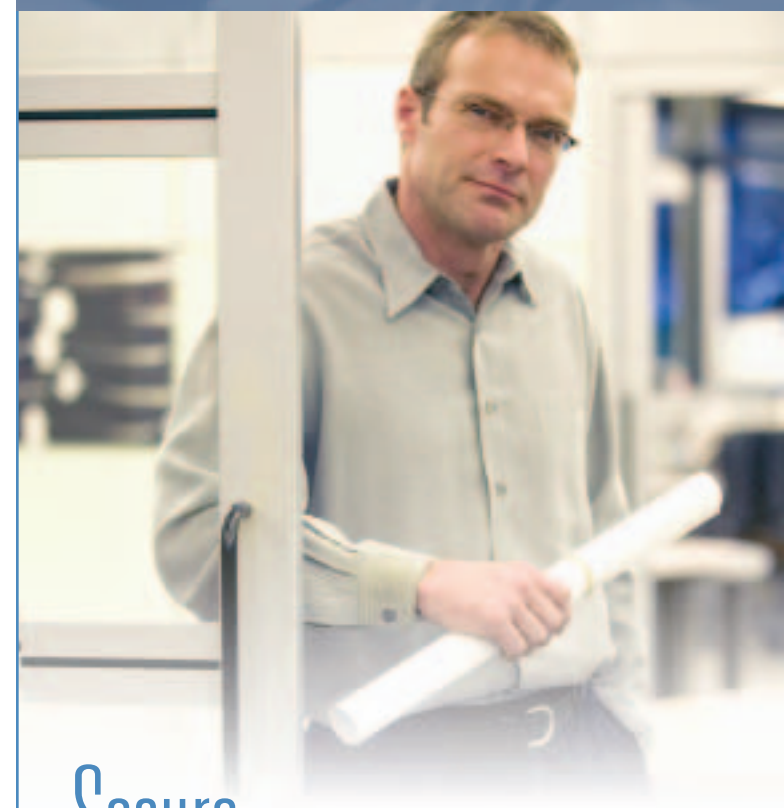
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BUSINESS CONNECTIONS

A NEWSLETTER EXCLUSIVELY FOR ROAD RUNNER BUSINESS CLASS CUSTOMERS Issue 2, Vol. 1 Winter 2005



Secure your success in 2005!

Welcome to a new year! As we enter 2005, Road Runner Business Class stands ready with new and better ways to help you succeed in what promises to be a challenging but rewarding business environment.

According to the Small Business Monitor, a semi-annual survey of companies with less than 100 employees, 2005 should be a very good year for business. In fact, 74% of these companies foresee growth in the upcoming months.

Your partners at Road Runner Business Class share in this optimism. At the same time, we want to be sure that your business is protected as it grows, particularly against the rising number of Internet security threats. (More on that inside.)

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ROAD RUNNER Business Class
Experience Broadband™

TIME WARNER CABLE

From the Desktop of Jeffrey Lindsay

On behalf of everyone at Road Runner Business Class, I extend our very best wishes for a successful and prosperous new year, and thank you for being a Road Runner Business Class customer. We are looking forward to serving you again this year with an exciting range of new products and services.



Jeffrey Lindsay
VP, Product Management
& Business Development

A new year means a new beginning, and that is why we have chosen to launch another set of industry-leading, high-speed Internet solutions. To protect your business from the ever-growing list of viruses and service attacks, we are introducing our Personal Security Suite. For those requiring active network monitoring, we have a new range of Managed Security solutions. We believe these new releases could not have come at a better time.

The Personal Security Suite is a seamless integration of the very latest in security software. The software is easy to use, simple to install, and addresses the needs of businesses requiring protection at the individual PC level — especially important where employees are working “off network.” The best part of this offer, however, is the price — we are providing it to our customers, free of charge.

We’re also pleased to announce some major enhancements to our Managed Security offerings, designed to protect your mission — critical data with 24/7 monitoring. We have greatly improved our customer portal and introduced two new service levels — both of which will be available in February 2005. Lastly, we redesigned the solution to make it more scalable so you can maintain your protection as your business grows.

These innovations and improvements are only a few examples of how the Road Runner Business Class team is working to provide you with intelligent, high-speed Internet solutions. To learn more, please see this issue’s article on the Personal Security Suite, or call your Road Runner Business Class representative.

Sincerely,

Jeffrey Lindsay
VP, Product Management &
Business Development
Time Warner Cable
Commercial Services

Business Class@Work

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

HealthBridge finds the right prescription for secure healthcare communications

The healthcare industry faces a communication challenge, and Cincinnati-based HealthBridge has found a solution.

HealthBridge is a pioneer in medical information sharing. Using Internet technology that ties doctors and hospitals together, HealthBridge allows fast access to information that can save a patient’s life. Because of this forward-thinking company, the prognosis for Cincinnati’s medical community is getting better and better.

“We have 17 area hospitals participating in the HealthBridge system,” says Keith Hepp, vice president of HealthBridge. “Doctors can access us through a secure portal to get test results, MRI results, chart completion systems, radiology images, transcriptions, scheduling of appointments and more.”

HealthBridge has been a Road Runner Business Class customer for more than three years. “Our business is life and death. We need our connections to be fast, reliable and secure. Road Runner Business Class gives us that.”

The connection that Road Runner Business Class provides is crucial. “Because of the large files we deal with — MRIs, X-rays, huge digital files — we need that big bandwidth so we can upload and download fast.”

The issue of Internet security is also critical because this information must be protected in accordance with federal law. “We run the largest clinical messaging system in the country,” Keith explains. “Doctors and area hospitals feed information into one big ‘electronic inbox’ where we standardize it and make it available to other qualified participants. So confidentiality is a huge concern for us.”

Keith worked with his local Road Runner Business Class representative to set up a Virtual Private Network in order to protect patient information. “We are very confident in the security provided by Road Runner Business Class,” he reports.

Communication, security, reliability and speed. Together with Road Runner Business Class, HealthBridge has found the right prescription for Cincinnati’s healthcare industry.

How do you use Road Runner Business Class? Tell us your story at yourstory@twcbiz.com and your company could be featured in a future issue of Business Connections.

Road Runner Business Class offers customers advanced security software at no charge

Introducing a new way to help protect your data — and your business

A recent *InformationWeek* study revealed a very disturbing trend: Cyber-extortion of small businesses is growing. Hackers target small businesses because most lack a robust security suite. Typically, the hackers get hold of confidential client information and threaten to make it public unless a specified sum is paid.

Illegal spamming is another activity that frustrates small business owners, clogging servers and causing downtime. According to *smallbusinesscomputing.com*, new federal laws have done little to stop spamming because violators are too hard to track.

Road Runner Business Class has responded to these challenges by launching the new Road Runner Business Class Personal Security Suite, an integrated, state-of-the-art solution available to our customers free of charge.

The Personal Security Suite offers protection for every computer in your company, helping to keep your data safe even when employees work remotely or go “off network.”



The Road Runner Business Class Personal Security Suite provides anti-spam, anti-virus, firewall and pop-up blocker for the personal workstation and can be used by all of your employees at no cost. “We see data security as being so important, we’ve made an investment on behalf of our customers,” said Ken Fitzpatrick, senior vice president.

You can enjoy the added level of protection of the Road Runner Business Class Personal Security Suite today. Simply go to <https://pss.rrbiz.com> and register using your Road Runner Business Class e-mail account and password. You’ll then receive an e-mail with download instructions. It’s easy, and it’s free!

Secure your success

continued from cover...

This issue of *Business Connections* focuses on the critical issue of business data security and introduces you to the Road Runner Business Class Personal Security Suite. This highly advanced integration of anti-spam, pop-up blocker and firewall technology is available to all of our customers **free of charge**.

We’ll also address the cyber-threats facing small businesses, and tell you about a company that relies on Road Runner Business Class to securely exchange confidential medical data in accordance with federal privacy laws. *Business Connections* is your source for

information that directly affects your business. We look forward to serving you with timely and relevant articles throughout 2005 and in the years to come.

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Answers to your questions about the Road Runner Business Class Personal Security Suite...

What is it?

The Personal Security Suite is a new solution integrating best-in-class security software to help protect every PC in your company. It even helps protect data when employees are working remotely outside your company’s network. You get it at no cost, and there’s no limit to the number of users.

Why do I need it?

The Road Runner Business Class Personal Security Suite gives each PC added personal firewall protection against hackers, certified anti-virus protection and enhanced defense against destructive spam and annoying pop-ups. It’s dynamically updated so you always have the latest anti-virus protection.

How do I get it?

Simply go to <https://pss.rrbiz.com> and use your Road Runner Business Class e-mail account and password to register. It’s easy to download and install, and very simple to use. If you have additional questions, please contact your local Road Runner Business Class representative for more information.

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