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Wireless

CCTS

Customer Care

CTS Contracts

Tex-AN NG Contract: DIR-TEX-AN-NG-CTSA-008

Vendor: Time Warner Entertainment - Advance/Newhouse Partner dba Time Warner

Vendor ID: 11337904335
Vendor URL: <http://timewarnercable-tex-an-ng.com/index>
Contract Term End Date: 11/10/2016

Services Offered:

- Internet Services
- Metro Ethernet Services
- Small Office/Home Office (SOHO) Services

Information about [file formats](#).

How to Order

For product and pricing information, Customer can access the Vendor Website at: <http://timewarnercable-tex-an-ng.com/index> or contact Time Warner Cable representative at: (469) 464-4914 or via email at: brian.beresford@twcable.com.

For Internet and Metro Ethernet Services:

- When Customer is ready to place an order, Customer will contact DIR Telecommunications at (877) 472-4848, option 4 or send an email to the telecom.solutions@dir.texas.gov.
- DIR will then place the order with the Vendor. DIR will invoice the Customer and will pay the Vendor.

For Small Office/Home Office (SOHO) Services:

- When Customer is ready to place an order, Customer will generate a purchase order, made payable to **Time Warner Entertainment - Advance/Newhouse Partner dba Time Warner Cable through its Texas Region**. You must reference the DIR Contract Number **DIR-TEX-AN-NG-CTSA-008** on your purchase order.
- Email or Fax your purchase order and quote form to your designated vendor sales representative.

Contract Documents:

- Contract: DIR-TEX-AN-NG-CTSA-008 - PDF (989 KB)
 - Amendment 1 to DIR-TEX-AN-NG-CTSA-008 - PDF (69 KB)
- Attachment C-1 to Exhibit C - Pricing - PDF (201 KB) (Amendment 1 Version)
- Attachment D-1 to Exhibit D - Service Level Agreement - PDF (223 KB)
- Attachment F-1 Network to Network Plan - PDF (175 KB)
- Attachment F-2 Capacity Management Plan Attachment - PDF (178 KB)
- Attachment F-3 Disaster Recovery Plan - PDF (196 KB)
- Attachment F-7 Service Delivery Implementation Plan - PDF (236 KB)
- Attachment F-8 Marketing Plan - PDF (200 KB)
- Attachment F-9 Service Delivery Management Plan - PDF (232 KB)
- Attachment F-10 Order Process Implementation Plan - PDF (208 KB)
- Attachment F-11 Order Process Management Plan - PDF (238 KB)

- [Attachment F-12 Change Management Implementation Plan](#) - PDF (538 KB)
- [Attachment F-13 Change Management Plan](#) - PDF (244 KB)
- [Attachment F-14 Inventory Management Implementation Plan](#) - PDF (206 KB)
- [Attachment F-15 Ongoing Inventory Management Plan](#) - PDF (193 MB)
- [Attachment F-16 Help Desk Management Plan](#) - PDF (276 KB)
- [Attachment F-17 Ongoing Help Desk Management Plan](#) - PDF (313 KB)
- [Attachment F-18 Billing Plan](#) - PDF (2.38 MB)
- [Attachment F-19 Program Management Plan](#) - PDF (219 KB)
- [Attachment F-20 Ongoing Program Management Plan](#) - PDF (265 KB)
- [Exhibit I – HUB Subcontracting Plan](#) - PDF (316 KB)

Time Warner Entertainment - Advance/Newhouse Partner dba Time Warner Cable through its Texas Region

Contact: [Brian Beresford](#)
Phone: (469) 464-4914
Fax: Not Available

DIR Contact:

Contact: [Skip Bartek](#)
Phone: (512) 936-9876
Fax: (512) 475-4759

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**PRICING WITH DIR COST RECOVERY FEE (CRF)
(CUSTOMER PAYS THIS AMOUNT)**

Cost Recovery Fee = 12%

METRO ETHERNET PRICING		
Access	MRC	NRC
1.5m Port	\$196.00	\$560.00
2m Port	\$196.00	\$560.00
5m Port	\$224.00	\$840.00
10m Port	\$308.00	\$840.00
20m Port	\$392.00	\$840.00
30m Port	\$476.00	\$840.00
40m Port	\$560.00	\$840.00
50m Port	\$672.00	\$840.00
60m Port	\$756.00	\$840.00
70m Port	\$840.00	\$840.00
80m Port	\$924.00	\$840.00
90m Port	\$1,008.00	\$840.00
100m Port	\$1,176.00	\$840.00
200m Port	\$1,456.00	\$840.00
300m Port	\$1,904.00	\$840.00
400m Port	\$2,240.00	\$840.00
500m Port	\$2,576.00	\$840.00
1Gig Port	\$5,152.00	\$840.00
10Gig Port	ICB	ICB

Pricing above is applicable to on-net buildings. Off-net will be priced on an ICB
Term commitment for this service is a minimum of 12 months, but will not exceed 36
months.

**PRICING WITH DIR COST RECOVERY FEE (CRF)
(CUSTOMER PAYS THIS AMOUNT)**

Cost Recovery Fee = 12%

INTERNET FIBER PRICING				
Access	MRC	MRC Description	NRC	NRC Description
1.5m	\$168.00	Internet Access	\$560.00	Installation Charge
10m	\$582.40	Internet Access	\$840.00	Installation Charge
20m	\$952.00	Internet Access	\$840.00	Installation Charge
30m	\$1,176.00	Internet Access	\$840.00	Installation Charge
40m	\$1,400.00	Internet Access	\$840.00	Installation Charge
50m	\$1,624.00	Internet Access	\$840.00	Installation Charge
60m	\$1,848.00	Internet Access	\$840.00	Installation Charge
70m	\$2,072.00	Internet Access	\$840.00	Installation Charge
80m	\$2,296.00	Internet Access	\$840.00	Installation Charge
90m	\$2,520.00	Internet Access	\$840.00	Installation Charge
100m	\$2,744.00	Internet Access	\$840.00	Installation Charge
200m	\$4,032.00	Internet Access	\$840.00	Installation Charge
300m	\$5,286.40	Internet Access	\$840.00	Installation Charge
400m	\$6,540.80	Internet Access	\$840.00	Installation Charge
500m	\$7,616.00	Internet Access	\$840.00	Installation Charge
1Gig	\$11,200.00	Internet Access	\$840.00	Installation Charge
10Gig		Internet Access		Installation Charge
		ICB		ICB

Pricing above is applicable to on-net buildings; off-net will be priced on an ICB

MRC includes cost of equipment required for services and maintenance.

Term commitment for this service is a minimum of 12 months.

Term commitment for ICB service is a minimum of 12 months, but will not exceed 36 months.

INTERNET DOCSIS PRICING				
Access	MRC	MRC Description	NRC	NRC Description
10Mbps x 1 Mbps	\$110.82	Internet Access, High Speed Data, includes 1 static IP	\$224.00	Installation Charge
15 Mbps x 2 Mbps	\$241.86	Internet Access, High Speed Data, includes 1 static IP	\$224.00	Installation Charge
35 Mbps x 5 Mbps	\$322.56	Internet Access, Wideband, includes 5 static IPs	\$224.00	Installation Charge
50 Mbps x 5 Mbps	\$388.08	Internet Access, Wideband, includes 5 static IPs	\$224.00	Installation Charge

MRC includes cost of equipment required for services and maintenance.

Term commitment for this service is a minimum of 12 months.

TELECOMMUNICATION FEES AND SURCHARGES

Metro Ethernet Service Fees and Surcharges

Item	Amount	Description	Statutory Citation for Authority to Assess	Exempt Customers
Federal, State and Local Taxes	Exact charges based on Customer address.	Federal, State and Local Taxes	Governmental exemptions from federal excise tax: 26 USC §§4253(i)(j); State sales tax: §151.309, Tax Code; Local Sales Tax: §321.208, Tax Code	All governmental entities are exempt.
Regulatory recovery fee - State (TX PUC recovery fee) "Utility Gross Receipts Assessment"	.167% of monthly telecommunications service charges	TX PUC recovery fee - PUC tax "Utility gross receipts assessment"	Collected to recover costs of complying with various state regulatory requirements.	No exemptions.
MROW - Municipal Right of Way (Municipal Franchise Fee)	City of Austin = Business phone rate \$5.09 per line; Ethernet P2P rate \$12.63 per line; cities may change this rate on an annual basis under state statutes.	Local fee imposed on companies that use the right of way. Companies are allowed to recover the costs of paying this fee from subscribers.	§54.205, Utilities Code	No exemptions.
FUSF	14.4% of monthly telecommunications service charges. Rate is changed quarterly by federal government	Federal Universal Service Fund Surcharge	This surcharge funds programs to ensure the availability of affordable telephone services across the US. All providers of telephone services must contribute and may recover these contributions from its subscribers.	No exemptions.
911 Equalization Surcharge	1.00%	Applies to intrastate long distance services	Health & Safety Code §771.072 CSEC Rule 255.1	State and all its Agencies are exempt from all fees imposed under Subchapter D, Chapter 771 (Health and Safety) and Chapter 772 (HHS). Payable by political subdivisions.

Internet Service Fees and Surcharges

Item	Amount	Description	Statutory Citation for Authority to Assess	Exempt Customers
Federal, State and Local Taxes	Exact charges based on Customer address.	Federal, State and Local Taxes	Governmental exemptions from federal excise tax: 26 USC §§4253(i)(j); State sales tax: §151.309, Tax Code; Local Sales Tax: §321.208, Tax Code	All governmental entities are exempt.
Sales tax	8.25% of monthly internet charges less \$25 exemption	Sales tax - cable/hsd	All governmental entities are exempt from this tax.	All governmental entities are exempt from this tax.
911 Equalization Surcharge	1.00%	Applies to intrastate long distance services	Health & Safety Code §771.072 CSEC Rule 255.1	State and all its Agencies are exempt from all fees imposed under Subchapter D, Chapter 771 (Health and Safety) and Chapter 772 (HHS). Payable by political subdivisions.