

Business Class Road Runner

What is the Business Class Road Runner?

- As an employee/staff member of Racine School District you are eligible for Road Runner Business Class Internet service at a discounted rate.
- If you are a new employee to Road Runner service you can receive a free month of basic standard cable service credited in the third month's bill after activation.
- Both new and existing customers may take advantage of Business Class Service
- Discounts are subject to change during Time Warner company-wide rate changes.
- There are no long term contracts required for this discount

The differences between Road Runner "Business Class" and Residential?

- Speed, residential is 5MB x 384Kb, business class is 5MB X 512Kb
- Business Class subscribers have a higher trained level of technical support group available to them 24/7
- Subscriber data transfers are prioritized higher than residential subscribers during Internet congestion
- There is a separate technical support group available for Business Class subscribers.
- Additional options available only to Business Class subscribers at an additional cost, include Static IP, Firewall, VPN,DNS, Web hosting, Vanity E-mail, and Dial-up service.
- Business customers are guaranteed restoration in 24 hours if their service fails

What do new subscribers receive when they use Time Warner Cables

Business Class Road Runner Service? If you are a new subscriber you will receive a one month free credit for basic cable service payable in the third month.

How do I sign up?

- Use the automated form on www.wi.rr.com/rsd
- If you already have service select from the "Current Customer" You will not be contacted but will be converted within 10 days to Business Class Service.
- To become a subscriber you must select from the remaining choices (New Subscriber). You will be contacted within 10 days for installation.
- <http://www.timewarnercable.com/milwaukee/products/cable>
Rate Changes will be reflected on your bill within one to two billing cycles. If you do not see the expected changes call 888-TWC-TELE for Road Runner!
- *For technical support **888-TWC-TELW**
- *For cable TV **800-627-2288 414-277-4000**

Diane Montgomery

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