

Employee benefit: High-speed Internet from Time Warner Cable Business Class

As one of our partner providers, we are pleased to announce that Time Warner Cable Business Class is now offering high-speed Internet access directly to Pfizer employees who act by November 11, 2008.

For just \$50 per month, new subscribers will receive TWC Business Class High Speed Data at 10 Mbps x 1.5 Mbps with one dynamic IP address. A low \$50 installation fee applies for new customers.

Existing Pfizer employees with Time Warner Cable Business Class high-speed internet service will need to complete a simple form to continue service without disruption. The monthly \$50 service fee applies, and the \$50 installation fee is waived for existing customers.

Any applicable state and local taxes are in addition to the monthly service and will appear on your invoice as a separate charge.

Signing up is easy!

New Customers:

- 1) Complete the agreement below, send an email to DL-HRN-TWC PFIZER@twcable.com to request a service agreement, or download a copy of this agreement from the National Sales homepage at <http://www.twcbc.com/Corporate/NationalSales/default.html>. Complete all fields of the agreement.
- 2) Email your completed agreement to DL-HRN-TWC PFIZER@twcable.com. In the subject line indicate: "NEW SERVICE to TWCBC".
- 3) Email your agreement by 11/11/2008.

Conversion for Existing employees with TWC service:

- 1) Complete the agreement below, send an email to DL-HRN-TWC PFIZER@twcable.com to request a service agreement, or download a copy of this agreement from the National Sales homepage at <http://www.twcbc.com/Corporate/NationalSales/default.html>. Complete all fields of the agreement.
- 2) Email your completed agreement to DL-HRN-TWC PFIZER@twcable.com. In the subject line indicate: "CONVERSION to TWCBC"
- 3) Email your agreement on or before 11/11/2008 to avoid service disruption after the cutoff of 11/15/2008.

Billing:

You will be billed directly by TWC National Sales to the billing address provided in the agreement. The first invoice you receive for TWC National Sales will reflect charges for the following service period: 11/16/08 - 11/30/08 and 12/1/08 - 12/31/08. The invoicing cycle occurs on the 1st of every month for the current month service period, payment for this service is due upon receipt.

Payment:

TWC National Sales supports multiple payment options such as: invoice and check remittance, one time payment via credit card and a monthly recurring credit card option. TWC National Sales supports American Express, Visa and MasterCard.

Important TWC Contact information:

- Product or billing questions about your TWC Business Class Service can be directed to DL-HRN-ntwbilling@twcable.com or by calling (866)718-5093.
- TWC Business Class Service is provided through the TWC Commercial Support Center (CSC). Pfizer employees will continue to receive the same service and support as our largest commercial clients. CSC support is available (24x7) by calling (866)279-8040.



Time Warner Cable Business Class Services Agreement

This Time Warner Cable Business Class Services Agreement is made by and between Time Warner Cable ("**TWC**") and the customer identified below ("**Customer**"):

CUSTOMER INFORMATION			
TWC SERVICE AGREEMENT – PFIZER EMPLOYEE CONVERSIONS			
Customer/End User Name:			
Street Address:	City:	State:	Zip Code:
Customers Main Tel. No.:	E-mail Address		
Current TWC Customer? (Please check)			
_____ Yes _____ NO			
SERVICES			
<input type="checkbox"/> 10 Mbps x 1.5 Mbps 1 DHCP \$50.00	Install Fee (One-Time Fee for New Customers Only)	\$50.00	
(Applicable State and Local taxes are additional)	Install Fee (Existing Customers)	\$00.00	
	(Ordering a second line is considered a "new customer")		
CUSTOMER AUTHORIZATION			
THIS TIME WARNER CABLE BUSINESS CLASS SERVICES AGREEMENT IS SUBJECT TO THE TIME WARNER CABLE BUSINESS CLASS SERVICES AGREEMENT TERMS AND CONDITIONS AVAILABLE AT http://www.twcbc.com/corporate/service_agreement.html . A COPY OF WHICH WILL BE PROVIDED TO CUSTOMER UPON REQUEST. SUCH TERMS AND CONDITIONS ARE INCORPORATED HEREIN BY THIS REFERENCE. BY EXECUTING THIS TIME WARNER BUSINESS CLASS SERVICES AGREEMENT WHERE INDICATED BELOW, CUSTOMER ACKNOWLEDGES THAT (1) CUSTOMER ACCEPTS AND AGREES TO BE BOUND BY ALL SUCH TERMS AND CONDITIONS, INCLUDING SECTION 21 THEREOF, WHICH PROVIDES THAT THE PARTIES DESIRE TO RESOLVE DISPUTES RELATING TO THE TIME WARNER BUSINESS CLASS SERVICES AGREEMENT THROUGH ARBITRATION; AND (2) BY AGREEING TO ARBITRATION, CUSTOMER IS GIVING UP VARIOUS RIGHTS, INCLUDING THE RIGHT TO TRIAL BY JURY.			
CUSTOMER			
By (signature):			
Name (printed):			
Date:			

Email the completed form to DL-HRN-TWCPFIZER@twcable.com or fax to (703)345-2514.

An acceptance notification will be sent to the email address provided in this agreement once TWC completes all necessary conversion and setup steps.

Any additional correspondence should be sent to DL-HRN-TWCPFIZER@twcable.com