

CUSTOMER FAQ

1. How will the reorganization process affect customers?

- The company is continuing to operate business as usual throughout the Chapter 11 process and will meet customers' needs.
- Customers will not be impacted as a result of the Chapter 11 process, and serving our customers remains our top priority.
- We remain committed to providing critical voice and data services and ensuring customers realize the maximum benefit in transitioning to next-generation technology solutions and premium broadband services.

2. What changes should I expect in my service and schedules?

- The company is continuing to operate business as usual throughout the Chapter 11 process, and we have sufficient liquidity and access to goods and services needed to meet current installation and deployment schedules.
- Customer will not be impacted as a result of the Chapter 11 process, and we look forward to continuing to serve you.
- Serving our customers remains our top priority.

3. Will you be raising prices?

- Pricing decisions will continue to be made on the basis of customer demand, the competitive environment and our overall viability, as they always have been.

4. Why should customers continue to do business with Windstream?

- Windstream is continuing to operate as normal, and we have liquidity to meet our operational needs.
- We will continue to conduct business, honor our existing commitments and do everything we normally do to deliver value to our valued customers.
- We remain committed to providing critical voice and data services and ensuring customers realize the maximum benefit in transitioning to next-generation technology solutions and premium broadband services.
- We value our relationships with our customers and look forward to maintaining them long into the future.

5. What will happen to Windstream's major programs, installations and investments, such as Fiber to the Premise and LUNAR? Will these continue as planned?

- We are continuing the rollout of our major programs, installations and investments as planned.
- Windstream has sufficient liquidity to run our business throughout the court-supervised process.

6. Will customers have the same contact person?

- Yes. Windstream is continuing to operate as usual, and normal business relationships should not change as a result of this process.

7. How can customers get updates and additional information?

- We are committed to keeping customers informed of any important events as this process moves forward.
- In the meantime, please reach out to your normal Windstream contact with any questions.