

VENDOR FAQ

1. Will Windstream continue to honor its contracts?

- Windstream has sufficient liquidity to run our business and pay our vendors throughout the court-supervised process.
- We intend to continue providing exceptional service to consumers and businesses across the U.S. while maintaining our relationships with vendors and business partners.
- The Court has granted Windstream interim approval to access up to \$400 million of its \$1 billion in debtor-in-possession (“DIP”) financing.
- This financing, combined with access to cash generated by the company’s ongoing operations, is available to meet Windstream’s operational needs and enable Windstream to continue operating our business, including paying vendors for all goods received and services provided to Windstream on or after February 25, 2019, the filing date.

2. Will vendors be paid for goods received and services provided to Windstream on or after the filing date?

- Yes. Vendors will be paid in full and on time, per the payment terms outlined in our contracts and purchase orders, for all goods and services received on or after February 25, 2019 as required

under the Bankruptcy Code.

- We want to reassure vendors that the Bankruptcy Code gives administrative priority to payment of such claims and we have sufficient funds to do so.
 - Invoices for goods received and services provided to Windstream on or after the filing date should be submitted through the typical accounts payable channels, and payments will be processed in accordance with contract terms, if applicable.
- 3. Will vendors be paid for goods received and services provided to Windstream prior to the filing date?**
- Unfortunately, U.S. Bankruptcy law mandates that unpaid debts for goods and services provided to Windstream prior to the filing date, also known as “pre-petition claims,” cannot be paid without specific court approval.
 - If you provided goods or services before the filing date and have not been paid, you can file a proof of claim with the Bankruptcy court. To do that you can contact Windstream’s claims agent, KCC at <http://www.kccllc.net/windstream>. Information is also available by calling 877-759-8815 (toll-free in the U.S.) or +1-424-236-7262 (for parties outside the U.S.).
- 4. Will you pay invoices for goods ordered before the Chapter 11 filing that are received after the Chapter 11 filing?**
- The key factor for determining whether Windstream can pay a particular invoice is not the date of the order or invoice, but the date when Windstream became legally required to pay for the goods received or services provided (i.e. when Windstream took ownership of the goods or the service was rendered to Windstream).
- 5. Will Windstream pay invoices according to the same schedule that was used before the Chapter 11 filing?**
- Windstream will continue to place orders and receive goods and

services, and to pay vendors for goods and services received on or after February 25, 2019, in full and on time, per the payment terms outlined in our contracts and purchase orders and as required under the Bankruptcy Code.

- The Bankruptcy Code gives administrative priority to payment of such claims.
- Windstream has sufficient liquidity to run our business and pay our vendors throughout the court-supervised process.

6. Will the company continue to order goods and services from its vendors?

- Windstream will continue to place orders and receive goods and services, and to pay vendors for goods and services received on or after February 25, 2019, in full and on time, per the payment terms outlined in our contracts and purchase orders and as required under the Bankruptcy Code.
- Windstream has sufficient liquidity to run our business and pay our vendors throughout the court-supervised process.
- The company is continuing to operate throughout the Chapter 11 process. We are relying on our vendors to continue providing the products and services we need.

7. Can I take back my goods?

- It is against the law to take back goods from a company that has filed for Chapter 11 without following the applicable procedures under the Bankruptcy Code.

8. Can vendors renegotiate or terminate the terms of their contracts with Windstream?

- Windstream is maintaining its relationships with vendors and we expect our vendors to continue to honor existing agreements.
- If you have a contract with Windstream, bankruptcy laws require that you continue to perform services or provide products under

that agreement unless otherwise ordered by the court.

- We are committed to the partnership we have developed with your organization and will continue to work closely with you throughout this process.
- Your cooperation will ensure that our business continues to operate effectively and that our companies can continue working together for many years to come.

9. 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 and pay our vendors throughout the court-supervised process.

10. How can I obtain more information?

- Additional resources for vendors and other information on Windstream’s filings can be accessed by visiting www.windstreamrestructuring.com.
- court filings and other documents related to the Chapter 11 process are available on a separate website administered by Windstream’s claims agent, Kurtzman Carson Consultants LLC (“KCC”), at <http://www.kccllc.net/windstream>. Additional information is also available by calling 877-759-8815 (toll-free in the U.S.) or +1-424-236-7262 (for parties outside the U.S.).