



March 5, 2020

Subject: Business Continuity Planning: COVID-19 Response Plan

Dear Valued Customer,

Windstream is closely monitoring COVID-19, the disease caused by the new coronavirus, and the guidance being provided by the Centers for Disease Control and Prevention (CDC). We want to assure you that we are well prepared to minimize any potential disruptions to our business operations and the services we provide to our customers.

We take these matters seriously, and the safety and wellbeing of our employees, customers and partners is a top priority. Windstream has a geographically dispersed workforce that has been equipped to work effectively from home, ensuring the safety of our employees and the continuity of our operations.

Business Continuity Planning

Windstream maintains Business Continuity Plans as well as a Pandemic Plan and a Crisis Management Plan to provide a standardized strategy for managing potentially disruptive events.

These plans establish roles and responsibilities with regard to incident response preparedness and recovery throughout the company. Designated First Responder Teams are responsible for execution of the appropriate plan under the oversight of Windstream's senior executives.

Continuity of Operations

In preparation for a potential pandemic outbreak, Windstream is prepared to implement our Business Continuity Plans, in whole or in part, in the event any area is designated by the CDC as Level 1, 2, or 3. The following protocols will be implemented prior to or upon such designation:

- Provide guidance to employees on good personal hygiene protocols as per the CDC;
- Expand cleaning frequencies in our office locations and provide hand sanitizer;
- Restrict all business-related international travel;
- Suspend all non-essential business-related travel within the US;
- Prepare to transition all employees to work from home to ensure the safety and well-being of our employees and to ensure continuity of services using the company's robust collaboration tools, including OfficeSuite UC HD Meeting;
- Engage critical suppliers to confirm Business Continuity and Pandemic Response Plans and ensure their capacity to provide service continuity;
- Execute an overall Communication Plan for internal and external communications with updates on operational status and risk as soon as information is available; and
- Maintain current guidance as issued by the government and/or CDC and the World Health Organization.

If you have any questions or concerns regarding our preparation, please direct any question to your account manager or customer advocate, or you may email our Corporate Business Continuity Office at corp.businesscontinuity@windstream.com.

Sincerely,

A handwritten signature in blue ink that reads "Rodney Hawkins". The signature is written in a cursive, flowing style.

Rodney Hawkins

Chief Compliance Officer