

Windstream Services, LLC  
4001 N. Rodney Parham Rd.  
Little Rock, AR 72212

WINDSTREAM  
ENTERPRISE

February 5, 2019

«Contact»  
«Customer\_Name»  
«Addr\_Line\_2»  
«Addr\_Line\_3»  
«City\_Name», «State\_Code» «Zip\_Code»

**If you are not the site contact or administrator, please kindly pass this important notification on to the appropriate party.**

IMPORTANT: Service Discontinuance Notification for Account # «Acct #»,  
Service Location «Serv Loc»

**This Change in Service Requires Action on Your Part**

Dear Valued Customer,

Because your business matters to us, we wanted to provide advance notification of an important change we are making for services in your area.

**The platform that currently supports POTS, DSL & IVDS services has reached the end of its useful life and will soon be decommissioned.** As a result, customers in the Pensacola, Safety Harbor and Clearwater, Florida areas will have these services retired on or about May 30, 2019. Please note, this notification does not affect other services you may have with Windstream.

The change requires action on your part. An Account Representative will be contacting you shortly to make you aware of your options and assist you in any way possible to ensure a smooth transition prior to the service retirement. **Failure to make arrangements for an alternative service by February 28, 2019 may result in permanent service termination or insufficient time to transition your customer to a replacement service, with no immediate restoral options.**

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Windstream Services, LLC. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

Thank you for your time and attention to this important matter. If you have any questions, please contact us at 800.347.1991.

Sincerely,  
Customer Care