

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

WINDSTREAM  
ENTERPRISE

August 8, 2018

SCOTT LOFTON  
SOMPO JAPAN INS CO OF AMERICA  
11405 N COMMUNITY HOUSE DR  
SUITE 600  
CHARLOTTE, NC 28277-4364

**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 #: 011789341  
Service Location: 4021 ROSE LAKE DR, SUITE 200  
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. **This change will require action on your part in order to avoid service interruption.**

**The platform that currently supports DS0/POTS services has reached the end of its useful life and will soon be decommissioned. As a result, your location in the Charlotte, NC area will have these services retired on or about September 30, 2018.**

**The change requires action on your part** and we want to work with you to make you aware of your options and assist you in any way possible to ensure a smooth transition prior to the service retirement.

**To avoid service interruption, we encourage you to take action as soon as possible by contacting Customer Care at 800.600.5050, no later than August 30, 2018 to explore an alternative service solution. Failure to do so may result in permanent service termination or insufficient time to transition 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 NuVox, 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.

We will be reaching out to you shortly to discuss an alternative service solution. Please note that this notification does not affect other services you may have with Windstream. Thank you for your time and attention to this important matter. If you have any questions, please contact us at 800.600.5050.

Sincerely,  
Customer Care