

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

WINDSTREAM
ENTERPRISE

November 19, 2020

«CONTACT_FIRST_NAME» «CONTACT_LAST_NAME»
«BILLING_BUSINESS_NAME»
«BILLING_ADDRESS_1» «BILLING_ADDRESS_2»
«BILLING_CITY», «BILLING_STATE» «BILLING_ZIP»

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 #: «BILLABLE_ACCOUNT_ID»
Product Name: «Product»
Service Location: «SERVICE_ADDRESS»
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 being made for services in your area.

Our underlying provider will no longer be offering some services in certain areas effective January 13, 2020. As a result, customers in the following areas will have OPX (Off Premises Extension), PBX (Private Branch Exchange) Trunks and/or DSL (Digital Subscriber Line) served via Verizon copper facilities retired on or about January 13, 2020: Ewing, New Brunswick and Somerville, NJ; Queens, NY; and Philadelphia, PA. Your specific service is noted above. **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.

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.

To avoid service interruption, we encourage you to explore an alternative service solution with Windstream. Failure to make arrangements for an alternative service may result in permanent service termination or insufficient time to transition to a replacement service, with no immediate restoral options.

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

Regards,

Customer Care