



Windstream D&E Systems, Inc.

Dear Valued Customer,

Windstream Communications, Inc. ("Windstream Communications") is moving your long distance service to an affiliate. Your new long distance service provider will be Windstream D&E Systems, Inc. ("Windstream D&E Systems"). Your long distance telephone service will transfer from Windstream Communications to Windstream D&E Systems on or about February 7, 2011.

Rest assured you will continue to receive the high-quality service you have come to expect. There will be no change in your current plan, rates, features, terms and conditions of your service or customer service contracts, except you will notice that the monthly Interstate Service Fee of \$2.98 will be reduced to \$0.95. Also, there will be no charge associated with transferring your service between these Windstream providers, and no action is required by you during this transfer.

You have a choice in carriers for your long distance telephone service. If you choose to select another carrier, you should contact that carrier immediately to ensure that your services are transferred before February 7, 2011. Keep in mind, if you change carriers, you may have to pay a transfer charge. Should you choose another carrier for your long distance service, you will lose certain "bundled" discounts or other benefits you currently enjoy on your local and long-distance service.*

Under Federal Communications Commission rules, any restrictions or "freezes" you may have placed on your account to block changes to your preferred long distance carrier will be removed as part of the transfer process. If you wish to reinstate such restrictions, please contact us at 1-800-347-1991 (residential) or 1-800-843-9214 (business).

Customer service is the foundation of our business. Please let us know how we can work with you to meet your needs. If you have any questions or complaints before, during, and after the transition of your service, do not hesitate to contact Windstream D&E Systems at 1-800-347-1991(residential) or 1-800-843-9214 (business).

Be sure to look for more information from us during the upcoming months. We are excited about serving you and look forward to providing you with the same high-quality, innovative products and services into the future.

Sincerely,

Windstream D&E Systems

*Customers with a bundled product (a combination of local products that qualify them for a specific long-distance plan) who make a change to that bundle of service will be moved to an appropriate qualifying long-distance plan. Information regarding this plan and other available long-distance plans may be found at http://www.windstream.com/about/tariff_state.aspx.