

Fill in this information to identify the case:

Debtor Windstream Business Holdings, LLC

United States Bankruptcy Court for the: Southern District of New York
(State)

Case number 19-22310

**Official Form 410
Proof of Claim**

04/16

Read the instructions before filling out this form. This form is for making a claim for payment in a bankruptcy case. Do not use this form to make a request for payment of an administrative expense. Make such a request according to 11 U.S.C. § 503.

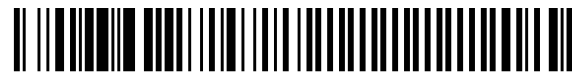
Filers must leave out or redact information that is entitled to privacy on this form or on any attached documents. Attach redacted copies or any documents that support the claim, such as promissory notes, purchase orders, invoices, itemized statements of running accounts, contracts, judgments, mortgages, and security agreements. **Do not send original documents;** they may be destroyed after scanning. If the documents are not available, explain in an attachment.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Fill in all the information about the claim as of the date the case was filed. That date is on the notice of bankruptcy (Form 309) that you received.

Part 1: Identify the Claim

1. Who is the current creditor?	<u>ABC Phones of North Carolina Inc.</u> Name of the current creditor (the person or entity to be paid for this claim)	
	Other names the creditor used with the debtor <u>Z Wireless, A Wireless, Diamond Wireless, Victra</u>	
2. Has this claim been acquired from someone else?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes. From whom? _____	
3. Where should notices and payments to the creditor be sent? Federal Rule of Bankruptcy Procedure (FRBP) 2002(g)	Where should notices to the creditor be sent?	Where should payments to the creditor be sent? (if different)
	ABC Phones of North Carolina Inc. Account Payable c/o Donna Johnson 8510 Colonnade Center Dr Suite 300 Raleigh, NC 27615, United States	
	Contact phone <u>252-565-0794</u>	Contact phone _____
	Contact email <u>donna.johnson@victra.com</u>	Contact email _____
	Uniform claim identifier for electronic payments in chapter 13 (if you use one): _____	
4. Does this claim amend one already filed?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes. Claim number on court claims registry (if known) _____ Filed on _____ MM / DD / YYYY	
5. Do you know if anyone else has filed a proof of claim for this claim?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes. Who made the earlier filing? _____	



Part 2: Give Information About the Claim as of the Date the Case Was Filed

6. Do you have any number you use to identify the debtor? No
 Yes. Last 4 digits of the debtor's account or any number you use to identify the debtor: 0786 ____

7. How much is the claim? \$ 54.62. Does this amount include interest or other charges?
 No
 Yes. Attach statement itemizing interest, fees, expenses, or other charges required by Bankruptcy Rule 3001(c)(2)(A).

8. What is the basis of the claim? Examples: Goods sold, money loaned, lease, services performed, personal injury or wrongful death, or credit card.
Attach redacted copies of any documents supporting the claim required by Bankruptcy Rule 3001(c).
Limit disclosing information that is entitled to privacy, such as health care information.
Refund due to over payment on closed account

9. Is all or part of the claim secured? No
 Yes. The claim is secured by a lien on property.
Nature or property:
 Real estate: If the claim is secured by the debtor's principle residence, file a *Mortgage Proof of Claim Attachment* (Official Form 410-A) with this *Proof of Claim*.
 Motor vehicle
 Other. Describe: _____
Basis for perfection: _____
Attach redacted copies of documents, if any, that show evidence of perfection of a security interest (for example, a mortgage, lien, certificate of title, financing statement, or other document that shows the lien has been filed or recorded.)
Value of property: \$ _____
Amount of the claim that is secured: \$ _____
Amount of the claim that is unsecured: \$ _____ (The sum of the secured and unsecured amount should match the amount in line 7.)
Amount necessary to cure any default as of the date of the petition: \$ _____
Annual Interest Rate (when case was filed) _____ %
 Fixed
 Variable

10. Is this claim based on a lease? No
 Yes. Amount necessary to cure any default as of the date of the petition. \$ _____

11. Is this claim subject to a right of setoff? No
 Yes. Identify the property: _____



12. Is all or part of the claim entitled to priority under 11 U.S.C. § 507(a)?

A claim may be partly priority and partly nonpriority. For example, in some categories, the law limits the amount entitled to priority.

No

Yes. Check all that apply:

	Amount entitled to priority
<input type="checkbox"/> Domestic support obligations (including alimony and child support) under 11 U.S.C. § 507(a)(1)(A) or (a)(1)(B).	\$ _____
<input type="checkbox"/> Up to \$2,850* of deposits toward purchase, lease, or rental of property or services for personal, family, or household use. 11 U.S.C. § 507(a)(7).	\$ _____
<input type="checkbox"/> Wages, salaries, or commissions (up to \$12,850*) earned within 180 days before the bankruptcy petition is filed or the debtor's business ends, whichever is earlier. 11 U.S.C. § 507(a)(4).	\$ _____
<input type="checkbox"/> Taxes or penalties owed to governmental units. 11 U.S.C. § 507(a)(8).	\$ _____
<input type="checkbox"/> Contributions to an employee benefit plan. 11 U.S.C. § 507(a)(5).	\$ _____
<input type="checkbox"/> Other. Specify subsection of 11 U.S.C. § 507(a)(____) that applies.	\$ _____

* Amounts are subject to adjustment on 4/01/19 and every 3 years after that for cases begun on or after the date of adjustment.

13. Is all or part of the claim pursuant to 11 U.S.C. § 503(b)(9)?

No

Yes. Indicate the amount of your claim arising from the value of any goods received by the debtor within 20 days before the date of commencement of the above case, in which the goods have been sold to the Debtor in the ordinary course of such Debtor's business. Attach documentation supporting such claim.

\$ _____

Part 3: Sign Below

The person completing this proof of claim must sign and date it. FRBP 9011(b).

If you file this claim electronically, FRBP 5005(a)(2) authorizes courts to establish local rules specifying what a signature is.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Check the appropriate box:

I am the creditor.

I am the creditor's attorney or authorized agent.

I am the trustee, or the debtor, or their authorized agent. Bankruptcy Rule 3004.

I am a guarantor, surety, endorser, or other codebtor. Bankruptcy Rule 3005.

I understand that an authorized signature on this *Proof of Claim* serves as an acknowledgement that when calculating the amount of the claim, the creditor gave the debtor credit for any payments received toward the debt.

I have examined the information in this *Proof of Claim* and have reasonable belief that the information is true and correct.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on date 05/07/2019
MM / DD / YYYY

/s/Donna Johnson
Signature

Print the name of the person who is completing and signing this claim:

Name Donna Johnson
First name Middle name Last name

Title IT Business Analyst

Company ABC Phones of North Carolina DBA Victra
Identify the corporate servicer as the company if the authorized agent is a servicer.

Address _____

Contact phone _____ Email _____



KCC ePOC Electronic Claim Filing Summary

For phone assistance: Domestic (877) 759-8815 | International (424) 236-7262

Debtor: 19-22310 - Windstream Business Holdings, LLC		
District: Southern District of New York, White Plains Division		
Creditor: ABC Phones of North Carolina Inc. Account Payable c/o Donna Johnson 8510 Colonnade Center Dr Suite 300 Raleigh , NC, 27615 United States Phone: 252-565-0794 Phone 2: Fax: Email: donna.johnson@victra.com	Has Supporting Documentation: Yes, supporting documentation successfully uploaded Related Document Statement:	
	Has Related Claim: No Related Claim Filed By:	
	Filing Party: Creditor	
Other Names Used with Debtor: Z Wireless, A Wireless, Diamond Wireless, Victra	Amends Claim: No Acquired Claim: No	
Basis of Claim: Refund due to over payment on closed account	Last 4 Digits: Yes - 0786	Uniform Claim Identifier:
Total Amount of Claim: 54.62	Includes Interest or Charges: No	
Has Priority Claim: No	Priority Under:	
Has Secured Claim: No Amount of 503(b)(9): No Based on Lease: No Subject to Right of Setoff: No	Nature of Secured Amount: Value of Property: Annual Interest Rate: Arrearage Amount: Basis for Perfection: Amount Unsecured:	
Submitted By: Donna Johnson on 07-May-2019 2:37:08 p.m. Eastern Time Title: IT Business Analyst Company: ABC Phones of North Carolina DBA Victra		



FINAL BILL

Account number	Telephone number	Invoice date
021748705	814-337-0786	February 21, 2019

Please call Windstream Communications toll free or visit our website.
 For Sales/Billing/Account Changes: 1-800-347-1991
 For Repair/Technical Support: 1-800-347-1991
 Website: smallbusiness.windstream.com

ABC PHONES OF NORTH CAROLINA INC
 ATTN: ACCOUNTS PAYABLE
 8510 COLONNADE CENTER DR, STE 300
 RALEIGH NC 27615-5861

WITH ALWAYS-ON, YOUR BUSINESS IS ALWAYS READY.

- 99.999% Internet uptime SLA
- Automatically switches to a wireless Internet backup connection in the event of a primary Internet service disruption
- Peace of mind and business continuity for only \$39.99/month

FOR DETAILS VISIT
WINDSTREAM.COM/ALWAYSON

THANK YOU FOR CHOOSING WINDSTREAM.



kinetic.business
 by windstream

Service At-A-Glance

Previous Bill	\$113.20
Payments/Adjustments thru 02/19	\$113.20 CR
Amount Previously Due	\$.00
Current Charges Due - 03/13/19	\$54.62 CR
Total Amount Due	\$54.62 CR

Use of the Services constitutes your agreement to Windstream's Terms and Conditions maintained at www.windstream.com/terms, or you may request a copy by calling the number at the top of the bill. See "Windstream Customer Message" section on this bill for any recent changes to Windstream's Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

Paymeadville Refund amount acct - closed

Pay My Bill

- On-line:** For easy payments 24 hours a day, visit www.windstreamonline.com.
- In person:** To find a retail store location near you, visit www.windstream.com/support.
- By Mail:** Send your check and payment slip to the address below.
- By Phone:** For automated payments or to speak to a representative, call the number above.

Detach and return this payment slip with your check payable to WINDSTREAM PENNSYLVANIA, LLC.



ATTN: SUPPORT SERVICES
 1720 GALLERIA BLVD Address Service Requested
 CHARLOTTE, NC 28270

Check here for address changes noted on reverse side.

Account number	Telephone number	Due date
021748705	814-337-0786	March 13, 2019
CREDIT BALANCE DO NOT PAY		\$54.62 CR

888 021748705 7

FINAL BILL

4944009730 PRESORT 9730 1 MB 0.425 P1C39 <>

ABC PHONES OF NORTH CAROLINA INC
 ATTN: ACCOUNTS PAYABLE
 8510 COLONNADE CENTER DR, STE 300
 RALEIGH NC 27615-5861

*** NO PAYMENT DUE AT THIS TIME ***

Your credit balance will be refunded or applied to your other Windstream account (if applicable) within 60 days of final billing. An additional final bill may be issued prior to the credit balance being refunded or transferred. Refund checks are mailed to the billing address on file at the time of refund.

7000888000000002174870571902190000000546208

Go Paperless Today!

Why go Paperless?

1. Convenience - Windstream offers the convenience of online bill pay and auto draft through Windstream Online.
2. Accessibility - Receiving your bills via the Internet allows you to check your statements instantly from anywhere. So, no more worrying about the ability to make your payments on time if you are out of town!
3. Environment - Reduce your footprint by eliminating your paper bills. By signing up for paperless billing, you will be contributing to the reduction of paper usage, saving millions of trees, reduction of greenhouse gases, decrease in waste water production, and saving gasoline due to less delivery of paper bills.

Make your life easier while helping to save the Earth by signing up for paperless billing today!
Go to www.windstreamonline.com to register today!

SPEND LESS TIME PAYING YOUR BILL!

Windstream offers automatic payment options to make paying your bill easier. Set up AUTO PAY using your bank account. This allows your Windstream payments to be drawn directly from your preferred bank account.

- No more stamps
- No more checks to write
- No more worrying about late payments

It's free and you can still receive your paper bill or go green with paperless billing. Register today at www.windstreamonline.com or call Windstream Customer Service.

Important Information for Customers Paying by Check

Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically.

Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms.

We value your business and appreciate you selecting Windstream as your telecommunications provider.

Información importante para los clientes que pagan por cheque

Windstream puede convertir sus pagos por cheque a una transacción electrónica automática de débito (ACH en inglés). La transacción del débito aparecerá en su estado de cuenta del banco, aunque no se presentará su cheque a su institución financiera ni se le devolverá a usted. Esta transacción electrónica automática de débito no le inscribirá a usted en ningún proceso de débito automático de Windstream y solamente ocurrirá cada vez que se reciba un cheque. Cualquier reentrega debida a fondos insuficientes también podrá ocurrir electrónicamente.

Por favor tenga en cuenta que todas las transacciones de la cuenta corriente serán seguras y el pago por cheque constituye la aceptación de estas condiciones.

Agradecemos que sea nuestro cliente y apreciamos que haya elegido a Windstream como su proveedor de telecomunicaciones.

eCheck authorization: By entering the 5-digit zip code from my bill when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. EST on my specified payment date.

For a complete description of fees and taxes included on your bill, please visit www.windstream.com/billinfo.
Para obtener una descripción completa de las tarifas e impuestos incluidos en su factura, visite www.windstream.com/billinfo.

Return this portion with your payment.

Change of Address Effective Date ___ / ___ / ___

Name _____

Attention _____

New Address _____ Apt/Suite# _____

City _____ State _____ Zip _____

Business Phone _____ Home Phone _____

Windstream representatives are happy to answer your questions or concerns related to billing or service. To contact us, please call the number located at the top of page one. To view customer service hours by state and answers to FAQs, visit www.windstream.com/support.



Account number 021748705	Telephone number 814-337-0786	Invoice date February 21, 2019
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SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS -02/09/19	113.20 CR	
TOTAL PAYMENTS AND ADJUSTMENTS		113.20 CR

SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

WINDSTREAM	54.62 CR	
CURRENT CHARGES DUE 03/13/19		54.62 CR

WINDSTREAM DETAIL OF CURRENT CHARGES

Service from 02/19/19 to 03/18/19
Toll charge inquiries call 1-800-347-1991

SURCHARGES AND OTHER FEES		
PA STATE TAX ADJ SURCHARGE	2.23 CR	
TOTAL SURCHARGES AND OTHER FEES		2.23 CR
TAXES		
FEDERAL TAX	1.44 CR	
STATE TAX	2.89 CR	
TOTAL TAXES		4.33 CR
OTHER CHARGES AND CREDITS		
ACCESS CHARGE ADJUSTMENT From 01/30/19 to 02/18/19	8.10 CR	
BASIC SERVICE ADJUSTMENT From 01/30/19 to 02/18/19	39.96 CR	
TOTAL OTHER CHARGES AND CREDITS		48.06 CR
TOTAL WINDSTREAM CHARGES		54.62 CR

WINDSTREAM COMMUNICATIONS DETAIL OF CURRENT CHARGES

Toll charge inquiries call 1-800-347-1991

TOTAL WINDSTREAM COMMUNICATIONS CHARGES		.00
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SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS	1-800-347-1991
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Your IntraLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS	1-800-347-1991
---------------------------	----------------

Your Local carrier is*:

WINDSTREAM PENNSYLVANIA, LLC	1-800-347-1991
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* If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

WINDSTREAM CUSTOMER MESSAGE

THANK YOU FROM WINDSTREAM

We would like to take this moment to thank you for allowing us to serve you. We hate to see you go, so remember that whenever your needs grow or change, we're always just a phone call away to help. Simply dial 1-800-843-9214, and we'll work closely with you to create the perfect plan to fit your communications needs.

WINDSTREAM CUSTOMER MESSAGE (cont'd)

As always, we're dedicated to providing you with outstanding service and great new offers every day. From reliable phone service to blazing-fast high-speed Internet to crystal-clear TV, you can always be sure that you'll get the most for your dollar at Windstream.

Thank you for being a valued Windstream customer. We appreciate your business.

Windstream continues to work to provide the highest level of service and support to our Customers. Part of this service commitment includes providing Customers with the opportunity to have third party services charged to their Windstream telephone bill as a convenience. While many Customers appreciate this convenience, we understand that it's not for everyone. Windstream always encourages customers to review their Windstream bill each month and contact the company if they are unsure about a charge on their Windstream bill. And, in order to provide our Customers with a greater level of control and an additional layer of account protection, Windstream now offers the ability to block third party charges from your monthly telephone statement. This block will not apply to third party charges for Windstream-related services to which you subscribe (i.e. Dish, TechHelp, etc.), but will prevent unrelated services from appearing on your Windstream statement. This service is completely optional and free of charge. If you're interested in adding a third party block to your account, please call a Windstream representative at the phone number found at the top right hand corner of your statement.

If not paid on time, a late payment collection fee of \$12.00 will apply to any past due Internet balance.

Online payments must be made by 4:00 pm eastern time in order to post for the current day.

A subsequent bill will be rendered if needed to collect additional charges associated with toll or lost equipment.

If your bill shows a credit amount and you no longer have active service with Windstream, the credit will remain on your account for 60 additional days after which time a refund check will be issued to you at your final mailing address. If you have any questions, please call your local business office.

To help us serve you faster, please bring your entire billing statement with you when paying in person at one of our payment center locations.



Account number
021748705

Telephone number
814-337-0786

Invoice date
February 21, 2019

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ADDITIONAL FINAL BILL

Account number 021748705	Telephone number 814-337-0786	Invoice date March 21, 2019
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Please call Windstream Communications toll free or visit our website.
 For Sales/Billing/Account Changes: 1-800-347-1991
 For Repair/Technical Support: 1-800-347-1991
 Website: smallbusiness.windstream.com

ABC PHONES OF NORTH CAROLINA INC
 ATTN: ACCOUNTS PAYABLE
 8510 COLONNADE CENTER DR, STE 300
 RALEIGH NC 27615-5861

WE'RE HERE TO HELP

Our small business support page offers the help you need to keep your business booming.

- FAQs
- Account Information
- Technical Support
- Contact Us Through Live Chat, Email or Phone

VISIT TODAY AT
SMALLBUSINESS.WINDSTREAM.COM/SUPPORT
 THANK YOU FOR CHOOSING WINDSTREAM.



kinetic.business
 by windstream

Service At-A-Glance

Previous Bill	\$54.62 CR
Payments/Adjustments thru 03/19	\$54.62
Amount Previously Due	\$.00
Current Charges Due - 04/10/19	\$.00
Total Amount Due	\$.00

Use of the Services constitutes your agreement to Windstream's Terms and Conditions maintained at www.windstream.com/terms, or you may request a copy by calling the number at the top of the bill. See "Windstream Customer Message" section on this bill for any recent changes to Windstream's Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

PA-Meadville Final

Pay My Bill

On-line: For easy payments 24 hours a day, visit www.windstreamonline.com.
In person: To find a retail store location near you, visit www.windstream.com/support.
By Mail: Send your check and payment slip to the address below.
By Phone: For automated payments or to speak to a representative, call the number above.

Detach and return this payment slip with your check payable to WINDSTREAM PENNSYLVANIA, LLC.

ATTN: SUPPORT SERVICES
 1720 GALLERIA BLVD Address Service Requested
 CHARLOTTE, NC 28270

Account number 021748705	Telephone number 814-337-0786	Due date April 10, 2019
Amount Due		\$.00
Payment enclosed	\$ <input type="text" value=""/>	

888 021748705 7

ADDITIONAL FINAL BILL

7232007661 PRESORT 9681 1 MB 0.425 P1C39 <>



ABC PHONES OF NORTH CAROLINA INC
 ATTN: ACCOUNTS PAYABLE
 8510 COLONNADE CENTER DR, STE 300
 RALEIGH NC 27615-5861

WINDSTREAM
 PO BOX 9001908
 LOUISVILLE, KY 40290-1908



Go Paperless Today!

Why go Paperless?

1. Convenience - Windstream offers the convenience of online bill pay and auto draft through Windstream Online.
2. Accessibility - Receiving your bills via the Internet allows you to check your statements instantly from anywhere. So, no more worrying about the ability to make your payments on time if you are out of town!
3. Environment - Reduce your footprint by eliminating your paper bills. By signing up for paperless billing, you will be contributing to the reduction of paper usage, saving millions of trees, reduction of greenhouse gases, decrease in waste water production, and saving gasoline due to less delivery of paper bills.

Make your life easier while helping to save the Earth by signing up for paperless billing today!

Go to www.windstreamonline.com to register today!

SPEND LESS TIME PAYING YOUR BILL!

Windstream offers automatic payment options to make paying your bill easier. Set up AUTO PAY using your bank account. This allows your Windstream payments to be drawn directly from your preferred bank account.

- No more stamps
- No more checks to write
- No more worrying about late payments

It's free and you can still receive your paper bill or go green with paperless billing. Register today at www.windstreamonline.com or call Windstream Customer Service.

Important Information for Customers Paying by Check

Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically.

Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms.

We value your business and appreciate you selecting Windstream as your telecommunications provider.

Información importante para los clientes que pagan por cheque

Windstream puede convertir sus pagos por cheque a una transacción electrónica automática de débito (ACH en inglés). La transacción del débito aparecerá en su estado de cuenta del banco, aunque no se presentará su cheque a su institución financiera ni se le devolverá a usted. Esta transacción electrónica automática de débito no le inscribirá a usted en ningún proceso de débito automático de Windstream y solamente ocurrirá cada vez que se reciba un cheque. Cualquier reentrega debida a fondos insuficientes también podrá ocurrir electrónicamente.

Por favor tenga en cuenta que todas las transacciones de la cuenta corriente serán seguras y el pago por cheque constituye la aceptación de estas condiciones.

Agradecemos que sea nuestro cliente y apreciamos que haya elegido a Windstream como su proveedor de telecomunicaciones.

eCheck authorization: By entering the 5-digit zip code from my bill when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. EST on my specified payment date.

For a complete description of fees and taxes included on your bill, please visit www.windstream.com/billinfo.

Para obtener una descripción completa de las tarifas e impuestos incluidos en su factura, visite www.windstream.com/billinfo.

Return this portion with your payment.

Change of Address Effective Date ____ / ____ / ____

Name _____

Attention _____

New Address _____ Apt/Suite# _____

City _____ State _____ Zip _____

Business Phone _____ Home Phone _____

Windstream representatives are happy to answer your questions or concerns related to billing or service. To contact us, please call the number located at the top of page one. To view customer service hours by state and answers to FAQs, visit www.windstream.com/support.

Account number 021748705	Telephone number 814-337-0786	Invoice date March 21, 2019
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SUMMARY OF PAYMENTS AND ADJUSTMENTS

ADJUSTMENTS -02/20/19	54.62
TOTAL PAYMENTS AND ADJUSTMENTS	54.62

SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

CURRENT CHARGES DUE 04/10/19	.00
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SERVICE PROVIDER(S)

Your Local carrier is*:

WINDSTREAM PENNSYLVANIA, LLC 1-800-347-1991

* If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

WINDSTREAM CUSTOMER MESSAGE

THANK YOU FROM WINDSTREAM

We would like to take this moment to thank you for allowing us to serve you. We hate to see you go, so remember that whenever your needs grow or change, we're always just a phone call away to help. Simply dial 1-800-843-9214, and we'll work closely with you to create the perfect plan to fit your communications needs.

As always, we're dedicated to providing you with outstanding service and great new offers every day. From reliable phone service to blazing-fast high-speed Internet to crystal-clear TV, you can always be sure that you'll get the most for your dollar at Windstream.

Thank you for being a valued Windstream customer. We appreciate your business.

Windstream continues to work to provide the highest level of service and support to our Customers. Part of this service commitment includes providing Customers with the opportunity to have third party services charged to their Windstream telephone bill as a convenience. While many Customers appreciate this convenience, we understand that it's not for everyone. Windstream always encourages customers to review their Windstream bill each month and contact the company if they are unsure about a charge on their Windstream bill. And, in order to provide our Customers with a greater level of control and an additional layer of account protection, Windstream now offers the ability to block third party charges from your monthly telephone statement. This block will not apply to third party charges for Windstream-related services to which you subscribe (i.e. Dish, TechHelp, etc.), but will prevent unrelated services from appearing on your Windstream statement. This service is completely optional and free of charge. If you're interested in adding a third party block to your account, please call a Windstream representative at the phone number found at the top right hand corner of your statement.

If not paid on time, a late payment collection fee of \$12.00 will apply to any past due Internet balance.

711 for Telecommunications Relay Service

Telecommunication Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS use operators, called communications assistants (CAs), to facilitate telephone calls between people with hearing and speech disabilities and other individuals.

Simply dial 711 to be automatically connected to a TRS operator.

911 calls:
In the event of an emergency, TTY users should call 911 directly.

WINDSTREAM CUSTOMER MESSAGE (cont'd)

TRS Services Available:
Text-to-Voice TTY-based TRS
Voice Carry Over
Speech-Speech Relay Service
Shared Non-English Language Relay Services
Captioned Telephone Service
IP Captioned Telephone Service
Internet Protocol Relay Service
Video Relay Service (VRS)

Video and Internet-based relay services
call 1-888-225-5322; TTY 1-888-835-5322; ASL 1-844-432-2275

For more information on TRS, see the FCC Consumer Guide or visit:
<https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>

To File a Complaint, visit <https://consumercomplaints.fcc.gov>

Online payments must be made by 4:00 pm eastern time in order to post for the current day.

A subsequent bill will be rendered if needed to collect additional charges associated with toll or lost equipment.

To help us serve you faster, please bring your entire billing statement with you when paying in person at one of our payment center locations.



Account number 021748705	Telephone number 814-337-0786	Invoice date March 21, 2019
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