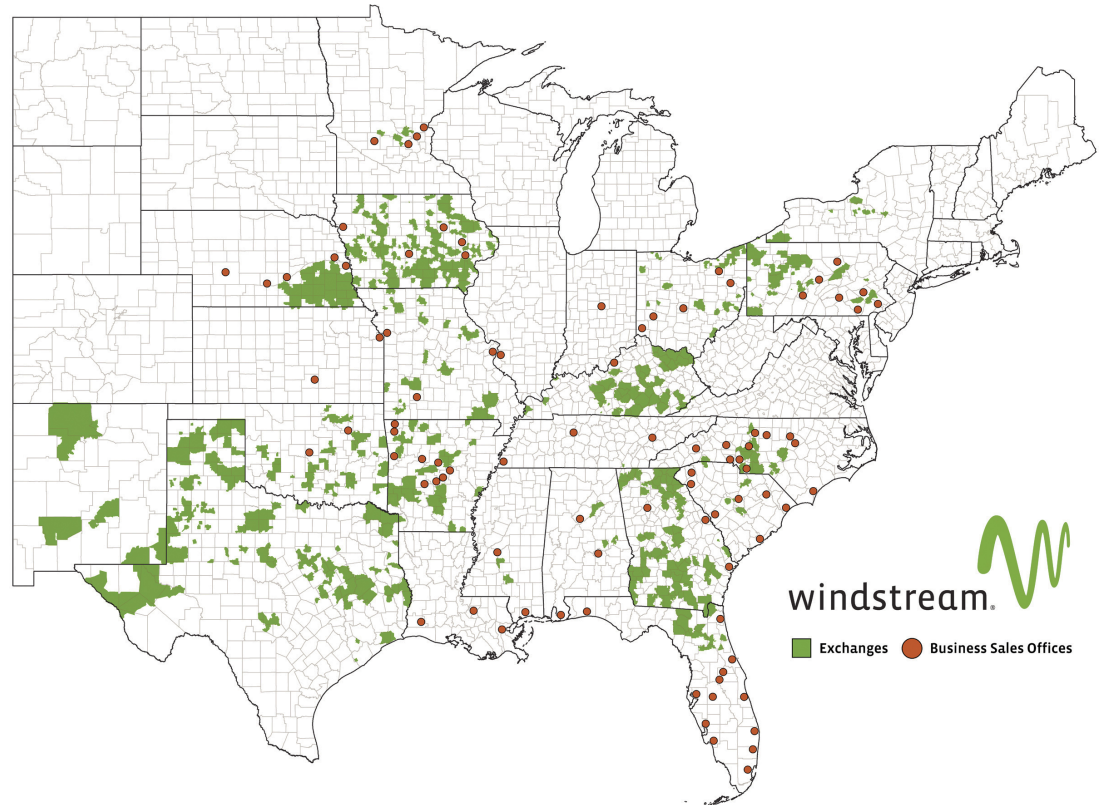


- Windstream Communications provides high-speed broadband Internet, phone service and Digital TV packages to residential customers as well as products and services for small, medium and large businesses, and government agencies
- Consumer and SMB services provided in 18 States
- Over 1.1M Broadband customers

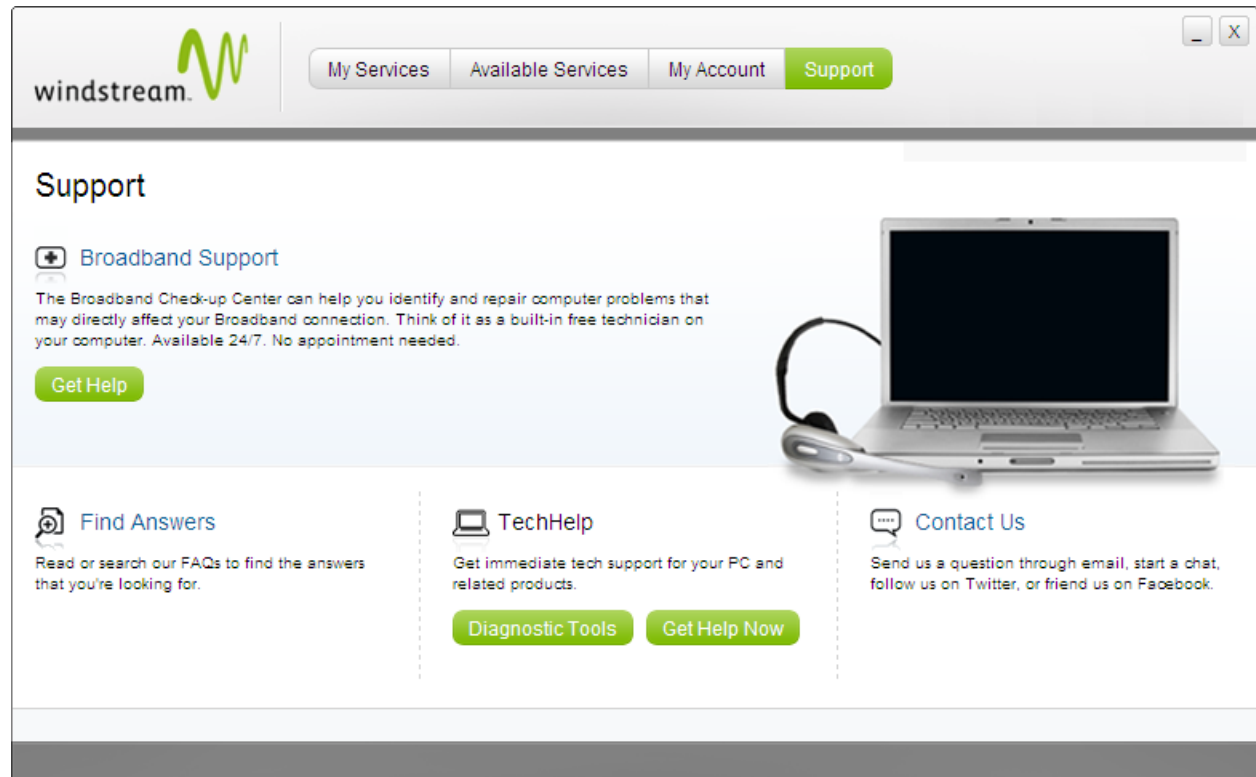


# Largely Rural Provider

- Over 1,400 exchanges (serving areas)
- Less than 3,000 HHs per serving area



- Service offered since 2008 with Radialpoint
- White label Premium support solution (Consumer + SMB)
- Support for PCs, Laptops, Tablets, Peripherals
- Fully managed service
- Sales Support



- Monthly Subscription Service bundled with complementary value added services
  - Anti-Virus
  - Online Data Backup
  - Equipment Warranty
  - Identity Protection
- Can be purchased a la carte
- Fully integrated into all customer touchpoints
  - Sales
  - Customer Service
  - Broadband Technical support
  - AppDirect/Radialpoint Agents

## Example 1 – Real Estate Office

- Issue: Problems scanning documents and emailing PDFs
- Resolution: Reconfigured Microsoft Outlook, Reset IE browser, Guided customer on how to scan PDFs at lower resolution

## Example 2 – Martial Arts Studio

- Issue: PC running Slow
- Resolution: PC Tune-up. Removed junk files, upgraded operating system and antivirus

## Example 3 – Residential Consumer

- Issue: Customer Purchased New PC and needed help with software installation
- Resolution: Installed Windstream AV, configured Windows Live Mail