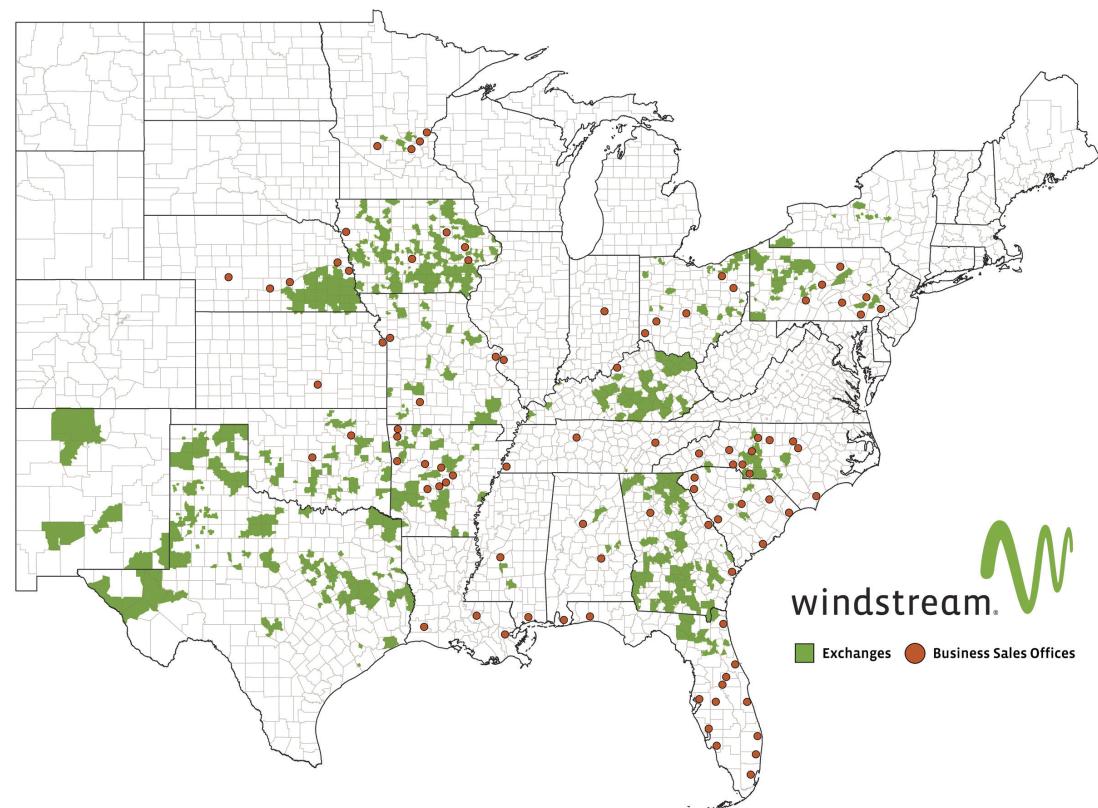


- Windstream Communications provides high-speed broadband Internet, phone service and Digital TV packages to residential customers as well as products and services for small, medium and large businesses, and government agencies

- Consumer and SMB services provided in 18 States
- Over 1.1M Broadband customers



# Largely Rural Provider

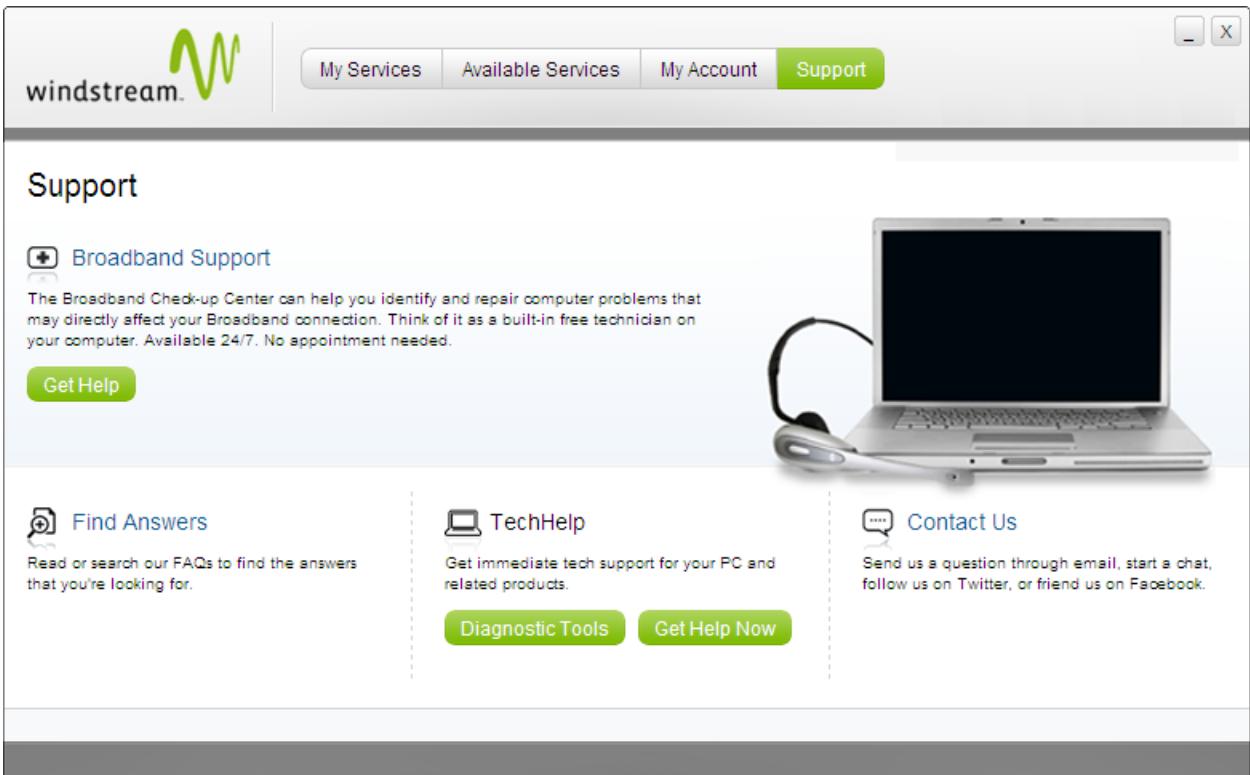
- Over 1,400 exchanges (serving areas)
- Less than 3,000 HHs per serving area



# Premium Support



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



The screenshot shows the Windstream Support website interface. At the top, there is a navigation bar with tabs: 'My Services', 'Available Services', 'My Account', and 'Support', with 'Support' being the active tab. The main content area is titled 'Support' and features several service options:

- Broadband Support**: Described as a 'Broadband Check-up Center' that can identify and repair computer problems affecting the broadband connection. It is available 24/7 and no appointment is needed. A 'Get Help' button is present.
- Find Answers**: Allows users to read or search FAQs to find answers to their questions. A 'Diagnostic Tools' button is located below this section.
- TechHelp**: Provides immediate tech support for PCs and related products. A 'Get Help Now' button is located below this section.
- Contact Us**: Offers various ways to contact support, including email, chat, Twitter, and Facebook. A large image of a laptop with a telephone handset on its screen is positioned to the right of the 'Contact Us' section.

- 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