

Partner Customer Support Contact

WINDSTREAM ENTERPRISE

Account Management is a resource for both partners and customers focused on renewals, upsells, conversions and MAC (move, add, change) orders. The team is in place to ensure current services are meeting the customers' business needs and to make customers aware of new services and technologies that can positively benefit their business.

Specific Requests

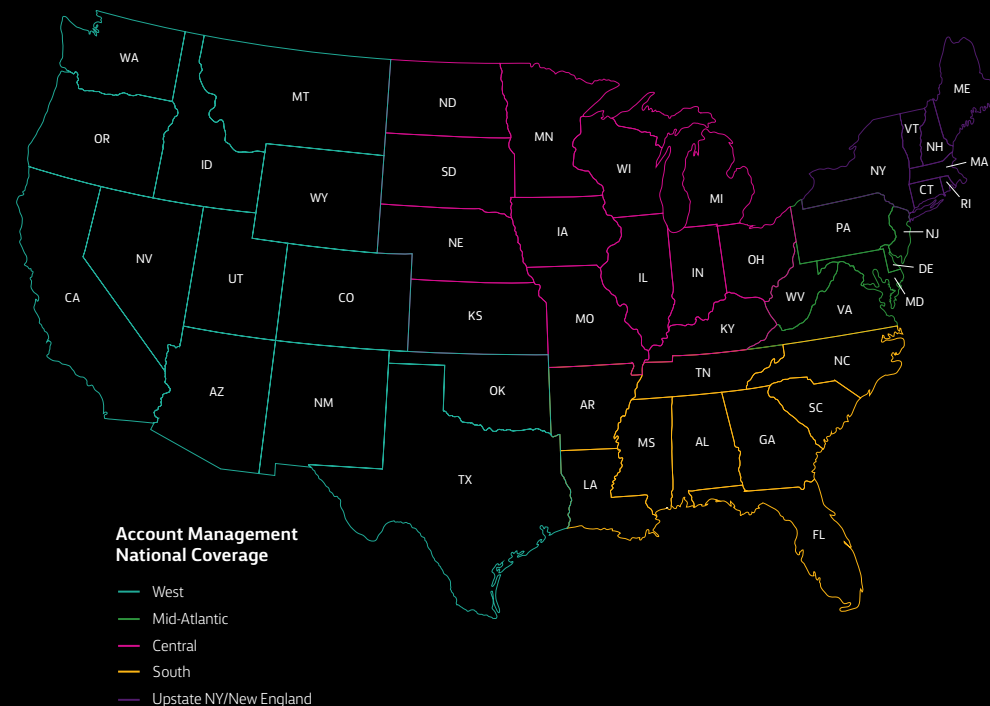
Care/Repair: Heritage Windstream Services: 800.600.5050
Heritage EarthLink Services: 855.352.2731
Heritage Broadview Services: 800.276.2384
If uncertain of the underlying provider, call the Windstream toll-free number.

Care (Billing/Disputes): If immediate resolution is not achieved, a billing ticket will be opened and accounts payable will be engaged to ensure no interruption of service during resolution.

Repair: Engage immediately for service-impacting issues by initiating a troubleshoot and/or service restoration.

Commission: channel.partner.commission@windstream.com

New Logo Quote Request: CPSquotedesk@windstream.com



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National Account Management Team¹

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1. Responsible for channel customers billing >\$3,000 per month.
2. Responsible for channel customers billing <\$3,000 per month.