

Dear Valued Partner:

I am writing to briefly highlight current FCC rules pertaining to Customer Proprietary Network Information (CPNI). As you likely know, these rules impose mandatory requirements on Channel Partners and referral Endorsers who use CPNI to market a carrier's services. It is imperative that you, as one of our valued partners, understand and strictly comply with the relevant laws and regulations pertaining to CPNI. Failure to do so can subject you to fines and enforcement actions by federal and state governments, termination of your business relationship with Windstream and litigation from customers.

The current CPNI rules require Channel Partners and Referral Partners use CPNI for marketing purposes only in a manner consistent with federal and state law. CPNI includes the following type of customer specific information: products purchased by the customer, technical characteristics of their service, type of network equipment the customer has, and all billing information such as dates, times, call duration and telephone numbers call by the customer. Since you have access to CPNI, you are unauthorized disclosure to third parties.

The current CPNI rules also required Channel Partners and Referral Partners to obtain "opt-in" consent from customers prior to marketing additional Windstream services using a customer's CPNI. This requires express prior authorization from customer to be obtained to market additional services.

To help assist you with this opt-in consent requirement, we are attaching a draft opt-in consent form for your review and use. We emphasize, however, that neither this letter nor this draft consent form constitutes legal advice and cannot be relied on by you as legal advice. You must consult your own attorney to make sure you understand the relevant laws and to ensure that you have adopted your own internal processes to protect CPNI in conformity with the law. The potential legal consequences to you of noncompliance are far too serious.

The current CPNI rules also require carriers like Windstream to promptly inform certain governmental agencies when there is unauthorized access by third parties of CPNI. Windstream, therefore, requires that you immediately notify us if a third party gains unauthorized access to CPNI, including access to CPNI by any person or entity that is not a party to your Windstream agreement. Notice must also be given if CPNI is lost, stolen or misplaced.

For Unified Master Agents and Master Agents, you are also required to ensure that all your sub-partners or sellers fully comply with these CPNI rules. Noncompliance by your sellers can subject you to fines and enforcement actions by federal and state governments, termination of your partner relationship with Windstream and litigation from customers.

Finally, let me emphasize one very important fact. We value your past and continued partnership with Windstream and we want to collectively ensure that we all comply with these CPNI rules. Should you have any questions concerning these CPNI rules, please reach out to Channel Development via email (channel.development@windstream.com)

Thank you for your attention to this very important issue.

Curt Allen
Senior Vice President, Indirect Channel
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