

WE Connect Partners Portal

Version 2.6

April 2024

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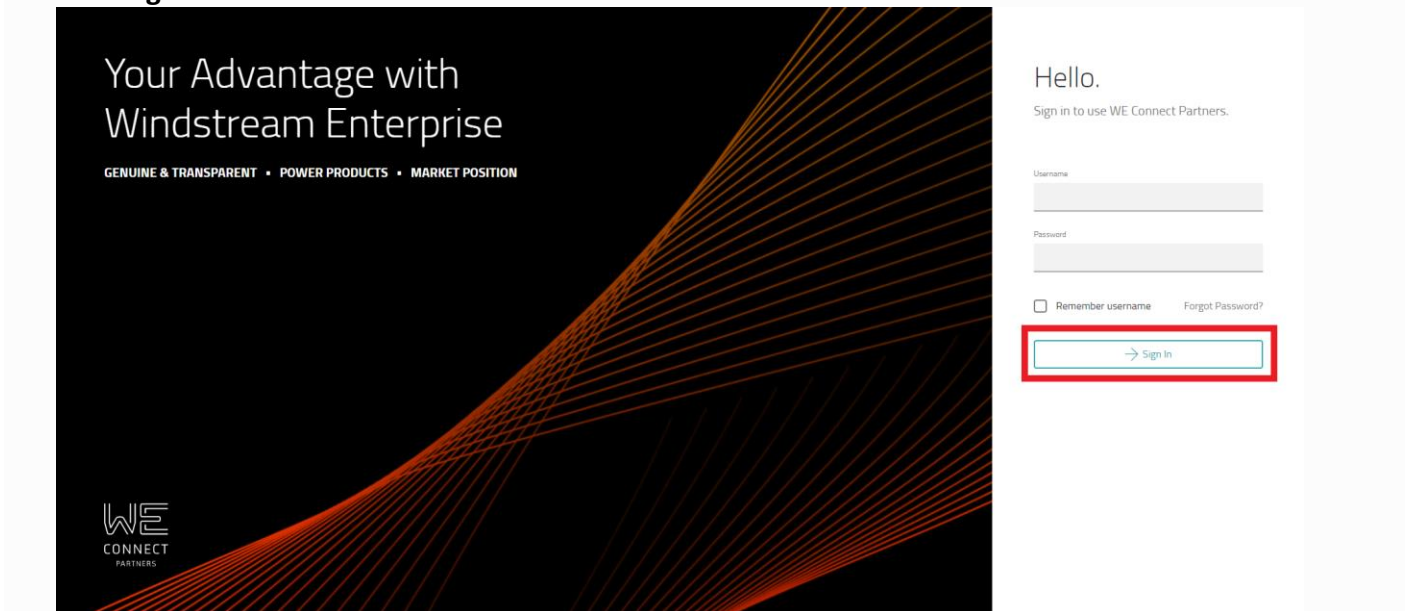
HOW TO USE THIS GUIDE

This document is designed for use as a reference guide. Every effort has been made to ensure that the information contained is accurate and up-to-date.

This guide covers the basics of the WE Connect Partner Portal, including the Home page and Navigation.

LOGGING IN

1. Access the portal by going to <http://partner.windstream.com>
2. Enter Username and Password.
3. Click **Sign In**.



4. CPNI Agreement box displays. Click **I accept and agree**.

CPNI Agreement

 Letter  FAQ

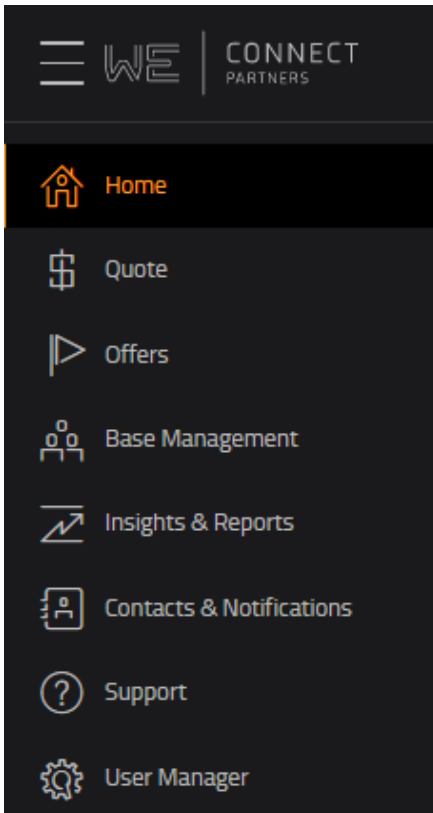
Windstream's systems, including this site, are strictly for the business use of Windstream's authorized sales partners, for the purpose of selling products and services. Use of this site for any other purpose or by any unauthorized person is strictly prohibited. By accessing this site I am affirming that I am an authorized sales partner and that I understand, and will strictly comply, with all Customer Proprietary Network Information or "CPNI" rules. I understand I may be accessing **CONFIDENTIAL CUSTOMER INFORMATION**. Failure to safeguard this information can result in terminating your partner agreement for cause and subjecting you to financial penalties.

 I accept and agree

 Cancel

NAVIGATION

The main Navigation Menu located on the left side of the screen includes: Home, Quote, Offers, Base Management, Insights & Reports, Contacts & Notifications, Support and User Manager. The options and information displayed in each section changes based on the user logged in.



Home : overview & latest Windstream news

Quote : new logo quotes & contracts, quote requests, rack rate prices & access availability

Offers : current offers available to Customers in the user's base

Base Management : account dashboard, order status, trouble tickets

Insights & Reporting : insights into user's book of business

Contacts & Notifications : contacts related to the partner company & notification settings

Support : support/help direction, marketing materials, report portal issues, request portal training

User Manager : portal user administration

6 MY PROFILE

Heather Collins

My Profile Hierarchy

User Info

Add Avatar

First Name **Heather**

Last Name **Collins**

Email **heather.collins@windstream.com**

Phone (optional) **456.778.9797**

Mobile (optional) **704.814.2901**

To receive portal notifications to a mobile number, one must be provided here.

Password Preferences

Reset My Password Now

How often should we prompt you to reset your password?

Once every 90 days

Once every 180 days

Once every year

Never

It is more secure to change your password often.

Identities

Choose an Identity (a Master Seller account) to view customers sold under that relationship.

Intelisys 2 - Comtel Group-MASTER
Intelisys 2 - MERGED - Comtel Group-MASTER

Partner Pros - Unified Master

Nickname Goes Here
Intelisys 2 - MERGED - ConnaTel Inc - Master

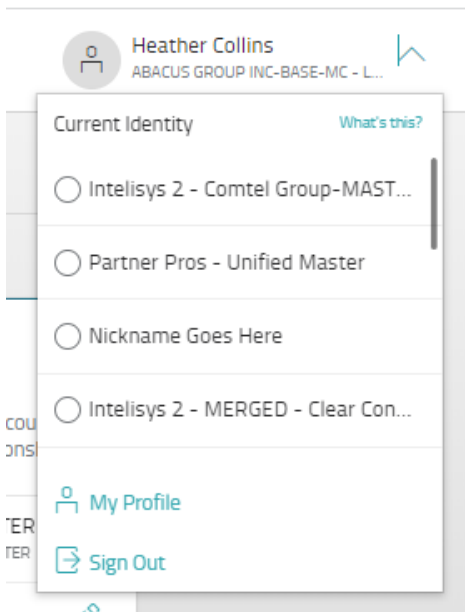
Make Selected Default

You can nickname your Identities to make them more readable in the user menu.

Save Changes

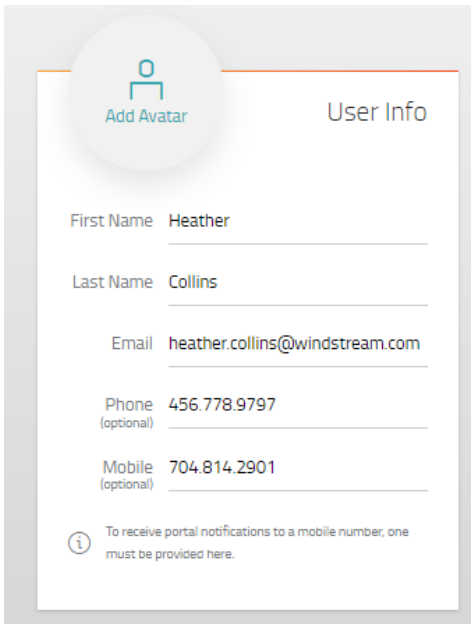
OVERVIEW

My Profile enables a user to manage their user information, password preferences and identities. The page can be accessed from the dropdown at the top right of the screen.



USER INFO

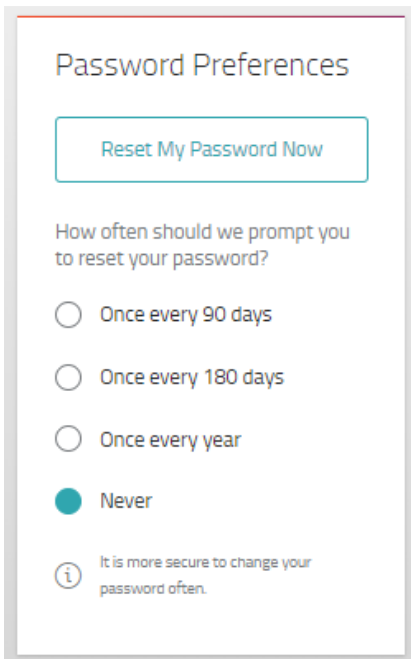
User Info allows the user to manage their user information such as name, email, phone number & avatar. Users can update any of the information in this widget, add and remove an avatar photo.



The screenshot shows a 'User Info' widget. At the top left is a circular button with a person icon and the text 'Add Avatar'. To the right of this is the title 'User Info'. Below the title are several input fields: 'First Name' with the value 'Heather', 'Last Name' with 'Collins', 'Email' with 'heather.collins@windstream.com', 'Phone (optional)' with '456.778.9797', and 'Mobile (optional)' with '704.814.2901'. At the bottom left is an information icon (i) followed by the text: 'To receive portal notifications to a mobile number, one must be provided here.'

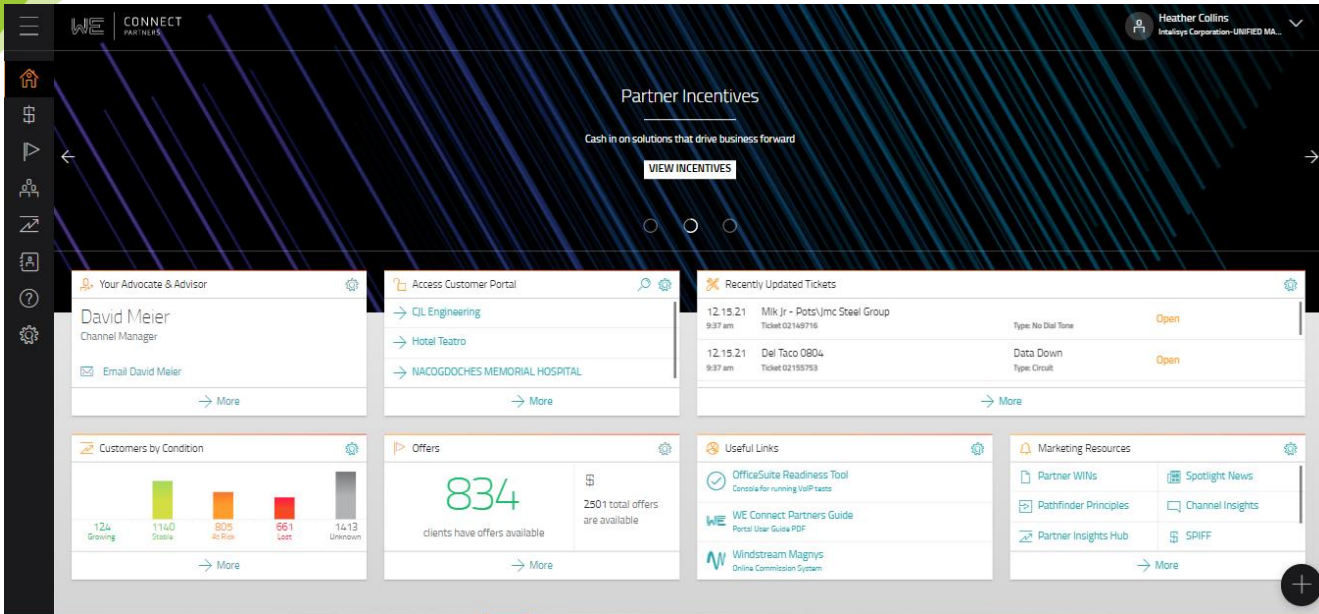
PASSWORD PREFERENCES

The Password Preferences widget allows the user to manage their own password settings. Users can reset their password and set the desired cadence of systematic password reset prompts. By default, the portal will request that users change their passwords every 90 days.

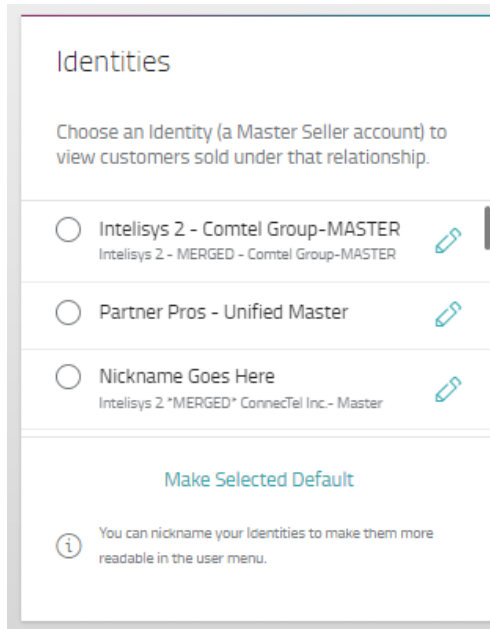
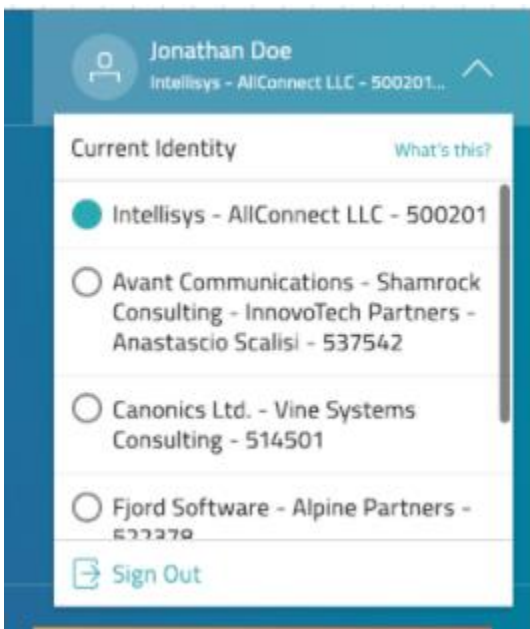


The screenshot shows a 'Password Preferences' widget. At the top is the title 'Password Preferences'. Below the title is a button labeled 'Reset My Password Now'. Underneath is the question 'How often should we prompt you to reset your password?'. There are four radio button options: 'Once every 90 days', 'Once every 180 days', 'Once every year', and 'Never'. The 'Never' option is selected, indicated by a filled teal circle. At the bottom left is an information icon (i) followed by the text: 'It is more secure to change your password often.'

8 USER IDENTITY



User Identity management is handled in one of two places – the My Profile page or the dropdown at the top right corner of the portal. When associated to multiple Masters or Sales IDs, the user may choose an Identity to view the customers sold under that relationship.

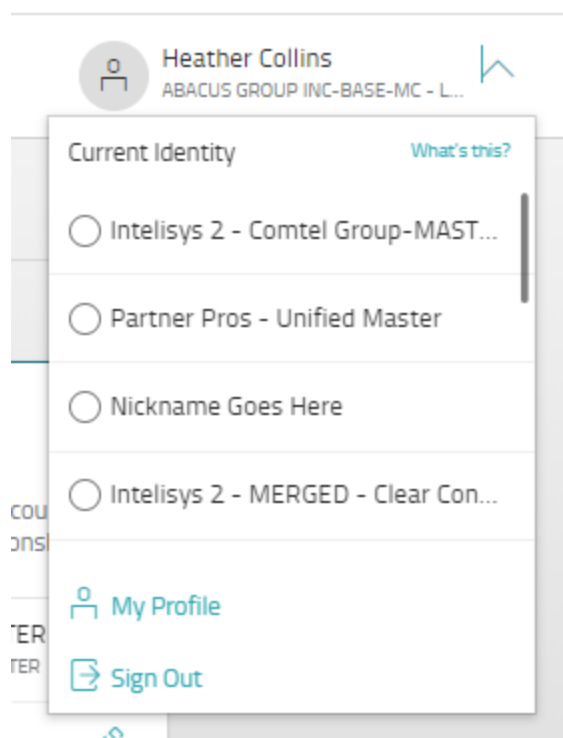


CHANGING IDENTITIES

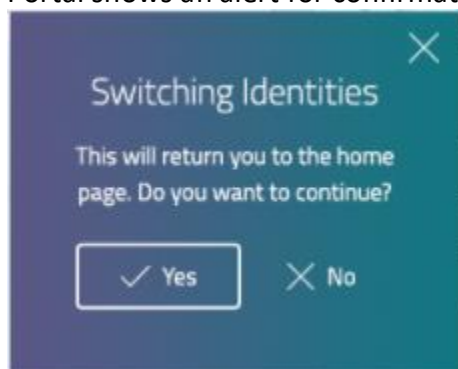
Users can change identities two ways: via the corner dropdown or the My Profile page.

To toggle between Identities using the **corner dropdown**:

1. Click the dropdown and choose the Identity you want to view.



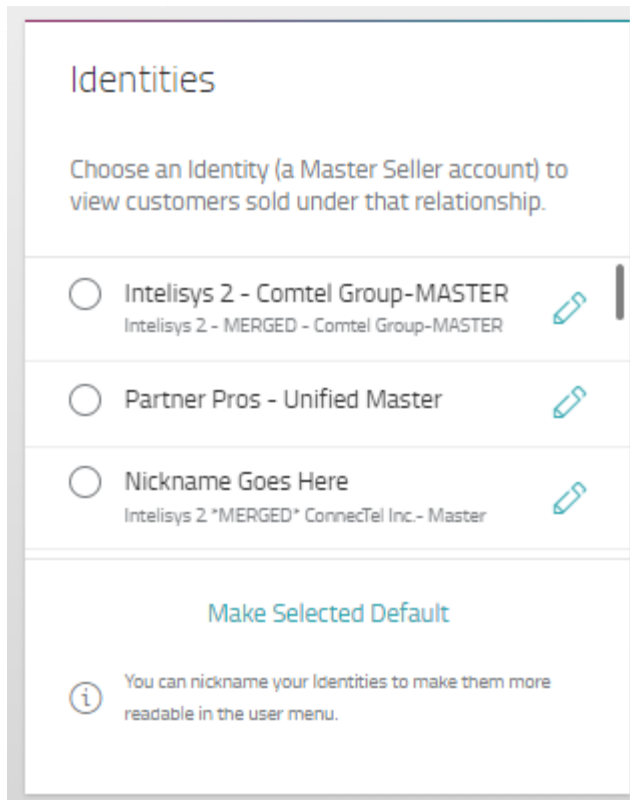
2. Portal shows an alert for confirmation.



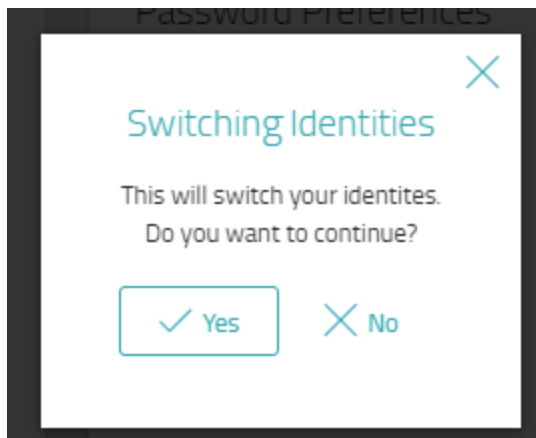
3. Click Yes. The portal resets to the home screen with new Identity loaded.

To toggle between Identities using the **My Profile page**:

1. Select the Identity you want to view from the Identities list



2. Portal shows an alert for confirmation

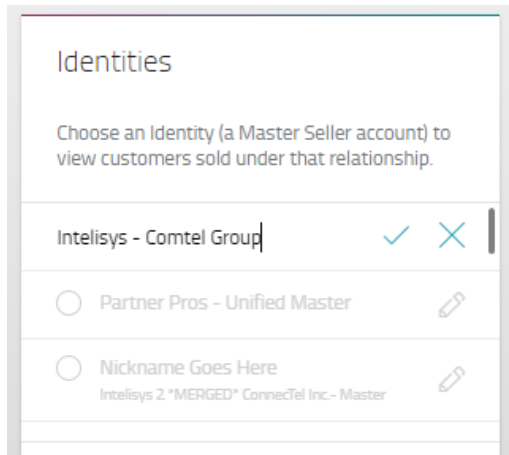


3. Click Yes. The portal resets to the homes screen with new Identity loaded

NICKNAMING IDENTITIES

Users can nickname their Identities for easier recognition using the Identities widget on the My Profile page.

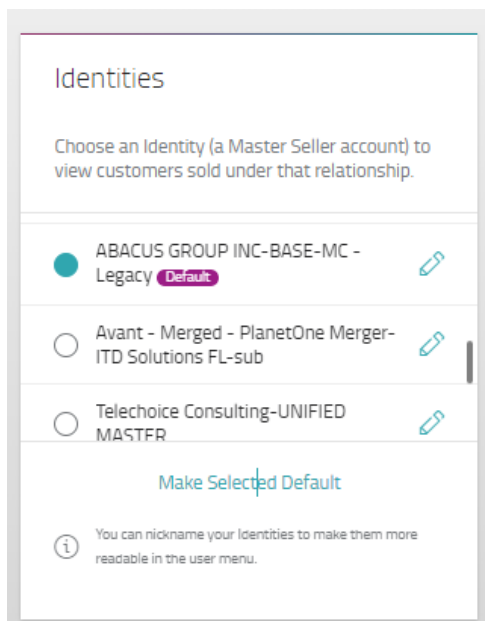
1. In the Identities widget, click the pencil icon next the Identity
2. Type in the desire name



3. Click the checkmark

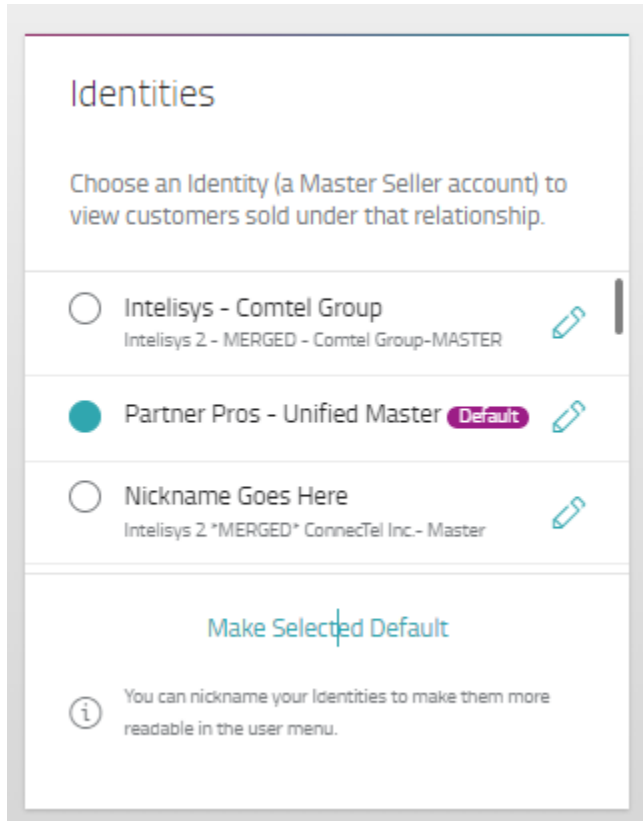
SETTING DEFAULT IDENTITY

The default identity is the one that is automatically shown each time a user logs in. The first default is set by Windstream employees when the user is linked to multiple sales IDs. The current default is noted in the Identities widget by a purple “Default” bubble.



To change the selected default

1. Log in to the portal and toggle to the desired Identity
2. Navigate to the My Profile page
3. In the Identities widget, click **Make Selected Default**. The Default bubble will appear next to the current Identity



4. Upon the next login, the new default Identity will be shown

HOME

OVERVIEW

[Click here for a demo of the Home Screen](#)

The Home screen shows a rotating banner with links to SPIFF information and the Partner Webinar.

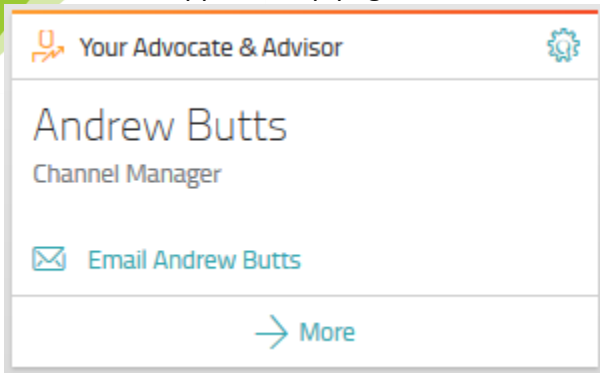
Top 5 widgets are presented automatically upon first login. Users can choose which widgets to show here by clicking “+” in the bottom right corner. Widgets can be moved around to the preferred arrangements.

The Latest News link is now a widget showing the latest news article. Users can click “Read Story” to open the news link or click “More” to show a feed of recent Windstream news.

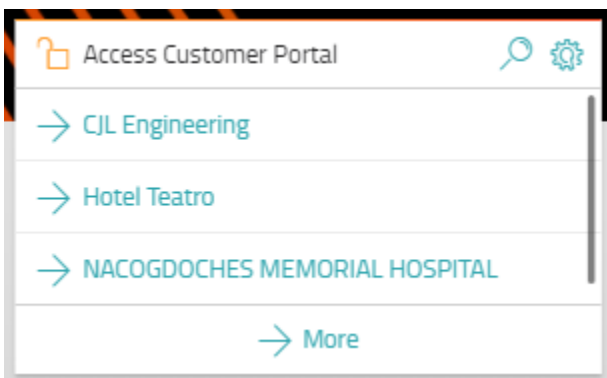
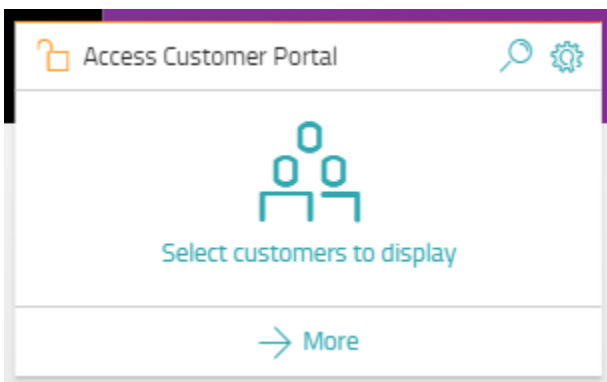
WIDGETS

The current widgets available are:

Your Advocate & Advisor – the user's Channel Manager & a link to email them. Clicking **More** navigates the user to the Support/Help page



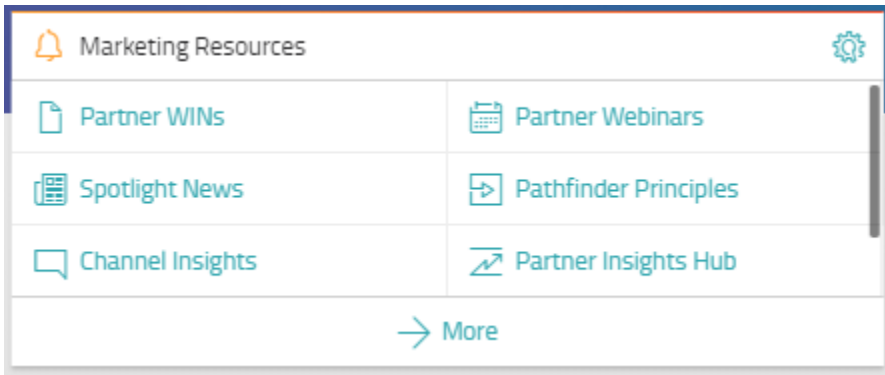
Access Customer Portal – users can choose up to 5 customers to show in the widget for click through access to WE Connect. Access must already be approved. Clicking **More** navigates the user to the Accounts dashboard



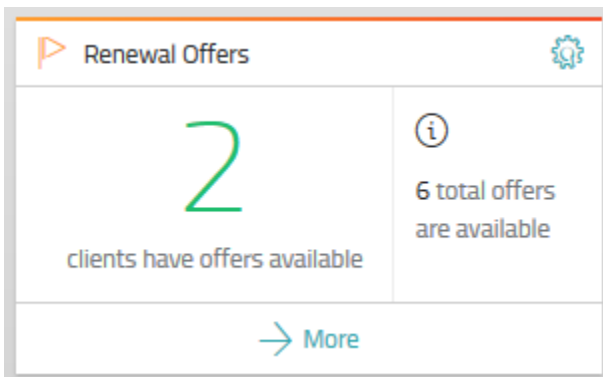
Recently Updated Tickets – last 5 updated trouble tickets associated to the user's base of accounts. Clicking **More** navigates the user to the Trouble Tickets page

Recently Updated Tickets			
01.10.20 6:18 pm	322720, AGENT - AGENT DEMO Ticket INCO00042806084	Static/Noise Type: Voice	Closed
12.15.19 11:22 pm	322720, AGENT - AGENT DEMO Ticket INCO00042598036	Connection Up - Can't Bro... Type: Circuit	Closed
→ More			

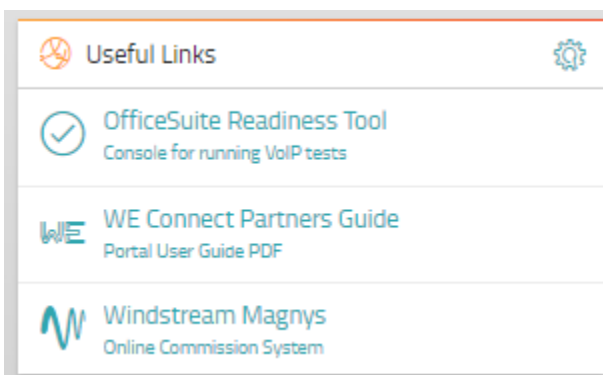
Marketing Resources – list of marketing resources. Clicking **More** navigates the user to the Marketing tab of the Support page



Renewal Offers – shows the number of customers in the user's base with renewal offers along with the total number of offers available across the entire base. Clicking **More** navigates the user to the Offers page

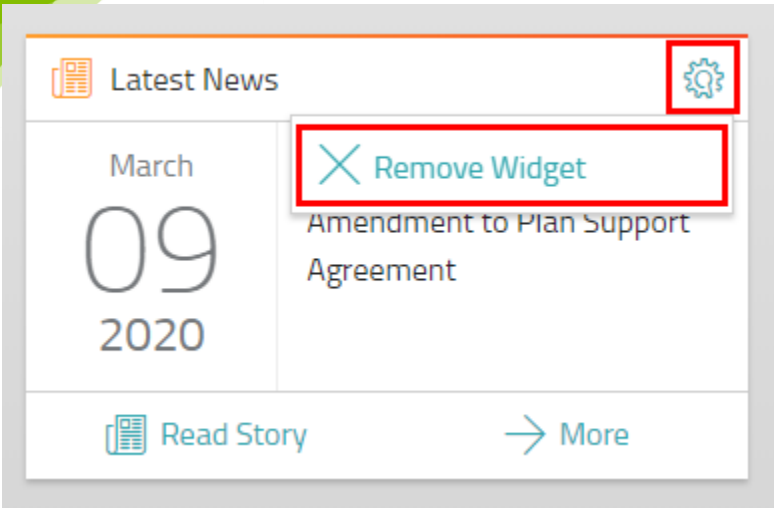


Useful Links – show links that are relevant to the user logged in, including this user guide, OS Readiness Tool & Magnys (if user has permissions)



CUSTOMIZE WIDGETS

To remove a widget, click the gear icon and select **Remove Widget**.



To add other widgets, click the **Add icon** in the lower right.

The screenshot shows a dashboard titled "Partner Incentives" with the tagline "Cash in on solutions that drive business forward". A "VIEW INCENTIVES" button is centered below the tagline. The dashboard is populated with several widgets:

- Your Advocate & Advisor:** Displays contact information for David Meier, Channel Manager, with an "Email David Meier" link and a "More" button.
- Access Customer Portal:** Lists links to "CIL Engineering", "Hotel Teatro", and "NACOGDOCHES MEMORIAL HOSPITAL" with a "More" button.
- Recently Updated Tickets:** Shows a table of tickets with columns for time, name, ticket ID, and status. Two tickets are listed: "Mik Jr - Pops/Jmc Steel Group" (Type: No Dial Tone) and "Del Taco 0804" (Type: Circuit, Status: Data Down). Both have "Open" buttons and a "More" button at the bottom.
- Customers by Condition:** A bar chart showing counts for five categories: Growing (124), Stable (1140), At Risk (805), Lost (661), and Unknown (1413). Includes a "More" button.
- Offers:** Displays "834 clients have offers available" and "2501 total offers are available" with a "More" button.
- Useful Links:** Lists links such as "OfficeSuite Readiness Tool", "WE Connect Partners Guide", and "Windstream Magnify".
- Marketing Resources:** Lists resources like "Partner WINS", "Spotlight News", "Pathfinder Principles", "Channel Insights", "Partner Insights Hub", and "SPIFF" with a "More" button.

A red box in the bottom right corner of the dashboard highlights a plus sign icon, indicating the "Add" button for new widgets.

The "Customize Widgets" dialog box is titled "Showing 6 of 8" and includes a search bar labeled "Find Widgets". It displays a grid of widget options:

<p>Your WE Sales Contact A card of contact info for your Channel Manager. Links to your profile.</p> <p>+ Add</p>	<p>Access Customer Portal A customizable list of customers you want to access quickly.</p> <p>✗ Remove</p>
<p>Recently Updated Tickets A list of last 5 updated tickets. Links to Tickets</p> <p>✗ Remove</p>	<p>Marketing Resources A list of links and documents that Windstream's partners may find useful.</p> <p>✗ Remove</p>
<p>Offers</p>	<p>Latest News</p>

PARTNER RESOURCE CENTER

In September 2022, the Partner Resource Center was added to the portal giving easier access to much of the information included in this pdf guide. The Resource Center can be seen on every page of the portal via the orange book icon in bottom left corner of the screen.

When the Resource Center is open, users can access information & guides for any area of the portal. There are walk-throughs for the most used pages giving lots of details about what is contained in each grid and what the information means to the user.

MY QUOTES

[Click here for a demo on the Quote section](#)

When navigating to the Quote page, a new tab will show the title “My Quotes”. Upon first navigation, one tile will show – & “Request a Quote”.

The screenshot shows the 'Quote' page interface. At the top right, the user is identified as Heather Collins, Association Resource Group-UNIF... Below the page title, there are tabs for 'My Quotes' and 'Site Access Lookup'. A large white tile with a blue envelope icon is titled 'Request a Quote'. The text inside the tile reads: 'If you don't want to create your own quote, you can request one directly from us. Once you request a quote, you can expect us to get in touch with you within two business days.' At the bottom of the tile is a blue link that says '→ Get started'.

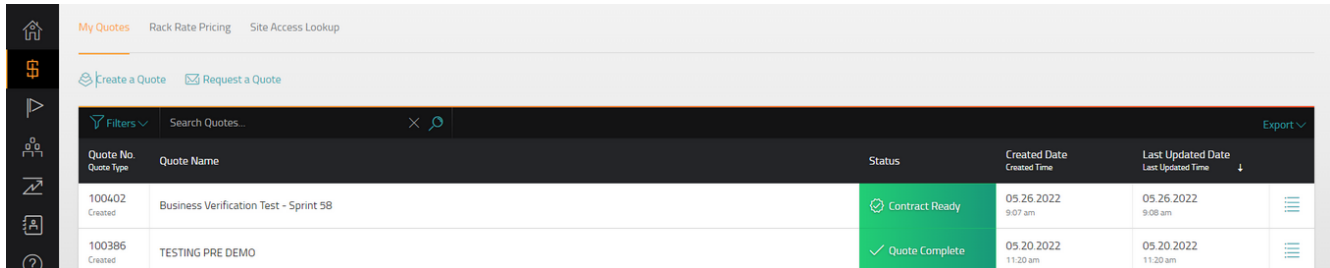
If you created a quote before the Quote Tool was retired, the My Quotes tab will show a list of saved quotes. The “Request a Quote” tile becomes a button above the grid.

The screenshot shows the 'Quote' page with a list of saved quotes. The 'Request a Quote' tile is now a button above the grid. The grid has columns for 'Quote No.', 'Quote Name', 'Status', 'Created Date', and 'Last Updated Date'. There is one quote listed: '100083 Collins - Co' with a status of 'Quote Complete', created on 10/25/2021 at 4:11 pm, and last updated on 12/15/2021 at 10:24 am. The page also shows navigation controls like '10 items per page' and '1 - 1 of 1 items'.

Quote No. Quote Type	Quote Name	Status	Created Date Created Time	Last Updated Date Last Updated Time
100083 Created	Collins - Co	✓ Quote Complete	10/25/2021 4:11 pm	12/15/2021 10:24 am

CREATE A QUOTE

IMPORTANT: As of October 18, 2023, the Partner Portal Quote Tool has been retired and will no longer be available. Quote requests should be submitted through the 'Request a Quote' button with the portal or via your Channel Manager. All quotes must adhere to the Windstream Enterprise Ideal Customer Profile (ICP).

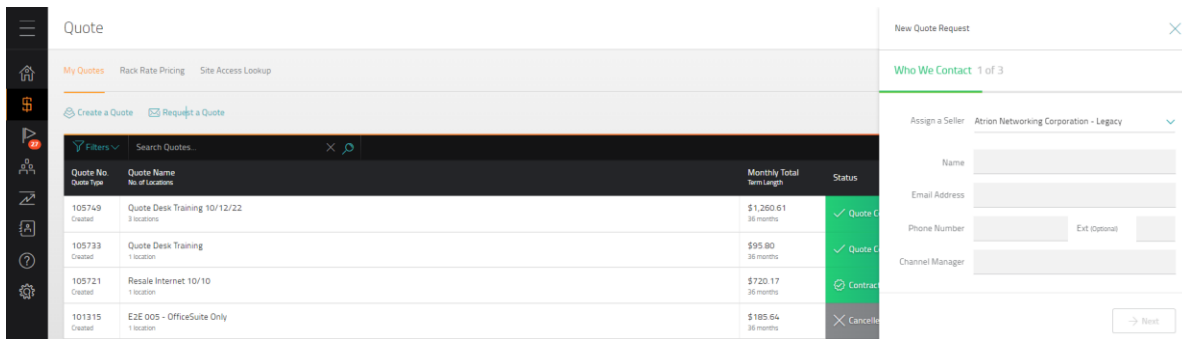


Quote No. Quote Type	Quote Name	Status	Created Date Created Time	Last Updated Date Last Updated Time
100402 Created	Business Verification Test - Sprint 5B	Contract Ready	05.26.2022 9:07 am	05.26.2022 9:08 am
100386 Created	TESTING PRE DEMO	Quote Complete	05.20.2022 11:20 am	05.20.2022 11:20 am

REQUEST A QUOTE

Using the Request a Quote button at the top of the My Quotes screen allows the user to submit a request for a **new logo** quote. This form replaces and digitizes the email that Partners are used to sending.

When the button is clicked, a flyout appears from the right side of the screen requesting 3 sets of information.



Quote No. Quote Type	Quote Name No. of Locations	Monthly Total Term Length	Status
105749 Created	Quote Desk Training 10/12/22 3 locations	\$1,250.61 36 months	Quote Complete
105733 Created	Quote Desk Training 1 location	\$95.80 36 months	Quote Complete
105721 Created	Resale Internet 10/10 1 location	\$720.17 36 months	Contract Ready
101315 Created	E2E 005 - OfficeSuite Only 1 location	\$185.64 36 months	Cancelled

New Quote Request

Who We Contact 1 of 3

Assign a Seller: Atrion Networking Corporation - Legacy

Name:

Email Address:

Phone Number:

Channel Manager:

- Who We Contact (user information): enter data into the following fields:
 - Assign a Seller – Sub & Master level users will need to select the seller ID that should be assigned to the opportunity
 - Name (required) – name of the Partner who Channel Support should work with regarding the quote
 - Email Address (required) – Partner contact's email address
 - Phone Number (required) – Partner contact's phone number
 - Channel Manager (required)

The screenshot shows a web form titled "New Quote Request" with a close button (X) in the top right corner. Below the title is a section header "Who We Contact 1 of 3". Underneath, there is a dropdown menu labeled "Assign a Seller" with the selected value "Atrion Networking Corporation - Legacy" and a downward arrow. Below the dropdown are several input fields: "Name", "Email Address", "Phone Number" (with a sub-field for "Ext (Optional)"), and "Channel Manager". At the bottom right of the form is a button labeled "→ Next".

2. Your Prospect (prospect information): enter data into the following fields:

- Company Name (required)
- Website
- Street Address (required)
- City (required)
- State (required)
- Zip Code (required)

New Quote Request

Your Prospect 2 of 3

Company Name

Website (Optional)

Street Address

City

State Alabama ZIP

[My prospect has multiple locations](#)

[← Back](#) [Next →](#)

NOTE: If the prospect has more than one location, click “My prospect has multiple locations”. A popup will appear with a link to download the multi-location spreadsheet. Fill the spreadsheet out and attach using the Upload button on the popup.

3. Your Desired Services: enter data into the following fields:
- Services to be Quoted (required)
 - Term Length (required)
 - Would you like a Solution Development call?

New Quote Request [Close]

Your Desired Services 3 of 3

Services to be Quoted [Text Area]

Term Length [Text Area]

Want a Solution Development Call? Yes No

[Back] [Submit]

4. Click Submit

SITE ACCESS LOOKUP

Site Access Lookup allows a user to input a customer address to determine if Windstream facilities are available, and if there are, what kind of facilities are there. This page also features Lit/Near Building information that can be leveraged when helping customers make decisions on which products/services to buy from Windstream.

Quote [Home] [Build a Quote] [Rack Rate Pricing] [Site Access Lookup] [W&E] [CONNECT PARTNERS]

Find Site

Street Address 1 [Text Area]

Street Address 2 (Optional) [Text Area]

Room (Optional) [Text Area] Floor (Optional) [Text Area] Building (Optional) [Text Area]

City [Text Area]

State Alabama [Dropdown] ZIP Code [Text Area]

Country USA [Dropdown]

Include Broadband

Include Cable

Include Cellular Broadband

Minimum Speed 128 kbps [Dropdown] Maximum Speed 10,000 Mbps [Dropdown]

[Submit]

About Site Access Lookup

Use this tool to determine if Windstream facilities are available at a given location. Results shown here are for Access Services only and do not constitute a quote or an offer for service.

To use the tool:

1. Input the customer's address information in the form
 - a. Street Address 2, Room, Floor, and Building numbers are optional

2. Select/De-select check boxes for Broadband, Cable, and Cellular Broadband
3. Select Minimum & Maximum Speeds from dropdowns
4. Click Submit. Site Info will populate showing basic information.

My Quotes [Site Access Lookup](#)

Site Found
1939 STEEPLECHASE DR
ROCK HILL, SC, 29732

[Change Address](#)

Use this tool to determine if Windstream facilities are available at a given location. Results shown here are for Access Services only and do not constitute a quote or an offer for service.

[Viewing 1 / 2 / 3 Year Terms](#) [Export PDF](#)

[Site Info](#) [Products Available](#) [Lit / Near Buildings](#)

Rate Center ROCK HILL
OCN Name COMPORIUM, INC.
CSWC RCHLSCXB
NPA / NXX 803/323
Cable Provider
Loop Length 24943.5
LATA 422

5. Click Products Available
 - a. Product – the access product available
 - b. Voice Required? - is voice required to have this access
 - c. Confidence Color – depicts how likely it is that this service is available

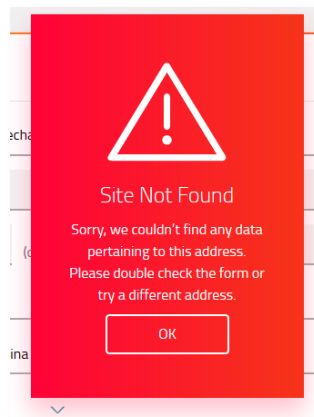
[Site Info](#) [Products Available](#) [Lit / Near Buildings](#)

Product ↓	Voice Required?	Confidence Color	Type
Cellular Broadband 5GB Pooled	No	Green	Not Found
	No	Green	Not Found
Cellular Broadband 1GB Pooled	No	Green	Not Found
	No	Green	Not Found
Cellular Broadband 10GB Pooled	No	Green	Not Found
	No	Green	Not Found

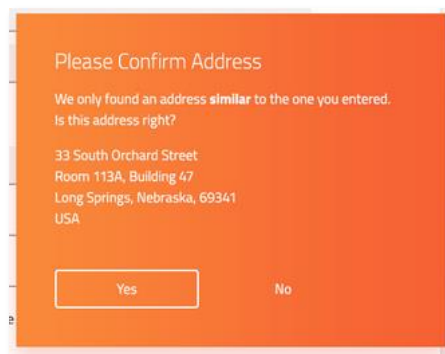
6. Click Lit/Near Buildings. Lit building(s) nearby will populate if available.

Distance (mi.)	Vendor	Type	Street Address	City	State	ZIP
0.1560606...	Other	LIT	360 S HERLONG AVE	Rock Hill	SC	29732
0.1782196...	Other	LIT	370 S HERLONG AVE	Rock Hill	SC	29732
0.3357954...	Other	LIT	228 S HERLONG AVE	Rock Hill	SC	29732
0.5028409...	Other	LIT	198 S HERLONG AVE	ROCK HILL	SC	29732

- If the address entered is not found, the portal will display the following message



- If the address entered is close to one found by the system, the portal will display the following message



[Click here for a demo on the offers section](#)

The Offers screen shows all accounts that have special offers available, consolidating the view for the user. A line will show the customer that has an offer available. Users can sort the columns to group information or filter based on the data in the table.

Predefined renewal offers are determined by Windstream, can be used when a customer doesn't need any changes to their current products & services. Typically, there will be 3 offers to choose from. Requesting to take advantage of an offer sends an email to the Customer via DocuSign where they can digitally sign the renewal. The offer will expire 7 business days after it has been extended.

Customer Name Customer Account No.	Seller Name Seller ID	WE Sales Contact	Offer Type	Contract Concession New Term Length ↓	SPIFF
NEWBURY CORPORATION 2160940	Association Resource Group-Atrion-20-530179 - Legacy 208511279	Customer Care	Renewal	\$22,407.96 36 months	\$22,407.96
				\$33,611.94 36 months	\$11,203.98
				\$44,815.93 36 months	\$0.00
Burke & Herbert Bank & Trust Company 4399342	ASSOCIATION RESOURCE GROUP-NG17615- 17615 - Legacy 67399451	Deb Dalton	Renewal	\$1,023.07 36 months	\$1,023.07
				\$2,046.14 36 months	\$0.00
				\$1,534.60 36 months	\$511.53

The portal will list the following attributes at an Offer level:

- Customer Name & Account Number – this is the customer, not a location
- Seller Name & ID – the sales ID that is tagged to that customer
- Customer Advocate – CA associated to the customer's account
- Offer Type
- Contract Concession & New Term Length – how much the customer can save & new contract term
- Partner SPIFF – Will display if applies to customer or customer offer

Clicking the eyeball to the right of the offer will produce a popup with the information for that offer and allows the user to send the offer directly to the customer contact. The Offers Details modal shows confirmation of the credit amount, billing cycle the rates are based on and the affected accounts.

If help is needed with the renewal offers, click the question mark icon at the top of the popup to send an email to the Offers team.

Offer Details

Credit Amount: single, one-time credit of \$12,811.02 to be applied to the customer's first bill after implementation of the agreement.

Rates are based on the pricing for the Services as it was during the December, 2023 billing cycle.

Included accounts:

- 208159288
- 2369900
- 5818157


Send Offer

Earn up to **\$1,749.07 SPIFF** when you renew this account for **36 months** with a **\$5,247.22 customer credit**

Customer Name

Customer Email

Message (optional)

 Once this email containing the offer is sent, the customer will have **7 days** to sign the contract before the offer expires.

EXTEND OFFER TO CUSTOMER

Offers

Heather Collins
Association Resource Group-UNIF...

Available Offers Extended & Redeemed

View Renewal Terms and Conditions

Filters Search Offers... Export

Customer Name Customer Account No.	Seller Name Seller ID	WE Sales Contact	Offer Type	Contract Concession New Term Length ↓	SPIFF
NEWBURY CORPORATION 2160940	Association Resource Group-Atrion-20-530179 - Legacy 208511279	Customer Care	Renewal	\$22,407.96 36 months	\$22,407.96
				\$33,611.94 36 months	\$11,203.98
				\$44,815.93 36 months	\$0.00
Burke & Herbert Bank & Trust Company 4399342	ASSOCIATION RESOURCE GROUP-NG17615- 17615 - Legacy 67359451	Deb Dalton	Renewal	\$1,023.07 36 months	\$1,023.07
				\$2,046.14 36 months	\$0.00
				\$1,534.60 36 months	\$511.53

1. Click the eyeball next to offer being sent to the customer
2. Review the Offer Details and click Send to Customer

Offer Details

Credit Amount: single, one-time credit of \$12,811.02 to be applied to the customer's first bill after implementation of the agreement.

Rates are based on the pricing for the Services as it was during the December, 2023 billing cycle.

Included accounts:

- 208159288
- 2369900
- 5818157

Send To Customer Request Custom Offer

3. Enter information for the person who should receive the paperwork.

Send Offer

Earn up to **\$1,749.07 SPIFF** when you renew this account for **36 months** with a **\$5,247.22 customer credit**

Customer Name

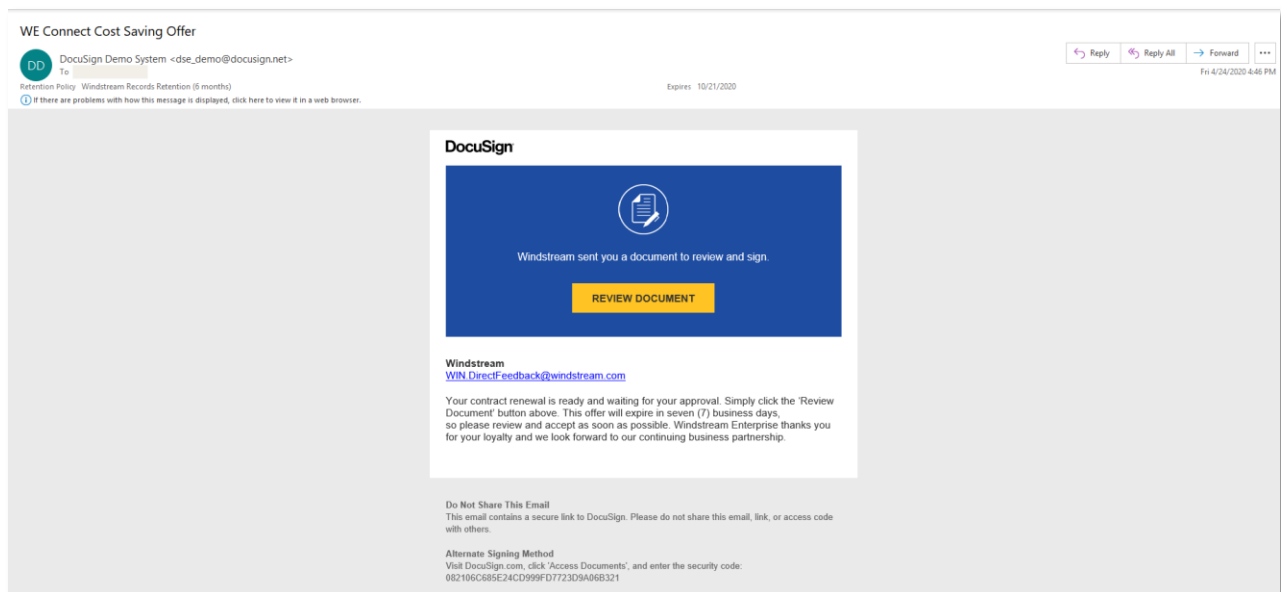
Customer Email

Message (optional)

⚠ Once this email containing the offer is sent, the customer will have **7 days** to sign the contract before the offer expires.

→ Send

4. Click Send.
5. Customer will get an email with the DocuSign envelope. Partner users will also get an email with a copy of the paperwork.



Please Review & Act on These Documents

Windstream
Windstream

Your contract renewal is ready and waiting for your approval. Simply click the "Review Document" button above. This offer will expire in seven (7) business days.

[View More](#)

Please review the documents below.

CONTINUE OTHER ACTIONS ▾


The Agreement shall be deemed amended as follows:

- The Customer has one or more portions of Service(s) scheduled to become out of term or are currently out of term, and due to this state, WIN has or may be scheduled to remove any discounts and reoccurring credits in place and move the Customer to a month-to-month term with an increase above tariffed base rates. In exchange for a new forty-eight (48) month renewal ("Renewal Term"), WIN agrees to have pricing for the Service(s) as it read during the January, 2020 billing cycle. Any one-time credits on the bill during the stated month will be removed if applicable. Historic billing can be viewed online via the Customer Portal.
- In consideration of this Renewal Term, WIN will give the Customer one (1) credit(s) of \$3515.41 to be applied to the Customer's first (1st) month bill(s) after implementation of this renewal. The credit amount will be distributed across the below account(s) based on the Service(s) in each account.
- The Renewal Term and price adjustment applies to all the billing account number(s) listed below. All accounts will be updated to a coterminous contract end date regardless of current individual current contract end dates.
Account Number(s): 2487454
- If Customer terminates the Agreement after commencement of the Renewal Term for any reason other than for cause, Customer shall incur liability for early termination as set forth in the Agreement, as well as the full amount of the applicable credit(s).

Any changes to the Agreement necessary to conform the Agreement to this Addendum are hereby deemed to be made with the understanding that should the Customer have any disconnect, conversion or account change(s) in process, WIN reserves the right to negate this Agreement or if it was generated in error or based on faulty data. This Addendum supersedes and replaces all prior and contemporaneous agreements, discussions and understandings, whether written or oral, concerning the subject matter hereof. Exclusive of any tariff modifications initiated by WIN and approved or permitted by the applicable regulatory authority. Handwritten modifications to this Addendum are not binding on either WIN or Customer. This Addendum is not effective until executed by an authorized representative of each party.

IN WITNESS WHEREOF, WIN and Customer have executed this Addendum by their duly authorized representatives, on the day and year indicated below.

Customer: RADIO FREE ASIA Address:

 Heather Collins 4/29/2020
Customer Authorized Signature Print Name/Title Date

Windstream Acceptance Print Name/Title Date

Confidential and Proprietary
Rev Date: October 2019

DocuSign

Change Language - English (US) Terms Of Use & Privacy Copyright © 2020 DocuSign Inc. 1/18

6. Customer can digitally sign the renewal or assign to someone else (send to the authorized person to sign) or decline to sign (declines the offer).

CONTINUE OTHER ACTIONS ▾

Finish Later

Print & Sign

Assign to Someone Else

Decline to Sign

Help & Support [↗](#)

About DocuSign [↗](#)

View History

View Certificate (PDF) [↗](#)

Session Information

7. If your customer signs off on the offer, the paperwork will be routed to the Windstream COT Team to countersign and process. The customer will receive a copy of the paperwork after it has been countersigned.

EXTENDED & REDEEMED OFFERS

Once a user has extended an offer to the customer, the Offer will be moved from the Available Offers tab to the Extended & Redeemed tab on the Offers screen.

Offers

Available Offers **Extended & Redeemed**

Offer status was last checked November 8, 2021 at 11:30 pm UTC.

Filters Export

Customer Name Customer Account No.	Customer Advocate	Offer Type	Offer Status	Contract Concession New Term Length	Offer ID
STRUCTURA, INC. 215173274	Christopher Mulheron	RENEWAL	Extended	\$2,291.58 36 months	208242193-215173974-OSPP075-2109-211103
JESUIT REFUGEE SERVICES 215175214	Deb Dalton	RENEWAL	Extended	\$5,525.82 36 months	209017265-215175214-OSPP0100-2109-211103
Benderson Development Company, LLC Univ Park Voice 4377820	Eric Esler	RENEWAL	Extended	\$17,814.42 36 months	204962677-4377820-ADVPP075-2109-211103
GIA Partners, LLC 5385179	Darrell Brown	RENEWAL	Extended	\$9,452.00 36 months	204949646-5265179-PPOX75-2109-211103
Richmond Redevelopment & Housing Authority 4374995	Darrell Brown	RENEWAL	Accepted	\$27,499.55 36 months	204965377-4374995-ADVPP075-2109-211103

10 items per page 1 - 5 of 5 items

Offers in an “Extended” status will stay in the grid until they expire (7 days or until the Customer acts on them - whichever comes first).

Offers that are accepted by the customer will have an “Accepted” status and will stay in the grid for 90 days.

REQUEST A CUSTOM OFFER

1. Click the eyeball next to offer being sent to the customer
2. Review the Offer Details and click Request Custom Offer

Offer Details

Credit Amount: single, one-time credit of \$12,811.02 to be applied to the customer's first bill after implementation of the agreement.

Rates are based on the pricing for the Services as it was during the December, 2023 billing cycle.

Included accounts:

- 208159288
- 2369900
- 5818157

Send To Customer Request Custom Offer

3. In the Custom Offer Request flyout, enter the Customer Contact Name and Email. Click Next.

Custom Offer Request
✕

Who we contact? 1 of 3

Assigned Partner ARG-Merged-GLOBAL NETWORK SERVICES, INC-Agent-17616
- Legacy

Customer Contact Name

Customer Contact Email

→ Next

4. Select the billing accounts you want to include in the offer from the list. Click Next.

Custom Offer Request
✕

Your Customer 2 of 3

Customer Name Spartans Rock, LLC DBA Hilton Garden Inn

Account Numbers Select ^

← Back

Select All

208159288

2369900

5818157

5. Enter the information about the desired offer. Click Submit.
- a. New Requested Term
 - b. Requested Concession/Credit (the full amount including the SPIFF)
 - c. Customer/Partner Split
 - d. Rate Lock Addendum
 - e. Reasoning/Notes
 - i. If specific non-billable locations need to be excluded, put that information in the Notes.

Custom Offer Request ✕

Your Desired Offer 3 of 3

New Requested Term ▼

Requested Concession/Credit

Customer/Partner Split 100/0 50/50 75/25

Rate Lock Addendum Needed? Yes No

Reasoning/Additional Notes

← Back → Submit

6. The portal will send your request to Channel Development for review & submission.



Success!

Your customer COT Offer request has been submitted!

Thank you for submitting your request. Here's what happens next:

- **Review:** Our Channel team will carefully review your submission.
- **Communication:** If we need any more details, we'll be in touch.
- **Approval:** Once everything is in order, we'll submit your request for approval.
- **Finalization:** After approval, we'll send you the new offer paperwork.

We appreciate your partnership and look forward to continuing to serve your needs!

OK

BASE MANAGEMENT - ACCOUNTS

Base Management

Heather Collins
Association Resource Group-UNIF...

Accounts Orders Trouble Tickets

Customer access status was last checked May 31, 2023 at 5:00 am UTC.

Filters Search Accounts... Export

Customer Name Customer Account No.	Seller Name Seller ID	WE Sales Contact	Customer Access Status ↑	Contract Exp. Date	MBR
Lowell Five Cent Savings Bank 5233070	Association Resource Group- Atrion-Base Pae-530181 - Legacy 208511280	Dori Atherton	Access Approved	05.08.2021	\$17.25
Lowell Five Cent Savings Bank 5233071	Association Resource Group- Atrion-Base Pae-530181 - Legacy 208511280	Dori Atherton	Access Approved	05.14.2021	
Feld Studios - Us Hwy 4445717 Main Offers	Association Resource Group- 277162 - Legacy 67362376	Customer Care	Access Approved	12.12.2021	
Feld Studios - Us Hwy 4445717 Main Offers	Association Resource Group- 277162 - Legacy 67362376	Customer Care	Access Approved	12.12.2021	\$1,698.92

Access Customer Portal
View Account Details
View Offers
Download Invoice
Create Ticket
Download Phone Numbers

[Click here for a demo on Accounts](#)

Channel Partners access their Customer base list by clicking on **Accounts**. The information shown here will be dependent on the user who is logged in. For example: a Seller level user will only see accounts associated to their Seller ID, a Unified Master level user will see accounts associated to every Seller under them.

The portal will list the following account attributes at a location level:

- Customer Name & Account Number
- Seller Name & ID
- Customer Advocate – CA associated to the customer’s account
- Customer Access Status – cell color will change based on status
- Contract Exp. Date
- MBR – monthly billed revenue

Tags will show next to the account number when applicable:

- Main – billable account
- Offers – a renewal offer is available
- Rate Inc – location is expected to experience a rate increase in the current month or a future month (likely in the next 90 days)

Users can search & filter accounts by using the Filters dropdown menu on the top left of the table.

Filter by:

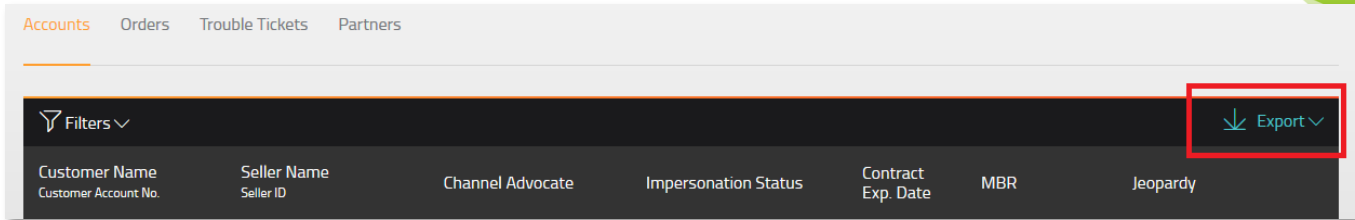
- Assigned Partner
- Customer Name
- Customer Account Number

- Customer Access Status
- Sales Contact
- Contract Expiration Date
- Monthly Billed Revenue
- Billable Accounts
- Upcoming Rate Increase

EXPORT BASE LIST

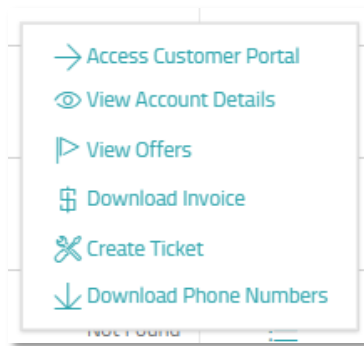
Expanded information can be exported to excel using the Export button on the top right of the Accounts table. Export contains:

- Customer Name
- Service Location Account Number
- Service Location Name
- Service Address
- Service Status
- Billing Status
- Contract Expiration Date
- Auto Renew Status
- Current MBR
- Last Rate Increase Date
- Future Rate Increase Date
- Customer Advocate
- Assigned Seller Name
- Assigned Seller GID
- Customer Access Status



LOCATION MENU

Clicking the hamburger menu icon in the far-right column will produce a small pop out menu with additional options for viewing and managed customers.



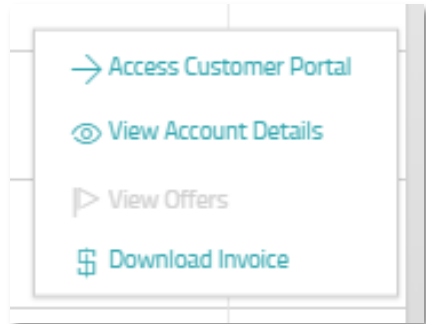
- Access Customer Portal – routes user to the customer’s account in WE Connect (see [Customer Portal Access](#) for more details)
- View Account Details – fly out window with more detailed information about that customer location
- View Offers – popup modal to show the user any predefined renewal offers currently available for that customer
- Download Invoice – flyout with the customer’s last 12 invoices. Only those accounts which are billable will have this option. Non-billable accounts will have the option greyed out.
- Create Ticket – routes user to the Trouble Tickets screen with the Create Ticket screen open to the selected customer
- Download Phone Numbers – downloads an excel file with all the active telephone numbers for the selected location

CUSTOMER PORTAL ACCESS

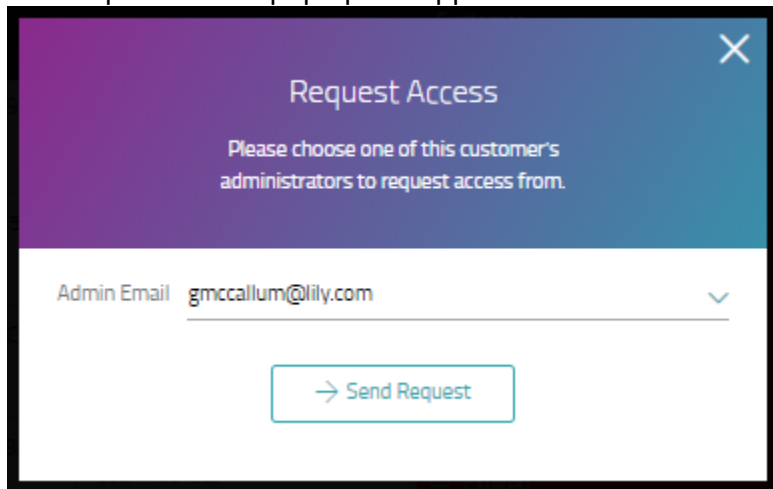
Customer Portal Access gives the Partner user the ability to log into the WE Connect customer portal as the Customer. At this time, all Partner users will need to request access from the Customer via the Partner Portal Accounts page.

REQUESTING CUSTOMER ACCESS

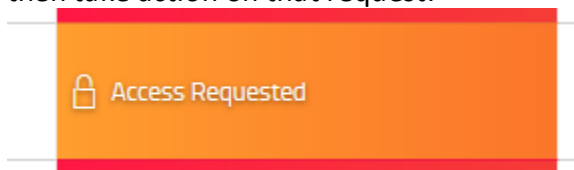
1. Click the Menu icon and Access Customer Portal



2. The Request Access pop up will appear. Choose a customer admin and click Send Request

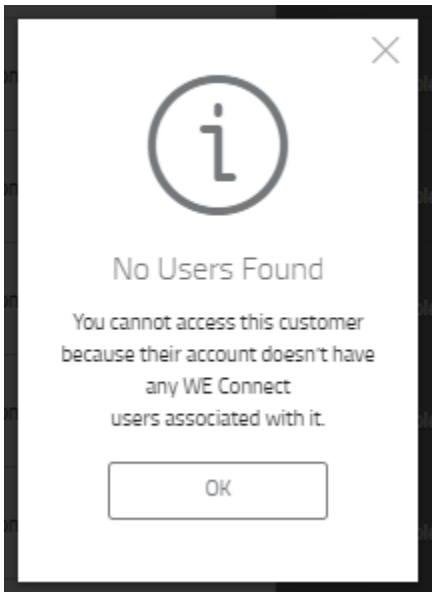


3. The Customer Access Status field for that Customer will turn orange with a status of "Access Requested". The admin selected will receive an email notifying them of the user's request. They will then take action on that request.



When approved, access will be given to all locations that the Customer user being impersonated can see.

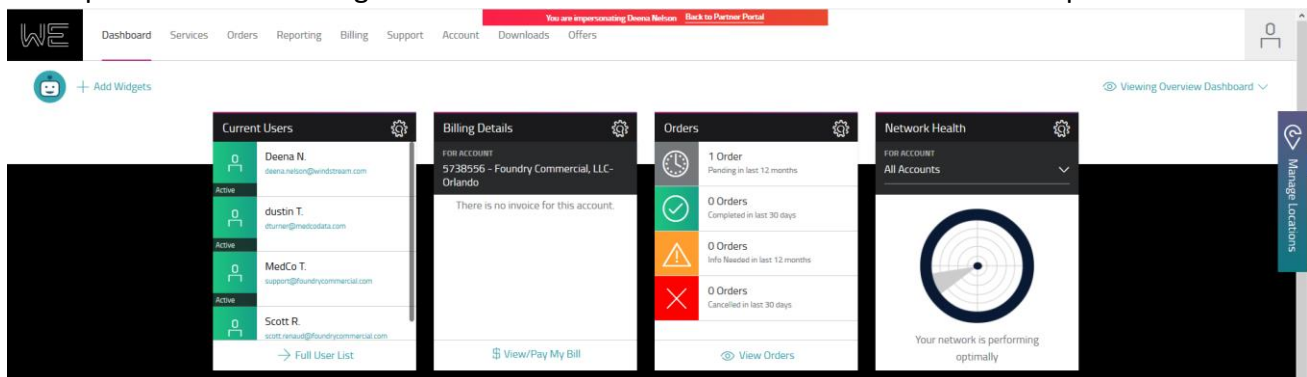
If a Customer does not have any admins in WE Connect, the Customer Access Status cell will be set to "Access Not Available". By clicking on the cell the user will see the pop up below. Please instruct the customer to register for WE Connect in order to request access.



ACCESSING A CUSTOMER'S PORTAL

Once a request to access a Customer has been approved, the user should follow the steps below to access the Customer's account in WE Connect.

1. Find that Customer on the Accounts tab
2. Click the Menu icon
3. Click **Access Customer Portal**
4. The user will be automatically redirected to WE Connect. During access, there will be a red banner at the top of the screen calling out that the user is in the Customer's in WE Connect portal



5. To navigate out of Customer Access mode, click **Back to Partner Portal** in the red banner.

[Click here for a demo on Orders](#)

Base Management Heather Collins

Accounts **Orders** Trouble Tickets

Order history is available for the past year.

Hide ^ Widget Settings

Today's Order Summary

In Progress	3459
Complete <small>In the last 7 days</small>	197
Ordered <small>In the last 7 days</small>	283
Cancelled <small>In the last 7 days</small>	25

In Progress Orders

2764 Ordered 268 Facility on Order 400 Processed 27 Installed

Upcoming Installations

March 2024

SU	MO	TU	WE	TH	FR	SA
25	26	27	28	29	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Filters Search Orders Export

Customer Name <small>Customer Account No</small>	Seller Name <small>Seller ID</small>	Order Date <small>Order No</small>	Requested By	Description	Service Address	Order Status
Activcare - Brittany	Intelsys - Nick Dreyfus - Us Wired - 541313	03.01.2024 2006052867	Sales Order	WIN Access Loop Install	5401 E Centralia St Long Beach, CA 908081452	Facility on Order

Orders associated to Customer accounts owned by the user will show on the Orders tab. The information shown here will be dependent on the user who is logged in. For example: a Seller level user will only see accounts associated to their Seller ID, a Unified Master level user will see accounts associated to every Seller under them.

ORDER SUMMARY WIDGETS

The Order Summary Widgets provide a snapshot of the user's most recent order activity. They summarize the orders from the Orders grid in different ways. Users can interact with the widgets in the following ways:

- Click on any of the data points, and the order grid below will filter to those specified orders
- Hide or Show to move the widgets out of view temporarily using the carot on the left
- Manage your view of the widgets in the Widget Settings gear on the right
- Click on any of the individual gear icons to change the data displayed in each of the widgets

While the portal is actively looking for new orders all the time, once the page loads the data into the summary widgets, they are current and static. To see if new updates have been submitted, simply refresh the browser.

Today's Order Summary

In Progress	3503
Complete <small>In the last 7 days</small>	234
Ordered <small>In the last 7 days</small>	274
Cancelled <small>In the last 7 days</small>	16

In Progress Orders

2779 Ordered 268 Facility on Order 429 Processed 27 Installed

Upcoming Installations

February 2024

SU	MO	TU	WE	TH	FR	SA
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2
3	4	5	6	7	8	9

Order Widgets Settings ✕

Show Widgets For

All Order Widgets Selected Order Widgets

Click on the widget to select or unselect it.

Available	Selected
<input type="text" value="Search by name"/>	<input type="text" value="Search by name"/>
<input type="checkbox"/> Today's Order Summary <input type="checkbox"/> In Progress Orders <input type="checkbox"/> Upcoming Installations	

Assign all widgets Unassign all widgets

→ Save

TODAY'S ORDER SUMMARY WIDGET

Today's Order Summary ⚙	
In Progress	3503
Complete <small>In the last 7 days</small>	234
Ordered <small>In the last 7 days</small>	274
Cancelled <small>In the last 7 days</small>	16

The Today's Order Summary widget provides a count of orders in the grid by the current status. Depending on the status or the current orders, users may see

- In Progress - compiled of all in flight orders no matter their progression in the order process
- Completed - view the count that have closed in the timeframe specified
- Ordered - view the count that have initiated the order in the timeframe specified
- On Hold - view a count of orders that have been proactively put on hold during the order process
- Cancelled – view a count of orders that have been cancelled in the timeframe specified

Clicking on any of the data points in the widget will filter the grid below to show only the orders in that category. Remove the filter by clicking the "X" in the Search Orders bar.

Users can manage the display parameters in the widget by using the gear icon in right corner.

- “Remove Widget” will remove the widget from view
- “Customize” will allow the user to change the content displayed in the widget
 - Status to Display – select from In Progress, Completed, Ordered & Cancelled
 - On Hold orders will always display
 - Order Summary Period – select timeframe for Ordered, Completed, Cancelled and On Hold orders being summarized in widget
 - Default settings are
 - ALL in progress orders
 - Past 7 days for Complete, Ordered and Cancelled orders
 - ALL on hold orders
 - Custom option allows the user to select a timeframe not in the pre-defined options
 - Timeframe being selected is the “ordered date”
 - I.e: selecting last 90 days will show ALL in progress orders and any Complete, Ordered, Cancelled or On Hold orders with an ordered date within the last 90 days
- Customizing the widget does NOT change the information in the grid

Today's Order Summary - Settings

Status To Display

In Progress Completed Ordered Cancelled On Hold

Order Summary Period

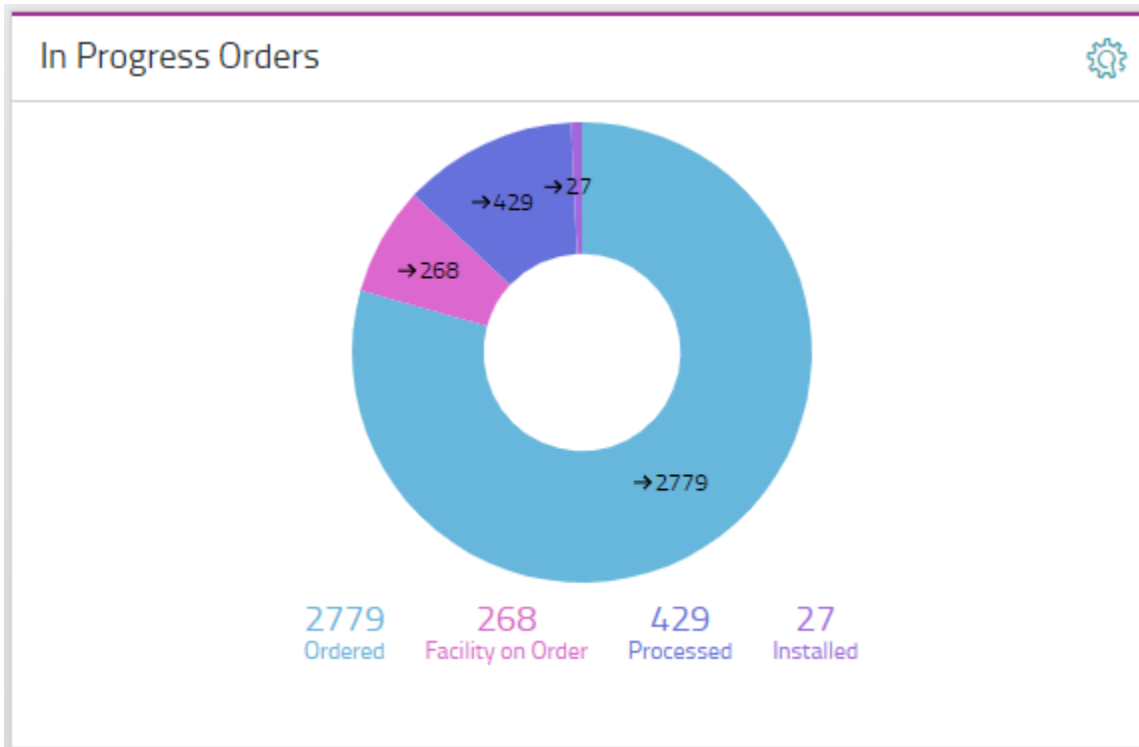
Today Past 7 days Past 30 days Past 60 days Past 90 days

Custom

Make this my default display

✓ Save

IN PROGRESS ORDERS WIDGET



The In Progress Orders widget breaks down all orders currently In Progress by where they are in the order process. The orders are categorized by the Order Status Milestones:

- Ordered
- Processed
- Facilities on Order
- Installed
- Activated
- Completed

Clicking on any of the data points in the widget will filter the grid below to show only the orders in that category. Remove the filter by clicking the “X” in the Search Orders bar.

Users can select the Gear icon > Remove Widget to remove the widget from view.



The Upcoming Installations Widget displays the target installation dates currently assigned to your orders. These installations are TARGET dates and are subject to change. The events tracked on this calendar include:

- Access Installations
- Equipment Installations
- Service Activations

The COLOR GUIDE provides a key to what colors denote which event. On days where there are more than one installation and/or activation events occurring, it will be denoted as *Multiple*.



Clicking on any of the data points in the widget will filter the grid below to show only the orders in that category. Remove the filter by clicking the "X" in the Search Orders bar.

Users can manage the display parameters in the widget by using the gear icon in right corner.

- "Remove Widget" will remove the widget from view
- "Customize" will allow the user to change the content displayed in the widget

- Users can select which installation types to include in the calendar
- Customizing the widget does NOT change the information in the grid

Upcoming Installations- Settings

Activities To Show

Access Installation Equipment Installation Service Activation

Make this my default display

✓ Save

ORDERS GRID

The following columns will populate in the Orders grid:

- Customer Name & Account Number
- Seller Name
- Order Day & Order Number
- Requested By
- Order Type
- Service Address
- Order Status – cell color will change based on status

Clicking the eye in the far-right column will produce a fly out menu showing details about the order.

As of 11/11/2021 the Orders grid is sorted by open orders first. Cancelled and Complete orders will show at the bottom of the list.

The Order Details flyout is now updated to reflect more closely the WE Connect order details flyout.

Order 8483295✕

Association Resource Group - NextWa...

Pending

Ordered
Processed
Facility on Order
Installed
Activated
Completed

Account No. [REDACTED]

Account Name **Mariner - El Paso North 7141**

Installation Address [REDACTED] Andrews Bean Trans Mountain Dr. Ste [REDACTED], [REDACTED]

Creation Date **11.02.2021**

Completion Date n/a

Coordinator Name **Kor, Hazkiel**

Coordinator Phone **2015237511**

Cordinator Email **Hazkiel.Kor@windstream.com**

Critical DatesServicesFacilites

Critical Task	Target Date	Completed
Order Created		11.02.2021

Users can search & filter orders by using the Filters dropdown menu on the top left of the table.

Filters Search Orders... Export

Master Partners All Sub Partners All

Seller Partners All

Customer Name Customer Account No.

Seller Name Seller ID

Order Date MM/DD/YY... to MM/DD/YY... Order No.

Requested By Order Type

Service Address Order Status All Statuses

Clear Filters Apply Filters

Information can be exported to Excel using the Export button on the top right of the table.

Accounts Orders Trouble Tickets Partners

Order history is available for the past year.

Filters Export

Customer Name Customer Account No.	Seller Name Seller Id	Channel Advocate	Order No.	Order Date	Order Type	Order Status
---------------------------------------	--------------------------	------------------	-----------	------------	------------	--------------

TROUBLE TICKETS

[Click here for a demo on Trouble Tickets](#)

Filters Export

Customer Name Customer Account No.	Seller Name Seller Id	Ticket No.	Ticket Status Latest Update	Service Type Service No.	Reported Problem	Service Address
Foundation Demo Account-Agent 1 80334040	322720, Agent - Agent Demo 67369903	INC000041763935	Closed 9/22/2019 3:54 AM	Circuit 18144540	Connection Up - Can't Browse	318 S CLINTON ST SUITE 201 SYRACUSE NY 132021110
Foundation Demo Account-Agent 1 80334040	322720, Agent - Agent Demo 67369903	INC000041611026	Closed 9/9/2019 2:37 PM	Circuit 18151262	Connection Up - Can't Browse	318 S CLINTON ST SUITE 201 SYRACUSE NY 132021110
Foundation Demo Account-Agent 1 80334040	322720, Agent - Agent Demo 67369903	INC000041275453	Closed 8/10/2019 11:40 PM	Circuit 18144540	Bouncing Circuit	318 S CLINTON ST SUITE 201 SYRACUSE NY 132021110
Foundation Demo Account-Agent 1 80334040	322720, Agent - Agent Demo 67369903	INC000041273548	Closed 8/10/2019 11:40 PM	Circuit 18144540	Bouncing Circuit	318 S CLINTON ST SUITE 201 SYRACUSE NY 132021110

Tickets associated to Customer accounts owned by the user will show on the Trouble Tickets tab. The following columns will populate:

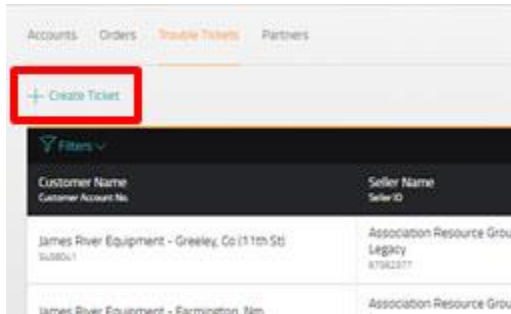
- Customer Name & Account Number
- Seller Name
- Ticket Number

- Ticket Status – cell color will change based on status
- Service Type
- Reported Problem
- Service Address

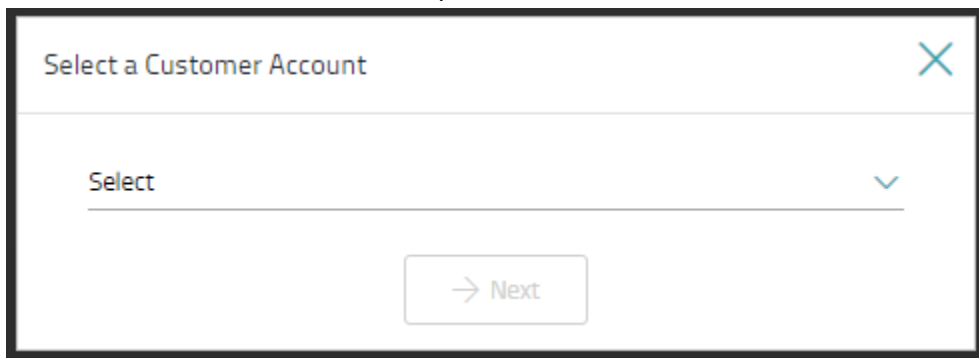
CREATE TICKET

Users can create a trouble ticket for their customers directly in WE | Connect Partners by clicking the “+Create Ticket” button at the top left of the grid.

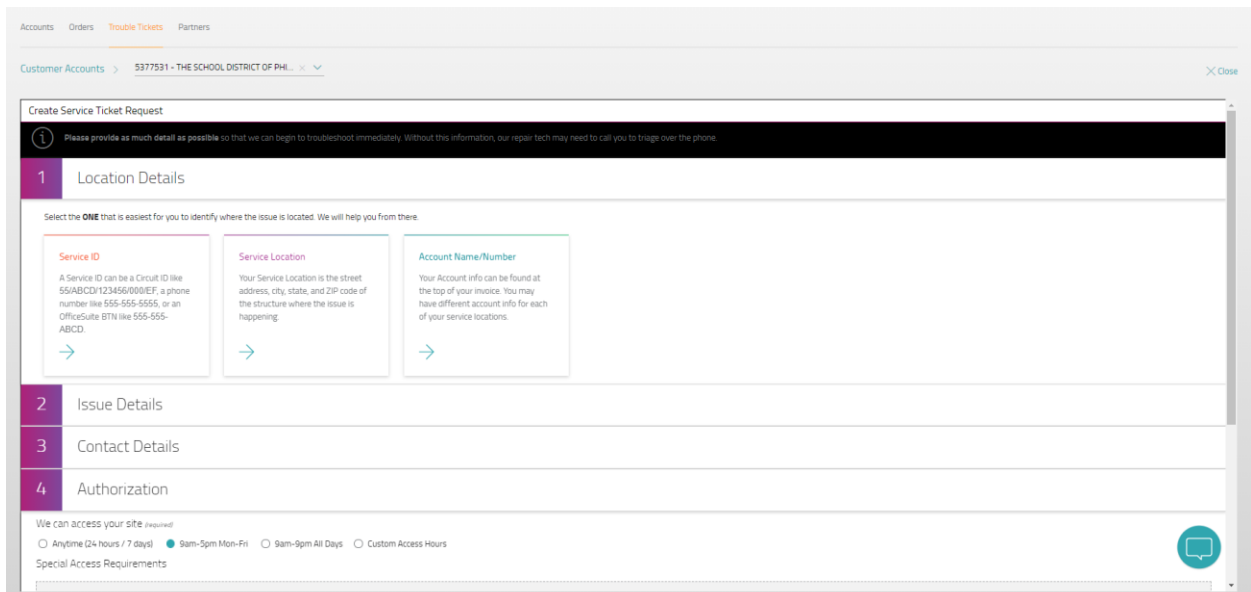
1. Click “+Create Ticket”



2. Select the customer from the drop down and click **Next**.



3. Ticket wizard opens



4. Follow the wizard prompts

a. Location Details – choose the service ID, service location OR account name/number

1
Location Details

Select the **ONE** that is easiest for you to identify where the issue is located. We will help you from there.

You've selected account 200382839 - The School District of Philadelphia

The School District of Philadelphia - 11081 Knights Rd, Philadelphia, PA

Change

b. Issue Details – select from a list of appropriate issues or search for the issue experienced

i. Additional information may be needed depending on the issue chosen

2
Issue Details

🔍

...or select the category that best describes your issue below: *(required)*

Voice & Unified Communications

Includes Conference Calling

<input type="radio"/> Allworx Products <input type="radio"/> Poor Call Quality <input type="radio"/> Feature Not Working <input type="radio"/> Can't Make Calls <input type="radio"/> Can't Receive Calls <input type="radio"/> Router Configuration Request <input type="radio"/> Monitoring Request <input type="radio"/> Information Request	<input type="radio"/> Line Tagging <input type="radio"/> Network / Circuit Trouble <input type="radio"/> SD-WAN (Voice) <input type="radio"/> No Dial Tone <input type="radio"/> UCaaS (Repair) <input type="radio"/> UCaaS (Change) <input type="radio"/> Wireless Data Backup
--	---

c. Contact Details – enter the contact associated to the ticket

3
Contact Details

Primary Contact *(required)*

Joe Barisa

Joe Barisa

📞 215.400.5010

✉️ jib@philasd.org

Site Contact *(required)*

Use primary contact

Joe Barisa

Joe Barisa

📞 215.400.5010

✉️ jib@philasd.org

After Hours Contact *(optional)*

Select

Sensitivity: Internal

WINDSTREAM
 LEARNING AND DEVELOPMENT

d. Authorization to access the site if needed

4 AuthorizationWe can access your site *(required)* Anytime (24 hours / 7 days) 9am-5pm Mon-Fri 9am-9pm All Days Custom Access Hours

Special Access Requirements

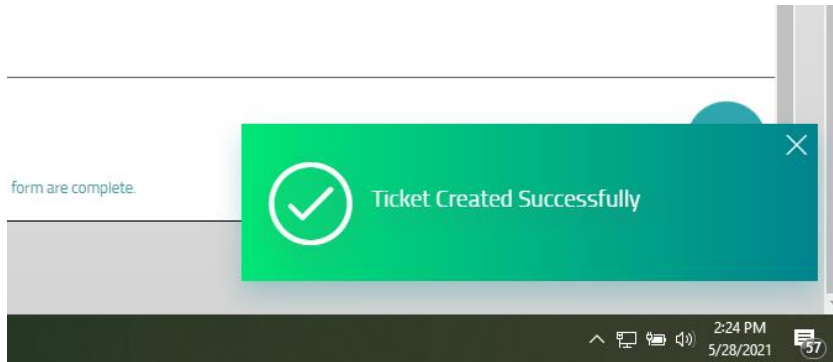
Do you authorize us to perform testing that may temporarily take down your service?

 Yes Yes, but let me schedule it No

Do you authorize billable charges, if testing or fixing your issue requires them?

 Yes No

5. Click Submit. A confirmation will appear in the bottom left of the screen.



TICKET DETAILS

Clicking the eyeball icon to the right of the ticket will open the Ticket Details screen with additional information about the ticket and notes from IT.

02273018 Resolved

PROBLEM REPORTED: No Dial Tone
 CREATED DATE: 02/03/2022 11:13 AM
 LAST UPDATED DATE: 03/03/2022 12:44 PM
 SERVICE IMPACTED: No Dial Tone

Your Repair Team >

Service Information

Account Name
Thales USA

Account Number: 204874331 Customer Reference Id: DF232323 Service Location: 2733 CRYSTAL DR, ARLINGTON, VA 22202-3584

Issue Details

Service Impacted: No Dial Tone Customer Reported Severity

Near the top of each Ticket Details screen will be a purple banner with “Your Repair Team.” Clicking this banner will produce a popup with the Repair Team assigned to the customer.

Your Repair Team

We know performance of our network is critical to the success of your business and customers. As a Windstream Enterprise customer, you will receive top-notch technical support from our Service Assurance Team. You can communicate with our 24/7 support team through your service request, or by calling 800.600.5050. If additional support is needed, **Your Repair Team** is available to assist. Please start with the level one contact and allow one hour before moving to the next level of support.

- Escalation Desk
Support Hours: 24/7
866.260.1615 (option 2)
- Escalations Sr. Manager
Support Hours: 8-5 M-F
866.260.1615 (option 3)
- Sr. Director – Greg Hodgson
Support Hours: 8-5 M-F
585.340.8286
- SVP – Elizabeth Orth
Support Hours: 8-5 M-F
866.780.0702

Users can click the “Update Ticket” button to add notes, confirm a problem persists or is resolved or cancel the ticket.

Update Ticket

Ticket ID: INC000042123197


Voice ID: 2514346620



Action: Add Notes


Memo: Add Notes
 Confirm problem resolved
 Report problem persists
 Cancel Ticket

Submit


Users can search & filter tickets by using the Filters dropdown menu on the top left of the table.

Filters 

Master Partners: All  Sub Partners: All 

Sellers: All 



Customer Name: Customer Account No.:

Ticket No.: Ticket Status: All Statuses 

Latest Update: from to Service Type:

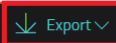
Service No.: Reported Problem:

Service Address:

 Clear Filters  Apply Filters

Information can be exported to Excel using the Export button on the top right of the table.

Accounts Orders **Trouble Tickets** Partners

Filters 

Customer Name	Seller Name	Ticket No.	Ticket Status	Service Type	Reported Problem	Service Address
Customer Account No.	Seller ID		Latest Update	Service No.		

PARTNERS

Base Management Heather Collins
Partner Pros - Unified Master

Accounts Orders Trouble Tickets **Partners**

Filters

Me
Unified Master Partner
Partner 67359865
Partner Pros - Unified Master
Channel Manager
Nakia D Farr
2 Master Partners, 37 Seller Partners

2 Master Partners

- Partner 67359836: Partner Pros - North - Master, Channel Manager, Nakia D Farr, 1 Sub Partners
- Partner 67359838: Partner Pros - South - Master, Channel Manager, Nakia D Farr, 3 Seller Partners

1 Sub Partner

- Partner 67359837: Partner Pros - North - PA, MA, IL - Sub Agent, Channel Manager, Nakia D Farr, 1 Seller Partners

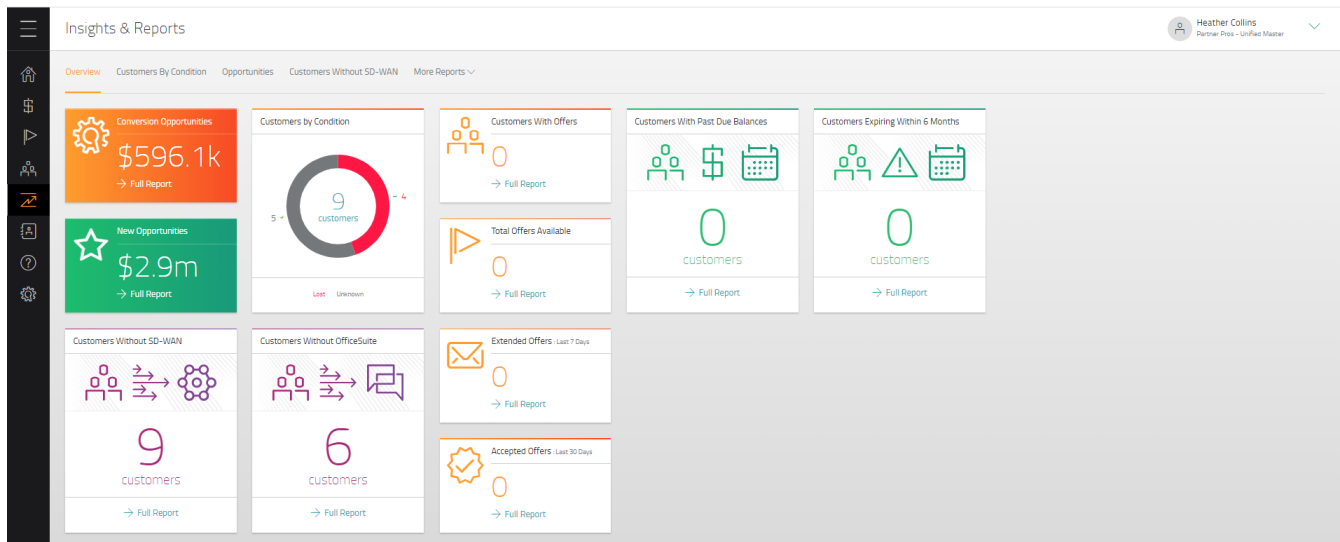
41 Seller Partners

- Partner 67359834: Partner Pros - South - Daisy - seller, Channel Manager, Catherine Yearly
- Partner 67359835: Partner Pros - North - PA, MA, IL - Partner Pros Jo..., Channel Manager, Catherine Yearly
- Partner 67359839: Partner Pros - South - Georgia - Seller, Channel Manager, Catherine Yearly
- Partner 67359840: Partner Pros - Joe Schmo - seller, Channel Manager, Catherine Yearly
- Partner 67359841: Partner Pros - South - Florida - Seller, Channel Manager, Catherine Yearly

The Partners tab allows users to see the Partner Hierarchy associated with their login. Users can see one level up and unlimited levels below them.

INSIGHTS & REPORTS

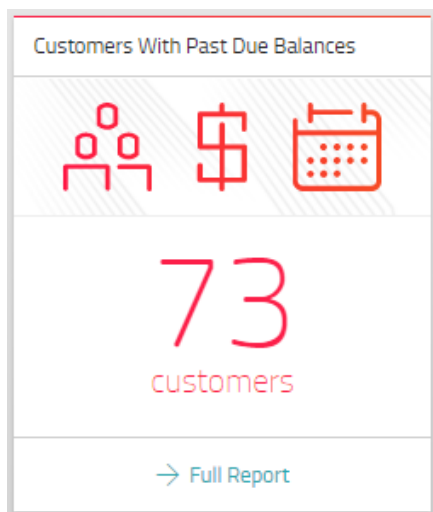
[Click here for a demo on Insights & Reports](#)



The Insights & Reports page houses graphical representations of different reports (such as Current Opportunities, Past Due Balances, & Customers with upcoming contract expirations) as well as the ability to pull reports about the Partner's book of business. Data will be representative of the user level who is logged in.

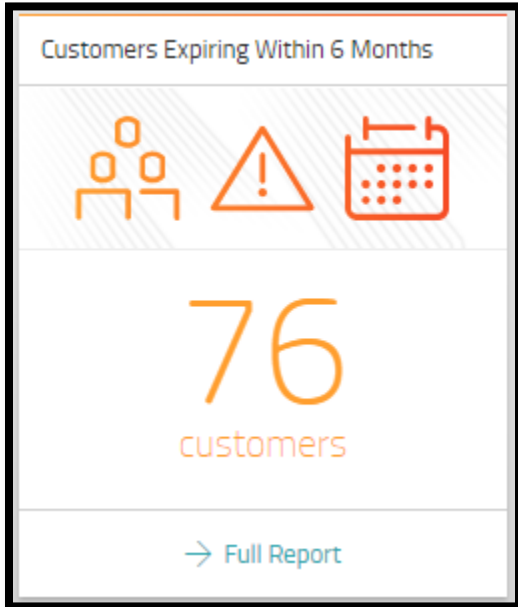
CUSTOMERS WITH PAST DUE BALANCES

The Customers by Condition insight shows the user how many customers in their base have past due balances with Windstream. Clicking on the widget shows a table view of those customers with information on the overdue amount and how many days overdue it is. This information allows the partner to help ensure their customers do not get services turned off due to non-payment.



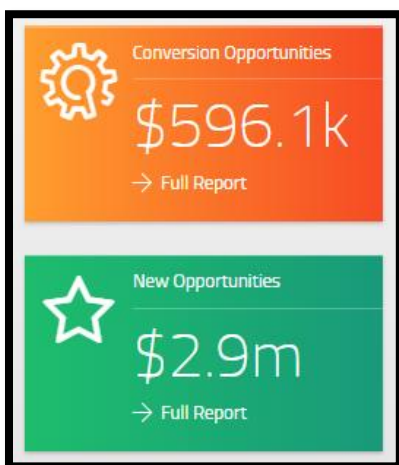
CUSTOMERS EXPIRING WITHIN 6 MONTHS

The Customers Expiring Within 6 Months insights show the user how many customers within their base have contracts expiring in the next 6 months. Clicking through takes the user to the Accounts tab with the grid filtered to show only those customers in the widget.



OPPORTUNITIES

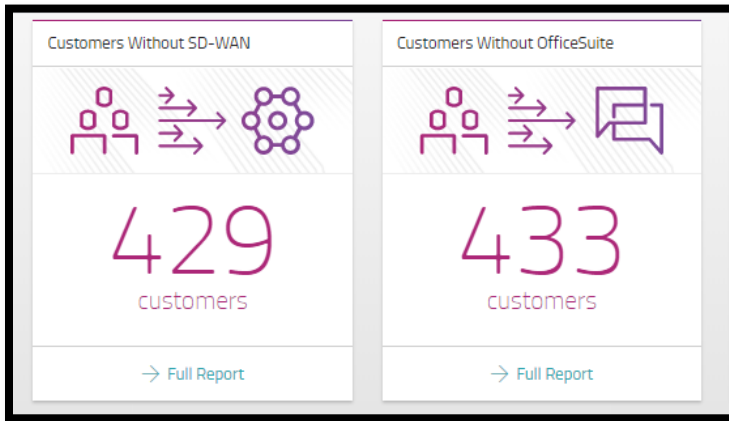
The Opportunities insight shows how much revenue in the user's funnel is associated to New, Upsell, Renewals, & Conversions. Windstream recently changed how we bucket opportunities (collapsed down to 4 types) so any opportunities with the old types will show under the category of "Other". Clicking on the insight will take the user to the Opportunities tab for a table of open opportunities and the information associated with them.



UPSELL OPPORTUNITIES BY PRODUCT

The Customers with SD-WAN & Customers Without OfficeSuite insights show how many customers in the user's base do NOT have the products OfficeSuite and/or SD WAN billing on their account. Clicking on the

insight will take the user to the tab with the supporting data, showing those customers that do not have the product.



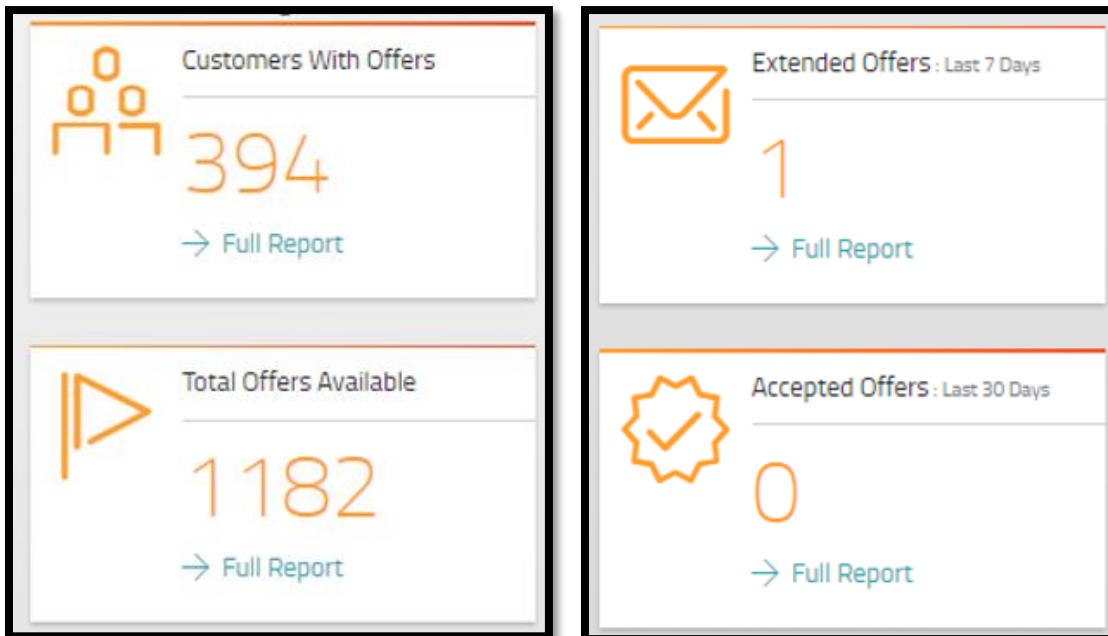
OFFERS WIDGETS

Customers with Offers – the number of customers in the user’s base that have offers available

Total Offers Available – the total number of offers available to the user’s base

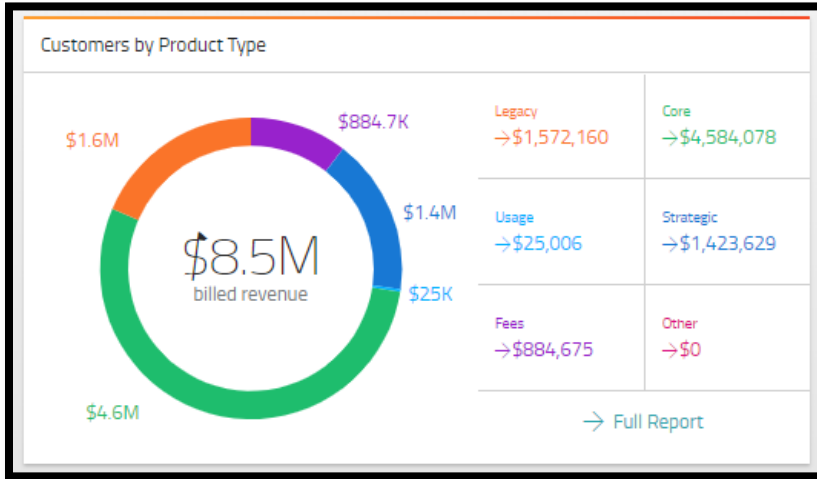
Extended Offers – the number of extended offers in the last 7 days

Accepted Offers – the number of accepted offers in the last 30 days



CUSTOMERS BY PRODUCT TYPE

The Customers by Product Type widget shows the user a breakdown of the customer base by product type and the revenue associated to that product type. Clicking on any section of the widget takes the user to the report tab showing the customers associated to the area clicked.



CONTACTS & NOTIFICATIONS

[Click here for a demo on Contacts & Notifications](#)

Contacts & Notifications

WE | CONNECT PARTNERS

Contacts Notifications

+ New Contact

Filters Export

Contact Name ↑	Email Address	Phone No.	
Agent Demo	agent@demo.com	585.340.2776	⋮
Heather Collins	heather.collins@windstream.com	704.814.2910	⋮

10 items per page 1 - 2 of 2 items

The Contacts page houses any contacts that Windstream has associated to the Partner Company the user is tagged to. Users can add and edit the contact information associated with their company and the updates will be sent back to internal Windstream systems for reference.

ADD A NEW CONTACT

- To add a new contact, click **+ New Contact**. A flyout will be produced to the right side of the screen

New Contact ×

In order to receive notifications, an email address or a mobile phone number is required.

First Name

Last Name

Email (optional)

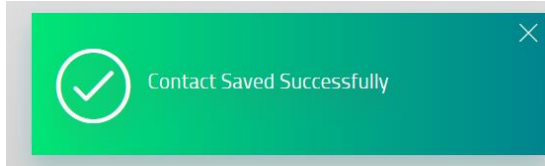
Phone Numbers Primary?

Office (optional)

Mobile (optional)

- Fill out the required fields
 - First Name

- b. Last Name
 - c. Email
 - d. Office Phone
 - e. Mobile Phone
3. Select one number as primary
 4. Click **Save Changes**
 5. A popup will confirm you want to save changes. Click **Yes**.
 6. Contact will be saved, and a confirmation will be displayed on the bottom right of screen



EDIT AN EXISTING CONTACT

1. Click the menu icon to the right of the contact

Contact Name ↑	Email Address	Phone No.	
Agent Demo	agent@demo.com	585.340.2776	☰
Heather Collins	heather.collins@windstream.com	704	✎ Edit Contact 🗑 Delete Contact

2. Click **Edit Contact**. A flyout will be produced.

Agent Demo ✕

In order to receive notifications, an email address or a mobile phone number is required.

First Name

Last Name

Email (optional)

Phone Numbers Primary?

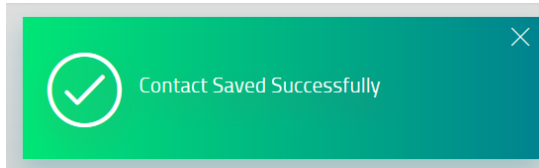
Office (optional)

Mobile (optional)

[✓ Save Contact](#)

3. Make any edits necessary
4. Click **Save Changes**

- Contact will be saved, and a confirmation will be displayed at the bottom of the screen

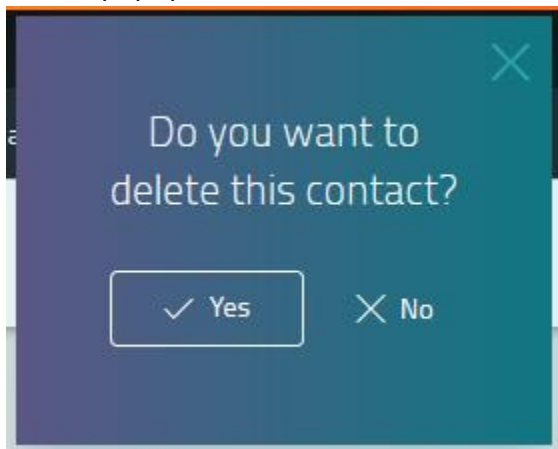


DELETE A CONTACT

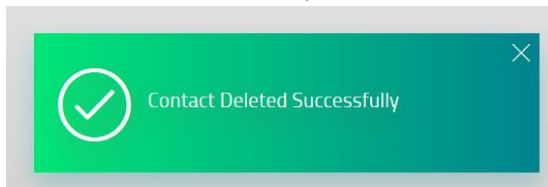
- Click the menu icon to the right of the contact

Contact Name ↑	Email Address	Phone No.	
Agent Demo	agent@demo.com	585.340.2776	☰
Heather Collins	heather.collins@windstream.com	704	<ul style="list-style-type: none"> Edit Contact Delete Contact

- Click **Delete Contact**
- On the popup, confirm to delete contact



- Contact will be deleted, and a confirmation will appear at the bottom of the screen



The Support page houses information specific to the Partner's relationship with Windstream and resources for Partner users.

The screenshot shows the 'Support' page with a user profile for Heather Collins. The 'Who to Ask for Help' tab is active, displaying four columns of support resources:

- Cheryl Langan (Channel Manager):** Ask me about... quotes and market availability, escalating tickets, the status of your order(s), commissions. Includes an 'Email' button.
- Marketing Support:** Ask us about... co-branded collateral, promotions, SPIFFs, campaigns. Includes an 'Email' button.
- Channel Development:** Ask us about... using our portals, the status of your order(s), our products or systems, helping you while your Channel Manager is out, other Windstream issues. Includes an 'Email' button.
- Escalation Contacts (Level 1):**
 - Quote Escalations: your Channel Advocate, your Channel Manager.
 - Post-Install Support: Customer Care : 800 600 5050, Windstream Customer Support.
 - Post-Signature Support: your Channel Advocate, Channel Partner Support.
 - Repair: Technician : 855 340 2002.

WHO TO ASK FOR HELP

[Click here for a demo on Support](#)

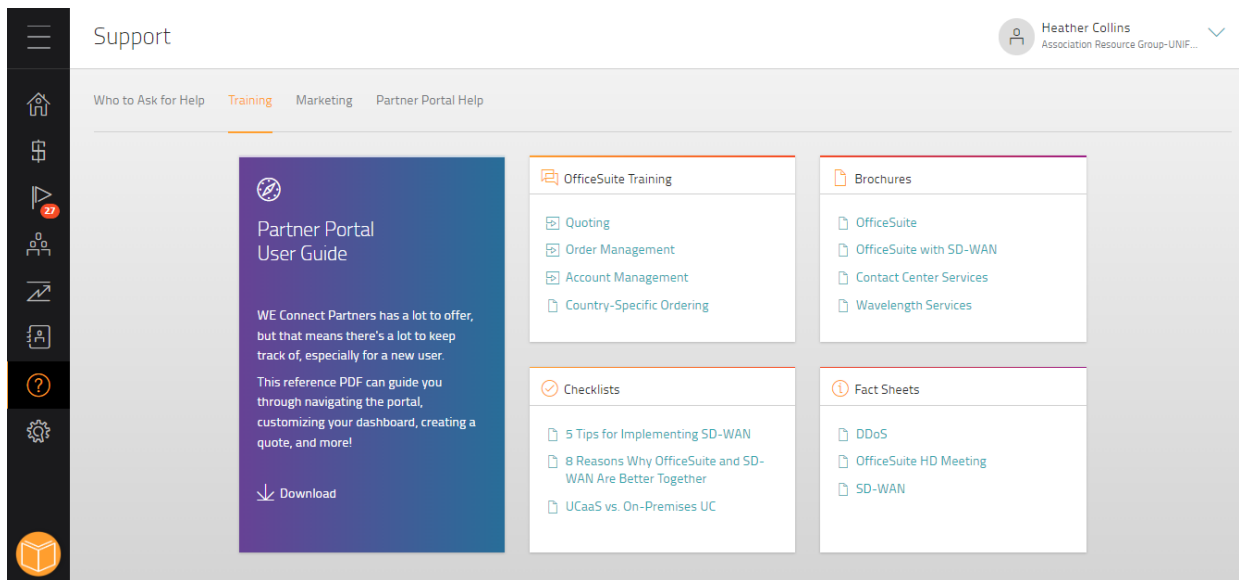
This is an identical screenshot of the Windstream Support page as described above, showing the 'Who to Ask for Help' tab with four columns of support resources.

The Who to Ask for Help tab shows different resources that can be contacted depending on what information the user is looking for. Resources shown are:

- Channel Manager – quotes, market availability, escalations, order status & commissions
- Marketing – co-branded collateral & support for promotions, spiffs, and campaigns
- Channel Development – portal support, products or systems, order status, general Windstream questions
- Escalation Contact – shows level 1 escalation paths with a link to the full Escalation List (pdf)

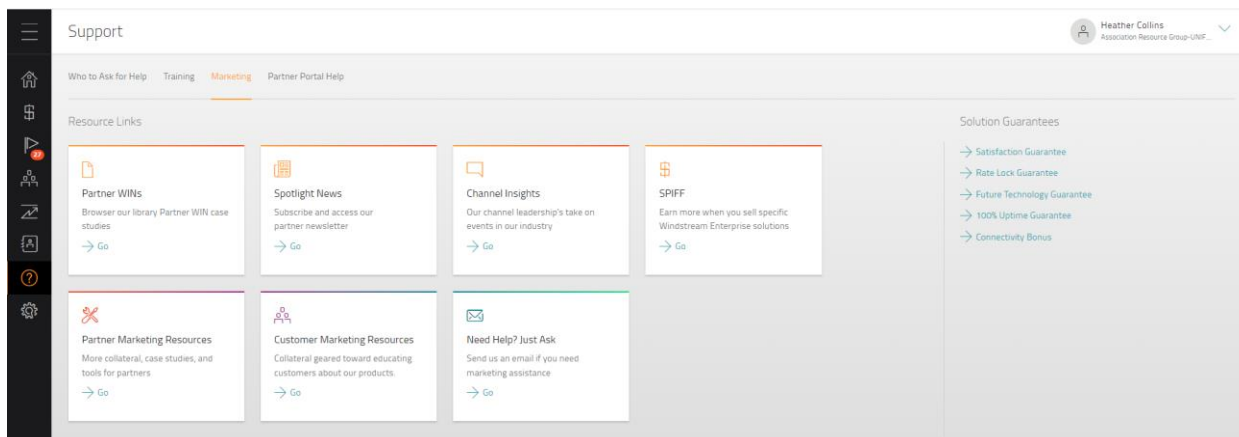
TRAINING

The Training tab offers information on assorted topics specifically for the Partner User. These resources are not intended for customer use. The OfficeSuite Training tile will be removed once all customers are migrated to WE Connect as those videos are specific to the MyOfficeSuite Agent portal which will eventually be obsolete.



MARKETING

The Marketing tab allows users to find and take advantage of many resources made available by Windstream's Channel Marketing team such as case studies & spiff info for partners and product collateral for customers.



PARTNER PORTAL HELP

The Partner Portal Help screen allows the user to submit portal issues, questions, or training requests. Issues are sent to the Channel Development team to review and triage. The team will then coach the user, submit

tickets to IT, or set up training. Users should provide as much information as possible when submitting an issue so that the team can triage quickly.

The screenshot shows a 'Support' page with a navigation menu on the left. The main content area is titled 'The Basics' and contains a form for submitting a support ticket. The form includes the following sections:

- Who to Ask for Help:** Training, Marketing, **Partner Portal Help** (selected).
- Having trouble with WE Connect Partners?** Let us know about it with this form, and we'll get to the bottom of it.
- What computer operating system are you using?** Example: Windows 10. Input: Windows NT 10.0
- What Internet browser (and version) are you using?** Example: Google Chrome. Input: Chrome 106. A link 'Where can I find my version?' is also present.
- What's the general issue?** A grid of buttons: Display Issues, Slow Speed or Intermittent Service, Base Management Issues, Training Requests, General Questions, and Other Portal Issues.

USER MANAGER

[Click here for a demo on User Manager](#)

The User Manager screen allows a user admin to view/manage other users associated to their account.

The screenshot shows the 'User Manager' interface. It features a table with the following columns: Username, Full Name Email, Partner Partner Level, Status, Admin?, and Last Login Date Last Login Time. The table contains two rows of user data. Below the table, there are navigation controls including '10 items per page' and '1 - 2 of 2 items'. An 'Export' button is also visible in the top right corner of the table area.

Username	Full Name Email	Partner Partner Level	Status	Admin?	Last Login Date Last Login Time	
MasterAgentDemo	Heather Collins heather.collins@windstream.com	Agent Demo-Unified Master Unified Master	Active	Yes	03.05.2020 12:00 AM	👁️
Training_UMDemo	Training Demo heather.collins@windstream.com	Agent Demo-Unified Master Unified Master	Active	Yes	Not Found	👁️

Clicking the eyeball icon on the far right will show what permissions the user has. The User Manager can change the user permissions as needed.



User Permissions

Users may access features of the WE Connect Partners according to the permissions defined for them here. Because you have access to this User Manager, you may update these permissions at any time.

	No Access	View Only	Manage
Quote	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Offers	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Base Management <small>Use Advanced permissions</small>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Insights & Reports	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Contacts & Notifications	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

→ Save User Permissions

ACRONYMS

NONE

No acronyms currently

ADDITIONAL INFORMATION

- ✓ No Additional Information