WINDSTREAM BROADBAND NETWORK STATEMENT
November 20, 2011

Windstream maintains an open Internet for its customers, and with this principle in mind, this document summarizes Windstream's network management practices and the performance characteristics and commercial terms of the broadband Internet access services that it offers to residential, small business, school, and library customers.

NETWORK PRACTICES

Congestion Management

Windstream currently manages congestion on a network-wide basis. In situations of severe congestion, such as that which might follow a natural disaster or a malicious external attack intended to overload Windstream's network (for example, a "Denial of Service" or a "DoS" attack), Windstream may limit access to portions of or its entire network.

Windstream does not manage network congestion by capping an individual customer's usage, reducing the speed of an individual customer's service once a certain amount of usage is exceeded, or other similar strategies. In the future, Windstream, however, may use such strategies, including offering tiers of service with different usage caps and/or assessing fees for exceeding such caps. Windstream will provide appropriate notice prior to making any such changes.

Application-Specific Behavior

Windstream does not block or inhibit certain applications or classes of applications sourced from, or destined to, the public Internet.

Device Attachment Rules

Windstream permits its customers to attach any device to its network, so long as the device's usage does not harm Windstream's network or otherwise violate Windstream's Acceptable Use Policy which can be found at
http://www2.windstream.net/customersupport/usersguide/accept/accept.html. Not all such devices, however, may be technically compatible with Windstream's network. The technical compatibility of a device will vary depending on the broadband Internet access service to which it is being attached.

Security

Windstream operates a Security Operations Center that monitors its network for abuse and fraud. When Windstream determines the presence of suspicious, malicious, criminal, or abusive traffic, or other activity that violates Windstream's Acceptable Use Policy (which can be found at http://www2.windstream.net/customersupport/usersguide/accept/accept.html)Windstream temporarily may block access from or to its network to protect the security of its network and its

customers. This measure may be triggered by, among other conditions, a DoS attack or by Windstream detecting an unusual amount of traffic that may be related to computers infected with malicious software viruses. If a customer believes that Windstream is blocking such traffic in error, the customer should contact Windstream's Internet customer support at 866-445-0978.

PERFORMANCE CHARACTERISTICS

Service Description

Windstream offers broadband Internet access services to its residential, small business, school, and library customers over various technologies throughout its footprint. These technologies include digital subscriber line service (variants of ADSL, IDSL, and VDSL), cable modem service (DOCSIS), dedicated circuits (T1s), Fiber-to-the-Home Passive Optical Network (PON), and Metro Ethernet (via various methods and standards). The availability of these specific technologies varies by market.

Windstream's broadband Internet access speeds vary by customer location. Windstream strives to provision a customer's connection up to the maximum advertised speed, but actual speed experienced by the customer will vary based on multiple factors, such as the condition of wiring inside a specific location or the electromagnetic interference on the customer's line; general Internet backbone configurations and computer configuration; network or Internet congestion; and the server speeds of websites accessed. These variables can cause broadband Internet access service to perform at less than maximum advertised speeds. Windstream does not and cannot guarantee speeds.

Windstream participated in the FCC's Measuring Broadband America program, which measured the broadband Internet access service speeds that Windstream customers experienced on an average basis during the month of March 2011. The FCC testing program, which focused on residential DSL customers, found that Windstream's network provided average download speeds equal to approximately 92% of the advertised speeds over a full-24-hour period, and 85% of the advertised speeds during peak periods. In addition, the FCC program reported that Windstream's network provided average upload speeds at levels equal to approximately 90% of the advertised speeds over a full 24-hour period as well as during peak periods. According to the FCC study, latency on the Windstream network, which is a measure of the time it takes for data to travel to a point on the Internet and back again, was an average of 33 milliseconds over a full 24-hour period and 40 milliseconds during peak periods. Windstream is providing these FCC test results for informational purposes only. Windstream does not adopt the findings of, or the testing methodologies employed by the FCC program; make any warranties or representations as to the accuracy or completeness of this information; or guarantee that the speeds actually experienced by customers will match the percentages reported in the program at any given time.

Impact of Specialized Services

For a small number of customers, Windstream offers video and/or voice specialized services that are carried over the same connection that provides broadband Internet access service. Windstream video services do not negatively affect the performance of the broadband Internet

access service. Voice services provided to some small businesses, schools, and libraries may utilize broadband Internet access service capacity to which they subscribe that is otherwise available when voice service is not in use. Details regarding this sharing of capacity between voice and broadband Internet access service are disclosed to these customers at the point of sale.

COMMERCIAL TERMS

Pricing

Pricing for Windstream's business broadband Internet access services can be found at www.windstreambusiness.com. Pricing for Windstream's residential broadband Internet access services can be found at www.windstream.com. Any applicable early termination fees are described in the broadband Internet access service offer and Windstream's online Terms and Conditions which can be found at http://www.windstream.com/terms.aspx.

Privacy Policies

Windstream monitors traffic flows between points within its network and between its network and locations on the Internet for purposes of reasonable network management, but Windstream does not inspect, analyze, or store the content of individual customers' traffic. Windstream's Privacy Policy (which can be found at http://www.windstream.com/privacy.aspx) provides further details on how Windstream protects its customers' Personally Identifiable Information ("PII") from inappropriate use.

QUESTIONS AND CONCERNS

Customers with questions or experiencing broadband Internet access service problems may contact Windstream's Internet customer support at 866-445-0978. The center is open on a 24 x 7 basis. Internet edge providers may email complaints, questions, security concerns, and reports of Internet abuse to abuse@windstream.net.

UPDATES

Windstream reserves the right to update this Broadband Network Statement and will do so as circumstances warrant.