

Congress of the United States
Washington, DC 20515

April 10, 2020

Mr. Tony Thomas
President and Chief Executive Officer
Windstream
4001 Rodney Parham Road
Little Rock, AR 72212

Dear Mr. Thomas,

As representatives of thousands of Windstream customers, we write today regarding the impact coronavirus has had on broadband access in rural communities throughout Georgia. In the past, we have written to you regarding the inadequate internet service our constituents are receiving despite your company's acceptance of federal dollars to expand access. While we know Windstream has upgraded some areas that are more populated and less rural, many of our constituents continue to struggle with poor broadband speeds.

Due to the coronavirus outbreak, thousands of Georgians are being forced to work, learn, and recreate from home. This undoubtedly has increased the strain on the networks your consumers depend upon. Over the past several years, we have heard complaints of a network that is overburdened and cannot keep up during peak use. Even though we have been calling for increased internet access in rural areas for years, this moment in time shows that Windstream has yet to meet the mark. Now, as we move to hosting meetings virtually, we are experiencing the connection issues our constituents are having firsthand. In light of the complaints our offices are continuing to receive about Windstream's service, we ask that you provide a response to the following questions so that our constituents – your consumers – can see how your company is responding to the coronavirus outbreak.

- 1) What specific steps has Windstream taken to respond to the increase in broadband usage in Georgia due to the coronavirus pandemic?
- 2) Does Windstream's plan to address increased usage due to the pandemic include upgrades for consumers living in more rural areas?
- 3) Are you charging consumers for equipment upgrades that are necessary to meet broadband access demands during this time?
- 4) Which of Windstream's service areas in Georgia have been upgraded in response to the coronavirus outbreak?

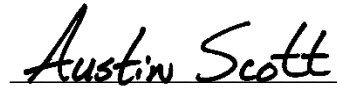
- 5) How is Windstream responding to complaints by consumers during this time? What is the time frame in which consumers experiencing accessibility issues can expect a response from your company?
- 6) Has Windstream implemented any new policies or procedures to assist those who have been furloughed or laid-off as a result of COVID-19 and are struggling to pay their bills?

We appreciate your review of these questions and look forward to your prompt reply.

Sincerely,



Doug Collins
Member of Congress



Austin Scott
Member of Congress



Sanford D. Bishop, Jr.
Member of Congress