


WINDSTREAM EMPLOYEE STOCK PURCHASE PLAN FAQ

1. What is a stock purchase plan?

The Windstream Employee Stock Purchase Plan (ESPP) allows you to purchase shares of Windstream common stock through payroll deduction.

2. How can I enroll in the ESPP?

- Log onto the Windstream network and access **Stream**
- From the toolbar on the Stream Home Page, click **The Hub** icon
- Enter your **user id** and **CSO password**
- In the top right hand corner select the **NavBar** icon 
- Select **Navigator**
- Select **Self-Service**
- Select **Payroll & Compensation**
- Select **Voluntary Deduction**
- Select **Add Deduction**, then select **Windstream Stock** as the type of deduction
- Select whether deduction is a **Flat Amount** or **Percent**
- Enter the dollar amount or percent per pay period that you would like to have payroll deducted to purchase Windstream stock shares

3. Once I enroll, when do my payroll deductions start?

If you enroll by midnight on the Saturday prior to a regular pay date, your payroll deduction will start with that paycheck. If you miss that deadline, your payroll deduction will begin with your next paycheck.

4. How will my Windstream stock shares be purchased?

Once you enroll in the ESPP via **The Hub**, an account will be established for you with Computershare. Within two weeks of your first pay date with an ESPP payroll deduction, you will receive a "welcome letter" from Computershare with instructions on accessing your Computershare account. Soon thereafter, you will receive a separate "PIN letter" indicating your initial PIN. Upon your first access to the Computershare website, you will be prompted to change your PIN to one of your choice, as well as complete an online W-9. If you don't complete the W-9, your dividends and proceeds from any sell transactions will be subject to federal tax withholding.

5. At what price will my shares of Windstream be purchased?

You will pay the market price as of the date of the purchase. Purchases are made as soon as administratively possible after payroll pay dates.

6. What are the advantages of the ESPP?

The primary advantages of the Employee Stock Purchase Plan are:

- ✓ It's an easy, planned and consistent method to purchase shares of Windstream stock at market price through payroll deduction.
- ✓ You can purchase small amounts, including fractional shares, at a time.
- ✓ You pay no brokerage fees or transaction costs on purchases.
- ✓ You pay no account maintenance fees.

7. Is my principal investment guaranteed?

No. Just like any other stock purchased on the open market, the value of your holdings can increase or decrease over time based on share price.

8. Will I receive a paper stock certificate for the shares that I purchase?

No. Your shares will be tracked in your Computershare account and you will not receive paper stock certificates.

9. When can I sell my Windstream stock?

You may sell all or part of your stock at any time. You will pay all fees and commissions associated with the sale of your shares.

10. What happens with my Windstream stock if I leave the company?

After your employment ends, you will receive notice from Computershare informing you of the options you have regarding the disposition of your shares. You will have the option to 1) maintain the account at Computershare but the cost of maintaining the account will be transferred to you. Windstream will no longer pay any fees for your account; 2) sell your shares; or 3) transfer the shares to another broker.