



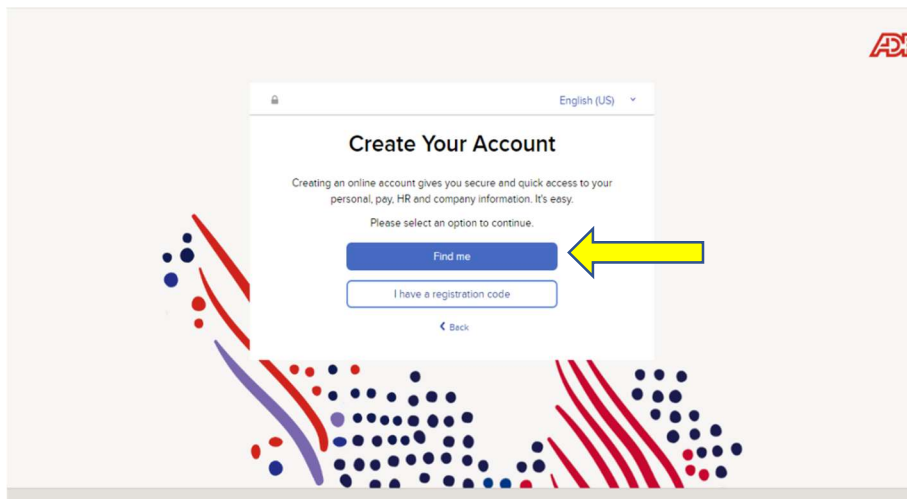
Exiting Employee Quick Reference Guide

As a Windstream employee you had many benefits options available to you. This guide will help you learn what happens with your Windstream pay and benefits now that you are no longer an employee. Please disregard information about benefits that you did not elect. Full information on benefits including contact information for carriers can be found on windstreambenefits.com.

Final Pay

Your final paycheck will be direct deposited into your bank account if you previously chose this option. Normal payroll taxes, benefit deductions, 401(k) contributions, 401(k) loan repayments, outstanding travel advances, and garnishments will be subtracted from final pay. While you will lose access to The Hub, pay advices may still be accessed by creating an account on myADP.com. To set up your access, follow the instructions below:

1. Go to <https://myadp.com>
2. Click on **“New user? Create account”**
3. Then Click **“Find Me”**

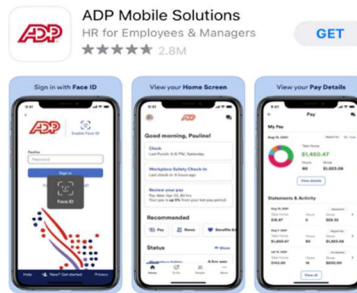


4. Select the **“Your Information”** option and enter the below information:
 - a. First and Last Name
 - b. Date of Birth
 - c. Employee ID (without the 'E')Click **“Search”** to validate your identify.
5. Once the system has successfully found you, click **‘Continue’** to update your Primary Contact Information.

IMPORTANT: Use your **PERSONAL** email address and mobile number when completing this information as the verification code will be sent to this email or number based on your selection.
6. Once you have received and entered your verification code, you will be assigned a UserId and prompted to create a password for your new account.



A mobile app version of ADP is also available. Search for “ADP Mobile Solutions” in the Apple App Store or on Google Play.



For payroll related questions, contact the HR Solutions Center at 855-411-MYHR(6947), option 2, then 1.

Vacation Payout Eligibility

In order to qualify for vacation payout, you are required to complete a full year of employment with Windstream and provide a two-week working notice (ten days actually worked, not to include time off). The formula used to calculate prorated vacation payout is the amount of vacation eligible in a calendar year, divided by 12 months, multiplied by the number of months worked, minus the amount of hours taken. Vacation payouts are also administered in accordance with state law, where applicable.

Health/Medical Benefits

Coverage for you and your covered dependents(s) will end on the last day of the month following your termination date for medical, dental, and vision plans. If you have a Flexible Spending Account (FSA), this will end on the last day of the month following your termination date. If you have a Health Savings Account (HSA), this is yours to keep. You can continue using your funds to pay for qualified medical expenses as long as there is a balance on your account. If you have questions regarding your benefits, please contact the Businessolver Benefits Center at 888-850-1712 or visit windstreambenefits.com. You may still access your 2023 My Choice Accounts at mywindstreambenefits.com. You will need to establish a new username and password upon your initial login to mywindstreambenefits.com as your CSO credentials will no longer work. You will be responsible for the monthly maintenance fee for your HSA following your termination.

COBRA enrollment information is sent automatically to your home address approximately three weeks after your termination date; Businessolver will not be able to assist you with COBRA questions or enrollment until your COBRA enrollment packet has been mailed.

Commissions

If you are commission eligible, you will be paid in accordance with your commission plan. For questions, please contact: wci.magnys.commission@windstream.com.

References

Windstream is a neutral reference company. Therefore, it is against company policy to provide references/recommendations for any employee. Windstream only verifies title and dates of employment. Third parties can confirm your Windstream employment by calling the Work Number at 1- 800-367-5690 or visiting their website at www.theworknumber.com. If you call the Work Number, please reference **Employer Code 12769**.



Pension/401(k)

If you have questions regarding pension or 401(k), please contact Merrill Lynch at 1-800-228-4015.

Change of Address

It's important for Windstream to have a current home address on file. Should your address change at any time in the future, please notify Windstream at CORP.HRIS@windstream.com or in writing at the following address:

Windstream Corporate HRIS
 Department Mailstop 1170-B1F02-93
 4001 Rodney Parham
 Little Rock, AR 72212

If your address has recently changed, it is also advisable to notify the Businessolver Benefits Center at 888-850-1712 so that your COBRA enrollment information and 1095-C can be forwarded to the appropriate address.

Retirement Eligibility

If you are retirement eligible, you can obtain important information and guidance by accessing www.WindstreamBenefits.com and clicking on "Retirement".

**Bargaining employees should always reference their Collective Bargaining Agreement for details that may differ.*

Resource	Phone	Web/Email
HR Solutions Center-Windstream	855-411-MYHR	
Businessolver (Benefits)	888-850-1712	www.windstreambenefits.com
COBRA Administrator	888-850-1712	http://www.windstreambenefits.com/resources
Merrill Lynch – 401(k), Pension	800-228-4015	http://benefits.ml.com/
Mercer Marketplace by Wex (2022 HSA,FSA)	877-248-0510	www.windstreambenefits.com/mywealth/health-savings-account-hsa/
The Work Number (employment verification)	800-367-5690	www.theworknumber.com
Windstream IT Equipment Return		WINDSTREAM.ITSS.Offboarding@windstream.com
Windstream Payroll	855-411-MYHR	windstream.payroll_help_desk@windstream
Windstream Corporate HRIS (Address change)		Corp.hris@windstream.com