



## 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](http://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.

For payroll related questions, contact the HR Solutions Center at 855.411.MYHR (6947), option 2, then 1.

### Post-Employment Access to Payroll Information

While you will lose access to Dayforce using your CSO, pay advices may still be accessed by requesting post-employment access log-in to Dayforce for paychecks deposited on or after April 12, 2024 (for pay period: March 24-April 6).

Please contact the HR Solutions Center at 855-411-MYHR to request log-in information. The password you receive is only valid after your termination date and will expire in 10 days if you do not login. Upon login, you will be required to immediately update your password.

To access earnings or pay advices prior to April 12, 2024 or your 2023 W-2, you may do so by creating an ADP account

Please see instructions at the end of this document for information on how to log in to both Dayforce and ADP.

### 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 Mercer Marketplace Benefits center at 1-866-553-9409 or visit [www.windstreambenefits.com](http://www.windstreambenefits.com). COBRA enrollment information is sent automatically to your home address approximately three weeks after your termination date; Mercer 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](mailto: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](http://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](mailto: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 Mercer Marketplace Benefits center at 1-866-553-9409 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](http://www.WindstreamBenefits.com) and clicking on “Retirement”.

*\*Bargaining employees should always reference their CBA for details that may differ*

Resource	Phone	Web/Email
HR Solutions Center-Windstream	855-411-MYHR	
Mercer Marketplace (Benefits)	866-553-9409	<a href="http://www.windstreambenefits.com">www.windstreambenefits.com</a>
Merrill Lynch – 401(k), Pension	800-228-4015	<a href="http://benefits.ml.com/">http://benefits.ml.com/</a>
COBRA - Wex dba Mercer Marketplace	877-248-0510	
The Work Number (employment verification)	800-367-5690	<a href="http://www.theworknumber.com">www.theworknumber.com</a>
Windstream IT Equipment Return		<a href="mailto:WINDSTREAM.ITSS.Offboarding@windstream.com">WINDSTREAM.ITSS.Offboarding@windstream.com</a>
Windstream Payroll	855-411-MYHR	<a href="mailto:windstream.payroll_help_desk@windstream">windstream.payroll_help_desk@windstream</a>
Windstream Corporate HRIS (Address change)		<a href="mailto:Corp.hris@windstream.com">Corp.hris@windstream.com</a>



## LOGGING INTO DAYFORCE

The password you receive is only valid and will expire in 10 days if you do not login. Upon login, you will be required to immediately update your password.

### Dayforce Login information:

**URL:** <https://dayforcehcm.com>  
**Company:** Windstream  
**User ID & Password:** You will receive an email from [HRIT.Help.Desk@windstream.com](mailto:HRIT.Help.Desk@windstream.com) containing your login information the week following your termination date.

#### Note:

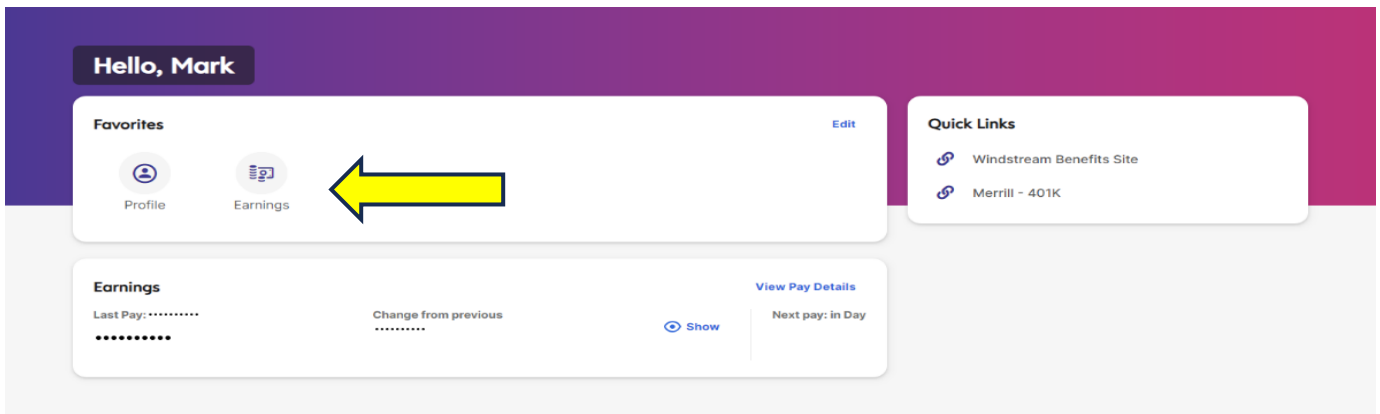
If you encounter issues accessing the Dayforce platform, please contact the HR Solutions Center at 855-411-MYHR for assistance.

You may access Dayforce using the above URL via a standard web browser or via the mobile phone app.

To locate the **mobile app** version, search for “Dayforce” in the Apple or Google Play app stores.



From your Dayforce home screen, select the “**Earnings**” button or open the navigation panel by clicking the three horizontal bars in the upper left of the home page. Then click “Earnings” and select the pay period that you wish to view. From the mobile app, earnings may appear on your home screen. You may also click the Earnings button at the bottom of your screen.

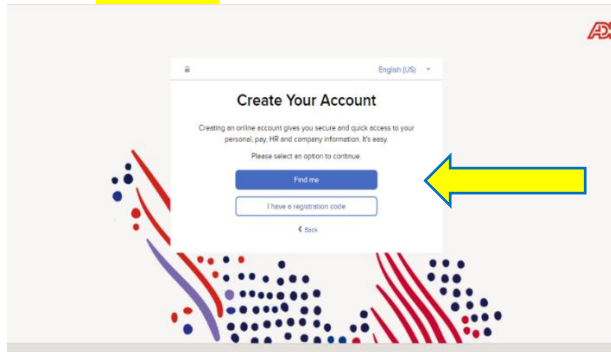




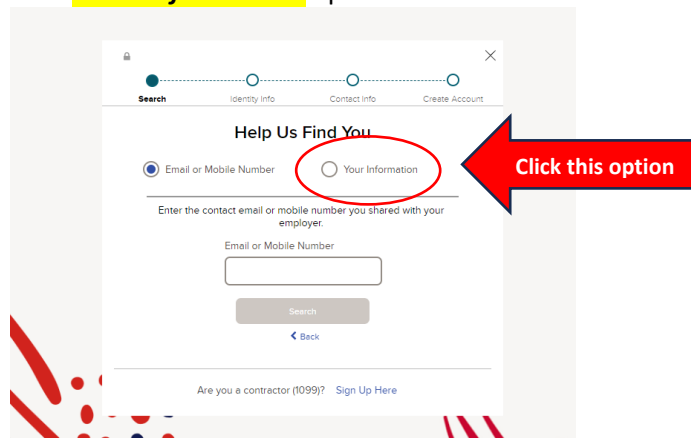
## LOGGING INTO ADP.COM

To access earnings or pay advices prior to April 12, 2024 or your 2023 W-2, you may do so by creating an ADP account using the following steps:

1. Go to: <https://my.adp.com>
2. Click on “**New User? Get Started**”
3. Then Click “**Find Me**”



4. Select the “**Your Information**” option:



- Enter your personal information as prompted: First and Last Name, Date of Birth, and Employee ID (without the E)
- Click “Search” to validate your identify.
- 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. **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 is also available. Search for “ADP Mobile Solution” in the Apple or Google Play app stores.