WINDSTREAM HOLDINGS, INC.

4001 Rodney Parham Road
Little Rock, AR 72212

Tony Thomas
President & Chief Executive Officer

501-748-7821
Tony.Thomas@windstream.com

windstream

January 8, 2015

U.S. Congressman Doug Collins
House of Representatives
513 Cannon House Office Building
Washington, DC 20515

Dear Mr. Collins:

Thank you very much for your letter of congratulations. I must return the congratulations to you, first for your impressive re-election victory, and also for your swearing-in as a member of the 114th Congress. Certainly, we at Windstream appreciate and respect your service to the 9th District and the Nation.

I understand your concerns about Internet service across North Georgia. In recent years, Windstream has been reconfiguring its rural telephone network to meet the challenges of delivering Internet traffic. The pace of change across all of communications has been swift and unrelenting. The volume of data traffic across our network even in rural markets vastly exceeds what was once reasonably expected. In response, Windstream has invested at all levels of our network, from better electronics on residential streets, to higher-capacity gateway routers at regional offices, to thicker fiber-optic lines connecting with Internet drains in places like Atlanta and Dallas. In the last two years, Windstream's investments in Georgia facilities have totaled about $120 million.

Our work is not done. In some cases we are still catching up with our customers and their new uses for an Internet connection. We also expect further changes in consumer preferences, in available networking technologies, and in the economics of rural communication. Of course, the economics of capital investment in rural markets is different than in a densely populated area like Atlanta or Chattanooga. North Georgia has become a particularly challenging area, as various government-sponsored organizations have jumped into the Internet provider business too.

As CEO, I want Windstream to be known among its rural customers as a dependable operator, providing personalized service at a reasonable price. I recognize we have some catching up to do in some areas of your district and invite you to stay in touch with me or my Government Affairs staff with any concerns you have today or in the future.

Sincerely,

Tony Thomas

Tony Thomas

/fsd