

**FROM THE DESK OF**  
**Paul Sunu**  
**Chairman & CEO**

Feb. 21, 2024

Windstream demonstrated solid financial and operational performance in 2023, with our Kinetic fiber business, as well as strategic revenues in our Enterprise and Wholesale businesses, all contributing to this achievement.

We ended 2023 with a strong balance sheet as we expanded fiber network connections to over 230,000 customer premises, bringing the total to 1.6 million premises, including 1.459 million consumer homes and 180,000 SMB premises. We now have 383,000 consumer subscribers on our fiber network, representing a 26% penetration rate of our next-generation services offered.

Meanwhile, strategic revenues within our Enterprise and Wholesale businesses performed nicely. Our Enterprise strategic revenues grew by 17% year-over-year on an annualized basis, and our Wholesale business delivered another strong revenue and margin performance for the year. Within Enterprise, we continue to focus on our Strategic and Advanced IP product portfolio as we exit legacy products that rely on older technologies. Wholesale remains focused on expansion of our network and partnerships, as well as maintaining our technology leadership position.

I have worked with the management team to develop fresh priorities and renewed focus to improve our operations, profitability and cashflow. I'm pleased to say we have an outstanding management team that stands ready to deliver on our 2024 priorities.

We operate in an evolving and dynamic business with transformative technologies being introduced with increasing frequency. Even in the midst of these changes, however, the fundamentals of service quality remain constant. As you know our focus for 2024 is Quality.

Our goal is to do things right the first time, every time. This focus will lead to operational improvements that will support and enhance our growth strategies. We want to be the premier company for service and quality; the go-to company for the most reliable, resilient, and responsive network; and through our quality initiative, provide our customers with an outstanding service experience.

A handwritten signature in black ink, appearing to read 'Paul Sunu', with a stylized, flowing script.