2022 ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT

MORNINGSTAR | SUSTAINALYTICS
ESG INDUSTRY TOP RATED 2023

WINDSTREAM

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ESG REGIONAL TOP RATED 2023

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Windstream is a privately held communications and software company offering managed communications services, including SD-WAN and UCaaS, and high-capacity bandwidth and transport services to businesses across the U.S. The company also provides premium broadband, entertainment, and security services through an enhanced fiber network to consumers and small and midsize businesses primarily in rural areas in 18 states.

APPROACH
Committed to addressing environmental and social risks and opportunities

MESSAGE FROM THE PRESIDENT & CEO

At Windstream, we view our commitment to our Environmental, Social and Governance (ESG) programs both as a means to serve the communities we call home and to create value for our company's stakeholders. Our 2022 ESG report shines a spotlight on this vital work and our momentum.

I am especially proud to report that our Scope 2 purchased electricity emissions dropped by 3.5%, marking the fourth consecutive year in which we have seen a decline and advancing us toward our goal of reducing these emissions by 40% by 2025 from a 2019 baseline. Meanwhile, our use of renewable and carbon-free energy as a percent of total use continued to climb, reaching 45.8% and moving us closer to our goal of 50% by 2025.

Much of this improvement is due to a focused initiative to modernize our telecommunications network by replacing outdated electronic gear with energy efficient equipment. Similarly, we are working to upgrade our fleet and increase the fuel efficiency of our vehicles by 25% by 2025 from a 2019 baseline.

Our network enhancements include a multi-year, $2 billion fiber build program that is fully funded. In 2022 alone, we deployed fiber-backed gigabit internet services to an additional 295,000 locations. Our fiber network now reaches just over 1.4 million locations, or 30 percent of our footprint.

In addition, we continued to pursue public-private partnerships to deploy fiber in underserved rural areas where it would otherwise be uneconomical to do so.

To accomplish these goals, we increased our fleet size by 17% with added construction vehicles and made substantial incremental purchases of capitalized equipment and materials, resulting in increases to overall emissions and carbon intensity, which we fully expect will re-balance and come down as our multi-year build program is completed.

Internally, we remain focused on diversity, equity, inclusion and belonging, and our employee resource groups (ERGs) are key to that initiative. In 2022, we added our sixth ERG – La Familia, the Hispanic Employee Resource Group.

Our annual employee satisfaction survey, conducted by a third-party research firm, continued to show steady improvement in our Employee Engagement and Manager Effectiveness scores. We exceed the benchmarks for our industry on many metrics and believe our continued focus has led to turnover rates that are substantially below industry benchmarks.

Windstream provides a comprehensive benefits package. In 2022 we added a digital exercise therapy program and travel coverage for medical procedures not available within 100 miles of the member's home. We also increased the financial benefit of our adoption assistance program.

Windstream's commitment to serving our customers and to maintaining a strong ESG program starts at the top of the company. Our governing Board of Managers has assigned five of its members to oversee our internal ESG Operational Committee, which is charged with managing our performance and reporting. This commitment has been recognized externally.

In December 2022, Windstream received an ESG Risk Rating score of 13.4 from Morningstar Sustainalytics and remained in the "Low Risk" category of experiencing material financial impacts from ESG factors for the third consecutive year. Windstream also was recognized as a Morningstar Sustainalytics ESG Industry Top Rated company and a Regional Top Rated company for 2023, becoming the only U.S.-based telecom to make either list.

Also in December, Windstream improved from a "BB" rating to an "A" rating in our evaluation by MSCI Inc., and maintained our "B," or Management band, score from the CDP, formerly known as the Carbon Disclosure Project, for the third consecutive year. Our "B / Management" score from CDP is consistent with other companies in our industry and ahead of the North American and global average of "C / Awareness" for all companies across all industries.

Under our Board's direction, Windstream joined the UN Global Compact (UNGC) to promote accountability and stakeholder engagement in the areas of human rights, labor and environment. As we mark the second anniversary of our membership, we continue to support the UNGC and its ten principles, and this report serves as a supplement to the new and enhanced UNGC Communication on Progress, which is now submitted online through their digital platform prior to June 30 each year.

In addition, Windstream remains committed to the UNGC's Sustainable Development Goals (SDGs), and we believe we can make a substantial impact towards achieving targets across the 7 SDGs relevant to our industry and company, as outlined later in this report.

Now more than ever, we believe the future is bright and that our aspirational ESG goals not only help our business but also enable us to be good citizens.

Tony Thomas

OUR ESG STRATEGY

At Windstream, two overarching statements guide everything we do:

OUR MISSION

Connect people and
empower business in a world
of infinite possibilities

OUR VISION

To provide innovative software
and network solutions while
consistently delivering an amazing
customer experience

Windstream's capital structure ensures we are well-positioned to continue making substantial network and software investments, fuel innovation and sustainable growth, and drive value for all our stakeholders and society at large.

Our commitment to addressing ESG issues is embedded at every level of the company. It includes Board of Managers oversight through quarterly and ad hoc meetings, officer-level engagement and a broader team of dedicated professionals who focus on specific issues and engage other leaders across the business.

CORE VALUE
ACCOUNTABILITY
Take ownership. Be responsive and transparent. Fulfill your obligations to your customers, team members and the company.

CORE VALUE
AGILITY
Be nimble. Seek out opportunities to improve. Think and act in a way that embraces change.

CORE VALUE
COLLABORATION
Come together. Work with others to achieve shared goals. Foster an environment of teamwork.
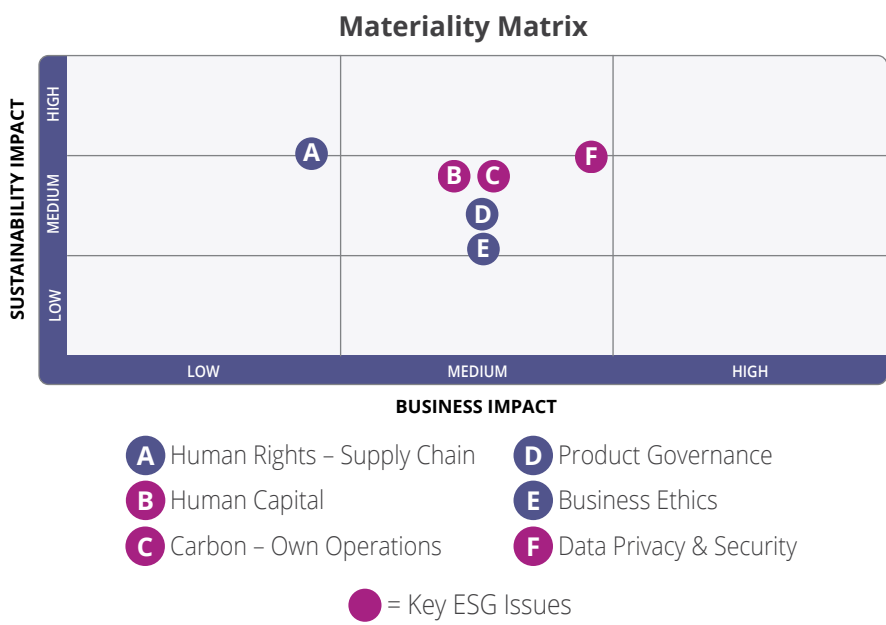
CORE VALUE
RESPECT
Serve others. Cultivate a climate of dignity, trust and respect for all. Consider others' opinions equal to your own.

ESG PRIORITIES

This report is informed by the Global Reporting Initiative (GRI) standards, feedback received through engagement with our investors, and industry best-practices. It is also informed by an ESG risk rating, materiality assessment, and benchmarking engagement with Morningstar Sustainalytics, the largest and leading independent global provider of ESG and corporate governance research and ratings.

A Materiality Matrix presents a view of the most material ESG issues from a business, environmental and social impact perspective. This is different from financial materiality, which is a threshold for influencing the investment decisions of investors.

Materiality Matrix

SUSTAINABILITY IMPACT

BUSINESS IMPACT

A Human Rights – Supply Chain
B Human Capital
C Carbon – Own Operations
D Product Governance
E Business Ethics
F Data Privacy & Security

= Key ESG Issues

Please see Appendix for definition of Material Issues.

ESG TRANSPARENCY

Although Windstream is a privately held company, our commitment to transparency and reporting on our corporate social responsibility performance continues through this annual ESG report, our participation in the CDP emissions reporting process (and related third party assurance and verification of our submission), our commitment to actively engage with ESG risk rating agencies to help ensure full, transparent and accurate information on our policies, programs and performance against targets, and by sharing relevant policy and program disclosures on our Investor Relations website.

Over the past two years, we advanced our reporting strategy by providing both an ESG data index and a GRI index showing how our disclosures align with the Global Reporting Initiative's ESG reporting standards. We also made our CDP submission and emissions reporting public and disclosed a substantial amount of relevant ESG data and information for the first time, including things like the demographic make-up of our workforce, training and safety statistics, political spending, recycling efforts, and our use of renewable energy, among others.

In 2022, we continued to make enhancements to our overall ESG program, including:

- Revisions and updates to our Conflict Minerals Policy
- Revisions and updates to our Supplier Code
- Creation of a new Human Rights Policy
- Creation of a new Environmental Policy
- Development of a new Media Ethics and Integrity Statement
- Development of a new, formal set of Editorial Guidelines

This year, we are also participating in the new annual UNGC enhanced Communication on Progress (CoP) process, which requires submission of an online questionnaire through their digital platform. The new approach is designed to facilitate more standardized reporting across participating organizations and must be completed by June 30 each year.

In addition, we have transitioned from the 2016 GRI Universal Standards to the newly required 2021 Universal Standards. GRI provides the world's most widely used sustainability reporting standards and our report is aligned to their methodology and requirements. Readers can see which sections of this report map to the Standards in the appendix.

ENVIRONMENTAL

Safeguarding the Environment

ENVIRONMENTAL IMPACT

Windstream is committed to environmental stewardship. We believe that companies have a significant role to play in reducing our society's environmental impact on our planet. At Windstream, sustainability efforts are an obligation, not a choice. Our corporate sustainability program and environmental policy combine common-sense strategies with more ambitious long-term initiatives to become more resource efficient. This approach allows us to make improvements while balancing the needs of our customers, employees, and shareholders.

To hold ourselves accountable, set goals and measure our performance, we began voluntarily participating in the CDP's global environmental disclosure system in 2008. We believe in making environmental reporting and risk management a business norm and driving disclosure, insight, and action towards a sustainable economy.

WE REMAIN COMMITTED TO:

- Environmental protection and creating environmental awareness
- Maintaining our Environmental Management System (EMS)
- Using natural resources and energy more efficiently
- Working diligently to reduce our overall emissions and sources of waste
- Monitoring and reporting on our environmental performance and any material issues that arise
- Consulting with relevant stakeholders on environmental issues
- Managing the regulatory, reputational and market risks related to climate change

EMISSIONS AND CARBON INTENSITY

Emissions and carbon intensity, typically calculated as metric tons of C02e per U.S. $100 million of annual revenue, are heavily influenced by customer growth and geographic expansion, the level of capital investment in our network, and how efficiently and sustainably Windstream supports these activities.

Understanding that our customer footprint is largely rural and requires that we cover greater distances to support them, it is natural that our carbon intensity may be higher than others in our industry whose customers are in more densely populated urban areas. Being mindful of this, Windstream is committed to integrating the concept of eco-design into our product selection, network infrastructure, and operational strategies. This tangibly means migrating from older technologies to newer, more

energy-efficient solutions, including from copper-based services to fiber, to edge routers that require 60% less energy per unit of output, installing energy-efficient LED lighting and low-carbon natural gas generators in our facilities, reducing our corporate and network real estate footprint, and using leaner, more virtual and efficient hardware and cooling solutions in ongoing data center rationalization efforts.

It also means innovation and investment in remote diagnostics, more reliable and resilient infrastructure and hardware, equipment that can be self-installed, and improvements to call center help-desk effectiveness and first-time repair quality, which all serve to reduce technician dispatches to customer locations, truck rolls and gallons of fuel consumed.

> Windstream is committed to integrating the concept of eco-design into our product selection, network infrastructure, and operational strategies

OUR EMISSIONS BY SCOPE

In 2022, our combined Scope 1 and 2 emissions rose slightly by 0.7%, driven by a 16.6% increase in our fleet that led to a 15.2% increase in Scope 1 emissions related to fuel, which was then mostly offset by a 3.5% decrease in our Scope 2 emissions related to higher use of renewable and carbon free energy, as well as more energy efficient infrastructure from our network modernization efforts. Because we experienced lower revenue in 2022 than in 2021, our carbon intensity increased disproportionately since this calculation relies on metric tons of CO2 emitted per $100 million of revenue. Scope 3 emissions were up 6.2% tied to substantial investments in the materials and equipment needed to complete our $2 billion, multi-year fiber build program, and the related freight and transportation involved in procuring it. Overall emissions were up 4.3% as a result. Note that the methodologies employed by independent third parties to calculate our emissions rely on capital expenditure amounts as a proxy, and that most goods and transportation services saw greater than a 10% increases in 2022 due to inflation, contributing to a portion of these higher emissions results. We do, however, expect elevated Scope 1 and 3 emissions through the conclusion of our build program,

at which point there should be a notable decrease in both areas along with our carbon intensity and total emissions.

Note that Windstream's Scope 2 purchased electricity emissions fell by 3.5% last year, and by 14.9% over the past two. The reduction in 2022 can most directly be attributed to our efforts to transform and upgrade our network using more energy efficient technologies and solutions, and our multi-year real estate consolidation efforts that reduced corporate real estate square footage by 17% since 2016. While those efforts continue, the reduction this past year can most directly be attributed to the increase in our use of renewable and carbon-free energy, up 3.7% from the prior year.

As a result of our success in driving Scope 2 emission reductions across all these initiatives, Windstream set a more aggressive emissions reduction target, seeking to reduce our total Scope 2 emissions by 40% from the 2019 baseline by 2025. Our previous goal was a 30% reduction by 2035. At the end of 2022, we stood at a 31% reduction from 2019.

GHG Emissions (CO2e metric tons)

Emissions	2020	2021	2022	2022 vs. 2021
Scope 1	62,956	59,133	68,115	+ 15.2%
Scope 2	232,749	205,115	198,024	-3.5%
Total GHG (Scope 1 & 2)	295,705	264,248	266,139	+0.7%
Carbon Intensity	63.39	59.79	62.93	+5.3%
Scope 3 (all)	508,403	522,972	555,352	+ 6.2%
Scope 3 (business travel only)	1,908	1,879	5,578	+197%
Total Emissions (Scope 1, 2 & 3)	804,108	787,220	821,491	+4.3%

Windstream KWH Scope 2 Purchased Electricity Use by Year

Demand	2020	2021	2022	2022 vs. 2021
Total KWH	544,723,393	527,621,318	505,673,679	- 4.2%

Scope 1: Direct sources of emissions owned or controlled by Windstream (fuel to power our fleet, heat buildings and power generators)

Scope 2: Indirect emissions purchased by Windstream but generated offsite (almost exclusively electricity to power our network and data centers)

Scope 3: Value chain emissions, defined as emissions that are the result of activities from assets not owned or controlled by Windstream, but that indirectly impact in our value chain, which often represent the majority of an organization's GHG emissions. Of the 15 categories of Scope 3 emissions, 9 are relevant to Windstream and included in our Scope 3 reporting: (1) purchased goods and services; (2) capital goods; (3) fuel and energy-related activities not included in Scope 1 and 2; (4) upstream transportation and distribution; (5) waste generated in operations; (6) business travel; (7) employee commuting; (8) upstream leased assets, and (9) use of sold products.

Carbon Intensity: Metric tons of Scope 1 and 2 CO2e per US$100M of revenue

RENEWABLE AND CARBON-FREE ENERGY

Windstream recognizes that we will require substantial amounts of energy to power our network and facilities in order to effectively serve our customers. As a company with stated goals to reduce our carbon footprint, this means that responsible consumption must remain a top priority. To us, responsible consumption starts with eco-design in the solutions we architect and the energy efficient technology and equipment we elect to deploy. It also means working diligently to ensure that as much of the energy we do consume is generated from renewable and carbon-free sources.

To that end, we formally initiated a renewable and carbon-free energy program in 2020 and entered into our first community solar program in New York for a small percentage of our overall demand. In 2021, we contracted for additional renewable energy with utility providers in Ohio, Illinois and Texas. Our renewable energy agreement with ENGIE Resources in Texas is our largest to date, covering 100% of our annual forecasted energy consumption across all of Windstream's more than 400 locations in the state with energy supplied by the Live Oaks wind project.

In March of 2022, Windstream entered into a second renewable energy agreement with Engie Resources for power in New York and Pennsylvania from another of their wind farm projects. Our energy demand in these two states represent approximately 5.2% of our total annual electricity across our entire footprint. With this contract in place, Windstream is now just 4.2% shy of hitting our goal of obtaining at least 50% of our Scope 2 purchased electricity from renewable and carbon free sources by 2025.

As a result of these efforts, we increased the percentage of our Scope 2 purchased electricity coming from renewable and carbon-free sources from 34.9% in 2020 to 42.1% in 2021, and to 45.8% in 2022, a 29.5% increase since we initiated the program three years ago.

The table below outlines Windstream's sources of Scope 2 purchased electricity based on the 2022 EIA Source Breakdown by state. In 2022, approximately 32.2% of all Windstream Scope 2 purchased electricity came from renewable sources, and 45.8% came from sources considered carbon-free. Renewables include geothermal, hydroelectric, solar thermal, wind and wood or wood-derived fuels. Carbon-free includes all categories of renewables plus energy derived from nuclear power.

Energy Source	Prior	After	Change
Natural Gas	33.5%	28.1%	
Coal	24.0%	25.7%	
Other - Conventional	0.4%	0.4%	-3.7%
Total Conventional	57.9%	54.2%	
Nuclear	16.3%	13.6%	
Wind	18.8%	26.0%	
Hydroelectric	3.8%	2.9%	+3.7%
Other - Renewable	3.2%	3.3%	
Total Renewable & Carbon Free	42.1%	45.8%	

FLEET

Windstream operates the 38th largest truck fleet and one of the top 100 largest commercial fleets in the United States, and the fuel to power these vehicles is the single largest source of our Scope 1 emissions, accounting for 92% of this segment last year. In order to achieve our target of reducing Scope 1 emissions intensity 20% by 2025 from the 2019 baseline year, Windstream initiated a fleet renewal and modernization effort that increases the average MPG of the field technician fleet by that same amount over the next five years by moving from heavier, 8-cylinder trucks to more efficient and lighter V-6 models. This effort will also reduce the average age of our field technician vehicles by 37% and subsequently result in lower maintenance costs, allowing us to achieve an annual run-rate reduction of fleet operating expenses by more than an estimated $7.8 million annually by the time the program is completed in 2025.

Of the 5,129 vehicles in our fleet at the end of 2022, 735 or 14% are new construction assets required to support Windstream's strategic build program. We opted to insource most of our outside plant and construction work last year to ensure we had the dedicated capacity and equipment to support the program timeline across all targeted markets and geographies. These assets are predominantly new units, of which 90% use B20 diesel (20% biodiesel and 80% petroleum diesel). We also expect these units to have improved gas mileage and lower emissions when compared to the equivalent older equipment employed by our prior outside plant and construction contractors in their respective fleets. While the addition of these units has resulted in an increase in our total gallons consumed across the fleet, we would expect the related Scope 1 emissions to be lower than the equivalent Scope 3 emissions that would have occurred were we to utilize outside plant construction contractors and the older average assets in their fleets to perform the work.

As outlined in the table below, we saw a 22.9% increase in the number of gallons consumed compared to the prior year, driven by the 16.6% increase in our fleet size along with a 4.4% increase in the number of consumer households served across our network and increases in field technician dispatches, a number of which were to support consumer upgrades and conversions from copper DSL modems to faster speed and more energy efficient fiber modems.

Since our Kinetic consumer business accounts for approximately 86% of our fleet, consumer households represent the best proxy for growth in demand for dispatches and miles driven.

In 2023, we expect a larger contribution and reduction from the portion of our fleet used by field technicians because of our fleet modernization and GPS/telematics solution which should both help reduce gallons consumed by improving MPG performance and reducing engine idle time, respectively. Full implementation of these initiatives over the past two years was delayed by global supply chain challenges.

Lastly, our team continues to monitor the evolution of electric and hybrid vehicles and intends to begin integrating them into our fleet as they become cost and operationally feasible. We are planning to initiate an EV pilot program in 2023.

Category	2020	2021	2022	2022 vs. 2021
Construction Gallons Consumed	N/A	N/A	1,384,218	N/A
Field technician & All Other Gallons Consumed	5,988,229	5,816,340	5,766,207	- 0.9%
Total Gallons Consumed	5,988,229	5,816,340	7,150,425	+ 22.9%
Vehicle Count	4,338	4,397	5,129	+ 16.6%
Consumer Households	1,057,415	1,117,303	1,166,318	+ 4.4%
# of Repair Dispatches	639,540	601,949	632,020	+ 5.0%
# of Service Dispatches	415,391	397,910	415,646	+ 4.5%

REAL ESTATE

Windstream's real estate portfolio consisted of 3,497 owned and leased facilities as of Dec. 31, 2022. Approximately 10% of our locations are designated as corporate and regional offices based on primary use and the remaining 90% as network locations. Since embarking on a strategic real estate rationalization and consolidation initiative in 2016, we have exited 213 sites resulting in an overall square footage reduction of 16.6%. With another 27 exits/reductions planned in 2023, we intend to reduce our overall footprint by another 2% this year.

Our real estate footprint includes four data centers. These centers are heavy users of Scope 2 purchased electricity. Windstream is undertaking a significant modernization and consolidation effort to reduce our footprint over the next five years.

We have exited **213 sites** resulting in an overall square footage reduction of **16.6%**

By migrating from heavier, energy-intensive legacy hardware to leaner, virtual and more energy-efficient solutions, we expect to achieve material reductions in Scope 2 emissions tied to our baseline operations today, even adjusted for planned growth. In 2022, we eliminated energy intensive hardware in the storage array at our Ephrata, Pennsylvania, data center, driving our Scope 2 emissions down by 21% from the prior year. In addition, we migrated from one of our third-party main data centers, with the majority of the workload being re-located to Microsoft's Azure Cloud which shows a reduction of 60-90% in emissions based on Microsoft documentation.

PRODUCT STEWARDSHIP

Windstream's product stewardship programs are designed to minimize the health, safety, environmental, and social impacts of the products and their packaging that we sell or install in our network, while also maximizing economic benefits. The lifecycle of a product and its packaging is often associated with energy and materials consumption, waste generation, toxic substances, greenhouse gases, and other air and water emissions.

Our goal is to divert 100% of our consumer modems, set-top boxes, network devices and other electronics from landfills by refurbishing, redeploying or recycling them.

When we are unable to reuse equipment, we next market it for resale and reuse through approved gray market vendors, and ultimately scrap and recycle the product as a last resort.

Windstream has assigned resources to manage the reverse logistics processes for consumer modems, as well as enterprise and network hardware and equipment that are designed to achieve our goal of 100% landfill avoidance.

In 2022, we refurbished 142,128 consumer modems, down 3.1% from the prior year, and 140,744 pieces of enterprise and network equipment for redeployment, down 11.3% from the prior year. We also sold more than 44,928 pieces of equipment, up 63.3% from the prior year, and 5,501,559 feet of excess fiber and recycled 708 of obsolete equipment for reuse by others on the gray market.

Windstream recycled another 393 tons of e-waste generated through other operational waste streams last year. These recycling efforts included more than 19.3 tons of batteries and 181 tons of ferrous metals and avoided an estimated 1,179 metric tons of CO_2e greenhouse gas emissions.

We also avoided more than 2 tons of hazardous waste that was diverted from landfills to recyclers, and as part of our ongoing commitment to reduce hazardous waste, will continue to monitor, measure and report on this initiative and our progress in subsequent annual ESG reports. Our e-waste vendors are certified recyclers that meet electronics waste recycling standards, such as R2 or e-Stewards.

Stewardship Category	2021	2022	% Change
Number of Consumer Modems Refurbished	146,618	142,128	- 3.1%
Pieces of Enterprise and Network Equipment Redeployed	158,668	140,774	- 11.3%
Pieces of All Equipment Sold on Gray Market	27,515	44,928	+ 63.3%
Tons of Batteries Recycled	16	19.3	+20.6%
Tons of Ferrous Metals Recycled	257	181	-29.6%
Total Tons of E-Waste Recycled (All Types)	575	393	-31.7%
Tons of CO2e Greenhouse Gas Emissions Avoided (est.)	1,643	1,179	-28.2%
Tons of Hazardous Waste Diverted from Land-fills (est.)	2	2	0.0%

PAPER

Windstream is committed to the sustainable sourcing and use of paper, and we established a target in 2016 to reduce our office paper consumption by 75% by 2025. In 2022, we reduced our consumption by another 27.5% even as employees continued returning to the office. We are now maintaining an 86.7% reduction from our 2016 baseline. We exceeded our goal in 2020, five years earlier than planned as a result of focused efforts to reduce the number of copiers, establish default settings for double-sided printing, and reduce overall demand by printing less and using more online collaboration tools, electronic presentations and reporting formats.

It is our sourcing policy to give purchasing preference to products that are certified by the Forest Stewardship Council (FSC) wherever possible, include measurable amounts of Post-Consumer Waste (PCW), that are processed chlorine-free or that utilize the best available technologies, and to suppliers that can identify the source of their products and verify they do not contain fibers from ancient or endangered forests. In 2022, 100% of our sourced office paper was FSC certified and 10.8% included at least 30% PCW content, up 4.5% from previous year. Office paper is recycled using bins and a third-party shredding provider.

Having exceeded our primary goal of reducing consumption and paper use, Windstream is now focused on increasing the percentage of paper that includes PCW, and we have set a target to have at least 50% of all office-related paper include a minimum of 30% PCW by 2025. We stand at 10.8% as of the end of 2022.

> In 2022, we reduced our consumption by another **27.5%**

WATER CONSERVATION

Windstream's original conservation goal was to reduce our freshwater use 25%, or 77 million gallons, by 2025 from our 2016 baseline year for owned and leased properties where water consumption is reported. With the single biggest source of our water use tied to the facilities we own and lease, managerial responsibility for monitoring, measuring, and reporting water use is assigned to the chief procurement officer and the corporate real estate and facilities team that reports into this role.

Our original goal was achieved in 2019, and through 2022, we are pleased to report that water consumption was down 58.8% or 180 million gallons from our 2016 baseline year. Our new goal is to sustain at least a 50% reduction from our 2016 baseline.

Water Consumption	2016	2017	2018	2019	2020	2021	2022
Millions of Gallons	306	274	260	220	137	130	126

Note: 2019 is estimated due to tracking complexities during Windstream's restructuring process that year.

BUSINESS CONTINUITY

Windstream's Business Continuity Management (BCM) Program's mission is to identify risk to its essential business functions by developing plans to mitigate those risks to protect our employees, business operations, customers, and key stakeholders. As part of our program goals, we promote business continuity awareness and participation at all levels within the company. We do this through annual training and exercises, and by observing Business Continuity Awareness Week each May, which highlights the importance of business continuity and focuses on building and investing in resiliency.

Annually, we conduct a Business Impact Analysis to ensure that the essential business functions are included in our plans for recovery and restoration in the event of a disaster or business disruption. In conjunction with the impact analysis, a risk and threat analysis review is conducted for an understanding of any site vulnerabilities to determine remediation and consider mitigation as appropriate in the recovery strategies.

The recovery strategies are intended to minimize the decision-making process during a business continuity event or catastrophic event. A catastrophic event that could cause or has caused significant impact to our People, Premises, Resources, and Suppliers (P.P.R.S.). Catastrophic events are many, ranging from natural disasters (e.g., floods, hurricanes, tornadoes, earthquakes), technological disasters (e.g., cyber incidents/ data breaches), pandemics, to man-made disasters (e.g., work-place violence, active-shooter).

Our BCM team, in collaboration with key business process owners and leads, has prepared and maintains plans for responding to these events with documented Business Continuity Plans, Crisis Management and Communication Plans, and Emergency Action Plans.

Our teams are trained on the recovery and restoration procedures through participation in structured walkthroughs and tabletop exercises, and functional integrated system tests. The recovery and restoration procedures are developed to respond to events impacting our P.P.R.S. Specifically, the recovery strategies consider a loss of facility, loss of systems, or loss of facility and resources/suppliers.

Our BCM Program manager is certified by the Business Continuity Institute and in the international business continuity standard ISO 22301:2012. For ease of access and management of the Business Continuity Management Program, we have implemented a BCM SaaS solution, which facilitates the administration and utilization of our plans. The BCM system allows for the plans to be maintained in real-time instead of hardcopies for quicker and more effective response during an event, with the latest updates to plan components as well as the monitoring of a plan activation and recovery activities following an event.

Before, during, and after an event, crisis communication is facilitated via a workplace safety smartphone application, which is imperative to ensure a coordinated, consistent, monitored and controlled message throughout the event up until returning to normal operations, which ultimately addresses one of the primary goals to provide situational awareness and transparency and maintain customer confidence.

> Windstream's Business Continuity Management (BCM) Program's mission is to identify risk to its essential business functions by developing plans to mitigate those risks to protect our employees, business operations, customers, and key stakeholders.

SOCIAL
Treating People with Respect

COMMITTED TO A RESPECTFUL WORKPLACE

Windstream is committed to a workplace free from unlawful discrimination and harassment and does not tolerate discriminatory or harassing behavior of any kind. Our robust Harassment Prevention and Non-Discrimination in the Workplace Policy applies to any conduct that has the purpose or effect of creating an intimidating, hostile or offensive work environment. Employees who believe they have been the subject of, or are aware of, discrimination, harassment or retaliation can report this in a number of ways—to their supervisor, to their assigned human resources business partner or other member of the HR department or to the Windstream ethics helpline via telephone or online. All complaints are handled in a prompt, confidential manner, and information is only shared on a need-to-know basis. All complaints are investigated, and any acts of discrimination, harassment or retaliation are addressed and remedied with appropriate corrective action, up to and including termination of employment.

In addition, Windstream prohibits any form of retaliation against employees who make complaints and committing an act of retaliation alone is prohibited and can be cause for appropriate corrective action, including termination of employment.

Further, Windstream expects its suppliers to treat all employees with respect and dignity, to respect internationally proclaimed human rights and avoid being complicit in human rights abuses of any kind, and to adhere to all standards drawn by the International Labor Organization (ILO) and human rights due diligence framework set forth in the UN Guiding Principles on Business and Human Rights. These standards are reflected in both our Supplier Code of Ethics and Human Rights Policy.

All Windstream employees are required to participate in annual harassment prevention training intended to reinforce the company's commitment to a diverse, inclusive, and respectful work environment free from discrimination and harassment. Furthermore, all employees at Windstream are encouraged to participate in unconscious bias and diversity training to further foster a work environment of fairness, awareness, and sensitivity.

Windstream respects our employees' rights to freedom of association and collective bargaining in compliance with applicable law, including the right to join or not join worker organizations (labor unions).

HUMAN CAPITAL GUIDING PRINCIPLES

Windstream aims to create and foster a workforce that reflects and contributes to the diverse communities in which we do business. Their passion, purpose and diversity are essential in our ability to deliver world class technology solutions. Each of our employees offers a unique set of ideas, beliefs and skills shaped by their heritage, background and culture. We consider this diversity to be an important resource and we strive to foster an environment where employees feel included, respected and comfortable bringing their whole and authentic self to work. Windstream is committed to establishing a supportive, innovative and creative culture that empowers employees to meet customers' critical communications needs in the midst of a rapid digital revolution.

Race/Ethnicity	2020	2021	2022
Asian (% of US workforce)	1.8%	1.7%	1.7%
Black/African American (% of US workforce)	8.9%	8.7%	8.4%
Hispanic/Latino (% of US workforce)	4.0%	4.6%	5.1%
American Indian/Alaska Native (% of US workforce)	0.7%	0.7%	0.7%
Two or More Races (% of US workforce)	1.2%	1.3%	1.4%
Not Specified/Applicable (% of US workforce)	0.3%	0.5%	0.4%
Native Hawaiian/Oth Pac Island (% of US workforce)	0.3%	0.3%	0.3%
White (% of US workforce)	82.8%	82.2%	82.1%
Diversity	**2020**	**2021**	**2022**
Caucasian (% of US workforce)	82.8%	82.2%	82.1%
Non-Caucasian (% of US workforce)	17.2%	17.8%	18.0%
Workforce	**2020**	**2021**	**2022**
US Employees (% of total workforce)	99.7%	99.7%	99.7%
International employees (% of total workforce)	0.3%	0.3%	0.3%

Gender	2020	2021	2022
Percentage of workforce (Male)	69.7%	71.8%	73.6%
Percentage of workforce (Female)	30.1%	28.2%	26.4%
International employee profile by gender	**2020**	**2021**	**2022**
Percentage of workforce (Male)	85.3%	85.3%	79.3%
Percentage of workforce (Female)	14.7%	14.7%	20.7%
Gender worldwide	**2020**	**2021**	**2022**
Percentage of workforce (Male)	69.9%	71.9%	73.6%
Percentage of workforce (Female)	30.1%	28.1%	26.4%
Diversity in Senior Leadership	**2020**	**2021**	**2022**
Percentage of non-Caucasian in total US management (VP & Above)	9.5%	11.3%	10.0%
Percentage of women in US management (VP & Above)	19.1%	16.9%	18.8%
Percentage of non-Caucasian in total US Sr management (SVP & Above)	7.1%	2.9%	6.1%
Percentage of women in US management (SVP and Above)	14.3	17.1	18.2
Veterans	**2020**	**2021**	**2022**
Number of veterans	1,255	1,314	1,348
Number of veteran spouses	126	121	115
Affiliated employees (% of US workforce)	13.0%	13.0%	13.3%
Outsourced, Temporary and Contract Employees	**2020**	**2021**	**2022**
Average # of Outsourced FTEs Supporting Our Business	1,956	1,893	1,446
Average # of Contractors and Temporary Employees	61	43	43
Percentage of women in US Sr Mngt (SVP & Above)	14.3%	17.1%	18.2%

EMPLOYEE COMPENSATION AND BENEFITS

Gender Pay Equality

Windstream believes strongly in gender pay equality. We regularly monitor and report on potential compensation inequities to senior leadership and people managers as part of a formal initiative to take action and assist in closing gaps. This initiative is overseen by our Chief Human Resources Officer.

Health & Wellness

In addition to providing a comprehensive benefits package to employees that includes medical, dental, vision, health savings and flexible spending accounts, life insurance, disability benefits, parental leave benefits, and a 401(k) retirement plan with company matching contributions, Windstream supports the overall health and well-being of our employees with a full menu of activities and resources to assist them with maintaining and improving their overall health.

Windstream employees receive up to seven paid company holidays, five optional holidays that may be taken to celebrate ethnic, cultural, religious or other significant observances; an additional one-time optional holiday is awarded with the employee's first year service anniversary and with each five year service milestone thereafter; depending on years of service, from two to five weeks of paid vacation time; up to five days of paid bereavement time; and a comprehensive sick pay program of up to seven paid days that covers absences for one's own needs or the needs of a family member, and includes one employee wellness day and even a day for pet bereavement. Benefits vary for our unionized employees as set forth in their collective bargaining agreements.

Employees can take advantage of the following ongoing Wellness Programs:

Tobacco Cessation

The Magellan tobacco cessation program offers app and coaching based tobacco cessation support. Tobacco cessation supplements are also included in the medical plan.

Windstream's Employee Assistance Program (EAP)

Windstream offers an Employee Assistance Program through Magellan. From online information to confidential consultations with licensed behavioral health professionals, employees and their families have access to a wealth of practical, solution-focused resources to help them reduce stress, strengthen relationships, increase productivity and improve quality of life.

Progyny

Progyny specializes in offering families a variety of options for infertility treatment – with proven success. With over 450 clinics, Progyny offers a wide network of specialists.

Livongo and Omada

Livongo offers assistance for members seeking support for diabetes and hypertension, and Omada offers programs for weight management. These programs are available at no cost to medically enrolled employees and spouses who meet clinical requirements. Participants receive the Latest Technology to Simplify Living with Diabetes including the Livongo connected glucometer blood pressure cuff, and scale which automatically upload readings, making logbooks and sync cables a thing of the past. Livongo enrollees also receive real-time support from coaches that includes personalized support provided from the Livongo mobile app, secure website, and certified diabetes educators. Participants also benefit from unlimited test strips at no cost that are shipped directly to the employee's home with the click of a button.

Included Health

Windstream's medical plan offers Included Health to assist participants with identifying high-quality providers and facilities, claims support, pre-admission and post-discharge support, expert second opinions, online ID cards, and clinical expertise for planned and unplanned healthcare journeys.

EMPLOYEE ENGAGEMENT

Windstream believes that having engaged employees leads to better company performance and higher employee retention for companies across all industries. Highly engaged employees have a sense of connection and purpose that drives their work making them want to stay with the company and give their best to help achieve company goals.

Like most large companies, Windstream utilizes a third-party research firm to conduct an annual Employee Engagement Survey to measure both Employee Engagement and Manager Effectiveness. Individual responses are confidential and only visible to the third-party firm. Using the aggregated data Windstream receives, which is shared with department leaders, we are able to see trends and identify areas of strength as well as areas for improvement. This annual survey helps us identify areas of focus including our 2023 key areas of Purpose, Career Development, and Collaboration.

Windstream's Employee Engagement and Manager Effectiveness scores are currently at or above benchmarks for our industry, with Manager Effectiveness in the top quartile. We use our survey data to drive incremental improvement as we further strengthen our commitment to our employees and customers. We believe by further building our employees' confidence in how their work relates to our vision, providing additional opportunities for development, and continuing to focus on effective collaboration, we will drive improvement in both our employee and customer satisfaction as we strive to provide innovative software and network solutions while consistently delivering an amazing customer experience.

Turnover Trends

Category	2019	2020	2021	2022	Benchmark
Voluntary	12%	10%	15%	16%	22%
Involuntary	1%	2%	2%	1%	4%
Total Turnover	13%	12%	17%	18%	26%

Benchmark Source: Bureau of Labor and Statistics (BLS)

WINDSTREAM'S STATEMENT ON DIVERSITY, EQUITY, INCLUSION & BELONGING (DEI&B)

WINDSTREAM DIVERSITY & INCLUSION
EMPOWERING INFINITE POSSIBILITIES

Connecting people in a world of infinite possibilities. At Windstream, we celebrate the authenticity and uniqueness of our people and their ideas. The diverse voices of our employees fuel our innovation and the inclusive, equitable culture we are building fosters belonging and empowers each one of us to create amazing customer experiences.

Windstream is committed to promoting and encouraging diversity, equity, inclusion and belonging for our employees by valuing the range of perspectives, ideas and experiences that diversity provides, regardless of peoples' gender, age, language, disability, ethnicity, cultural background, sexual orientation, religious belief, education, work experience, occupation, socio-economic background, and marital status.

Our DEI&B Vision

Windstream aims to create and foster a workforce that reflects and contributes to the diverse communities in which we do business.

Our employees and culture make the difference for our customers, our communities, and for our workplaces. Each of our employees offers a unique set of ideas, beliefs and skills shaped by their heritage, background and culture. We consider this diversity to be an important resource, and we strive to foster an environment where employees feel included, respected and comfortable bringing their whole and authentic self to work.

Windstream's Diversity and Inclusion Strategic Council (Strategic Council) consists of our senior leadership team and is led by President and CEO Tony Thomas. The goal of the Strategic Council is to prioritize the company's diversity, equity, inclusion and belonging efforts, raise awareness throughout the organization and educate leaders and employees on its importance. Windstream's Diversity and Inclusion Operational Committee (Operational Committee) fulfills the goals and practices set forth by the Strategic Council. The committee consists of a diverse group of 41 employees who possess a wide range of industry and leadership experience.

We made great progress in our efforts to increase our companywide focus on diversity and inclusion in 2022. Several highlights include:

- The addition of Equity and Belonging into our D&I framework
- Continued high Employee Engagement Survey results on our three questions related to Diversity, Equity, Inclusion & Belonging (DEI&B)
- The launch of our Leadership Development and Courageous Conversations Programs
- The addition of our 6th ERG, La Familia
- Receipt of numerous industry awards and accolades including the #5 Military Friendly Company and Best of the Best for African Americans, Professional Women, Hispanics, DIVERSEability and LGBTQ+
- Over 55 ERG events and various blogs highlighting the richness of our backgrounds

The Operational Committee diligently works to reach the goals set forth by the Strategic Council. The Operational Committee's priorities for 2022 included expanding our D&I framework to include Equity and Belonging and revising our DEI&B statement, a D&I Toolkit for employees, addition of La Familia ERG, the development of Courageous Conversation and LEAD professional development

courses, and a dedicated internal Culture of Collaboration webpage. This year we will build upon the solid foundation we have established by enhancing our focus on promoting DEI&B and delivering content to our frontline team members.

These activities are reported quarterly to the ESG Committee of our Board of Managers. Our current priorities include:

- Enhancing our focus on promoting DEI&B and delivering content to our frontline team members;
- Expanding the reach of our ERGs through mentorship and community engagement
- Implementing additional recruiting and retention strategies to strengthen and showcase our commitment to diversity while increasing employment brand awareness; and
- Expanding and promoting professional development opportunities to amplify and empower the diverse voices of our workforce.

We're proud to receive multiple recognitions for our D&I program and initiatives such as a Top Employer of Women, African Americans, Hispanics, Veterans, Disabilities and Top LGBTQ+ Employer. See the Full List of Awards.

Learn more about our culture and diversity here: Culture & Diversity.

VETERANS

At Windstream, we believe the values and beliefs instilled in military personnel shape them into the types of people we want to hire, and we take our commitment to their futures seriously. That's why we're committed to hiring veterans and military spouses, a group with a diverse skill set that is ready to make a difference in our workforce. In 2022, we hired 342 veterans and 12 military spouses, an increase of 59 hires.

We're proud to have more than 1,349 veterans and 115 military spouses representing 13.3% of our entire workforce serving our customers. Our military leave policy allows our service members to continue serving their country when needed. When service members are called up to active duty, we bridge the gap between military pay and their current pay to care for their family members and their financial and healthcare needs, subject to

Windstream recognized for its focus on hiring military veterans

the terms of collective bargaining agreements, which helps us to maintain a 90% retention rate. We're proud to have received recognition for our work with veterans and spouses from various organizations such as Military Friendly™ Top Ten Company #5, Military Friendly™ Top Ten Spouse Employer #7, Department of Labor Hire Vets Medallion, Platinum Award; and a Vets Index 5-Star Employer. See full list of awards.

EMPLOYEE RESOURCE GROUPS

Diversity is vital for Windstream's ability to grow and innovate in a fast-changing environment.

ERGs are an integral component of Windstream's commitment to help us drive change in diversity and inclusion allowing us to capitalize on the extraordinary resources of our employees. ERGs promote diversity, equity, inclusion and belonging, as well as employees' professional development. We celebrate the authenticity and uniqueness of our people and their ideas.

We want to have the best team possible and to remove barriers and establish an inclusive culture so every employee can realize

their full potential and bring their whole and authentic selves to work.

We have six ERGs, each with its own mission. All work together toward four common objectives:
- Support and Encourage Development Within Each Other
- Engagement and Inclusion
- Advance the Company's Business Goals
- Ambassadors for the Company's Diversity & Inclusion Initiatives

Learn more about Windstream's ERGs here.

ENERGIZE

WINVETS   WOW   PRIDE   WBPN   WARG   LA FAMILIA

Empowering Infinite Possibilities

Windstream Veteran Employee Resource Group (WINVets)

Mission: Windstream's Veteran Employee Resource Group program is designed to support Windstream's initiative regarding outreach, recruitment, and retention efforts in the military and veteran communities. Our mission is to be the pillar for our veterans, military spouses and active Guard & Reserve members by providing networking opportunities, empowering information, and career development that equips each individual to excel in their new career paths.

Women of Windstream (WOW)

Mission: To connect and empower women by creating an inclusive environment for forming supportive relationships and realizing career enhancing experiences. Windstream's Women of Windstream (WOW) program is designed to recruit, retain, promote, develop and to support Windstream's women both professionally and personally.

WIN Pride

Mission: The Windstream Pride employee resource group seeks to increase LGBTQ+ cultural awareness to foster an environment of inclusion for all Windstream Employees. The ERG provides a venue for networking, socialization, professional development, and discussion of LGBTQ+ issues and concerns. WIN Pride encourages and assists Windstream in its efforts to achieve greater market share among the LGBTQ+ community.

Windstream Black Professionals Network (WBPN)

Mission: We are committed to providing a supportive environment for all African-American/Black employees that promotes opportunities for personal and professional development while also enhancing cultural awareness and inclusion across our organization. WBPN inspires and supports Windstream's efforts regarding outreach, recruiting and retention in the African American Community.

Windstream Ability Resource Group (WARG)

Mission: To foster an environment of inclusion and a culture that welcomes people of all abilities while continually seeking opportunities to better serve our employees with disabilities. The WARG promotes equity for employees with disabilities in all aspects of recruiting, onboarding, and retention in accordance with Windstream's diversity and inclusion efforts. We strive to be an employer of choice for people with disabilities.

La Familia

Mission: Develop a network of employees and promote the cultural diversity and professional development of its members. This new platform will encourage a sense of belonging fostered by a network of team members focused on promoting advancement, culture awareness, talent recruitment, and retention in accordance with Windstream's diversity and inclusion efforts. We are committed to the communities we serve and strive to be an employer of choice for Hispanics.

LEARNING AND DEVELOPMENT

Over the last few years, Learning & Development (L&D) has been focused on building an infrastructure that supports a Culture of Learning. This has included the launch of our completely redesigned Learning Management System, Skill Connect, and expanding the ways our employees can access information. L&D continues to build on our three key pillars:

Unified Search – Using connected technology to help employees find what they need to do their job. This allows employees to search once and retrieve content from multiple data storage locations.

Microlearning – Bite-sized nuggets, narrowly focused that allow employees to get what they need so they don't have to go through hours of training to find that one bit of information.

Multichannel delivery – Making this content available wherever employees are and whatever device they're using. This includes embedding training into multiple systems.

With a solid infrastructure in place to support our growth, we now turn our focus in 2023 to Employee Lifecycle development.

New Employee Experience
It starts with a great new employee experience. This year we are working to improve the onboarding experience across Windstream with the goal of reducing first-year employee turnover.

Access To Information
There is no shortage of information that is available to our employees, but employees struggle to locate what they need, when they need it. This year, we're beginning to integrate Chat Bot technology into our learning delivery. This will provide real-time answers for our employees and will not only improve the speed of development of new hires, but also provide a better way to deliver information to our employees as the company implements changes in process and policy.

SKILL FINDER
Connecting your present to your future.

Career Growth
Windstream wants to help employees along their career journey. Nearly 50% of our workforce turned to Skill Finder in 2022 to review possible career options. Skill Finder is our L&D built application allows our employees to search a unified job description data base, identify next step career pathing, the skills required for those positions, and available training for those skills. It also allows employees the ability to search positions based on the skills they already have and a connection to our job application system to check current openings and apply if interested. This provides a one-stop destination to help our employees see and prepare for their future at Windstream and beyond. This year we use this tool to drive consistencies in our job description data base and provide better growth path within levels of job positions.

Leadership Development

New leader? Experienced leader? Aspiring leader? We're continuing to expand our leadership development programs to ensure that our employees have access to a variety of leadership development options regardless of their role. We know that our long-term success lies in our ability to identify future leaders and to provide tools to support their development. To that end, we've established five key programs that will fit the desire for developing leadership skills regardless of the stage an employee is in today or the time they have to commit to development.

Here is a quick breakdown of our programs.

SKILL CONNECT	LEVEL UP Your Career	SKILL UP Leader on Demand	CAMP Coaching and Mentor Program IGNITE THE FIRE	LEAD
Contributor	**Contributor**	**Contributor**	**People Managers**	**Director, Sr. Principal, Sr. Director, VP**
No program commitment	Willing to commit to program	Willing to commit to program	Willing to commit to program	Willing to commit to program
Possible future leader	Emerging leader	Emerging leader	Be a better coach and mentor	Enhance leadership and develop personal skills
No specific goal				
	People Managers	**People Managers**		
	Willing to commit to program	No program commitment		
	Prepare for promotion opportunity	Improve leadership skills		

HUMAN PROSPERITY (PHILANTHROPY)

At Windstream, we understand the important role we play in society. We support the communities we serve through nonprofit organizations and partner with them to enhance lives and build stronger and more vibrant communities. We support numerous charitable causes, including hunger relief, domestic violence awareness, breast cancer research, and STEM (science, technology, engineering, or mathematics) initiatives.

Additionally, employees from varying organizations across the company volunteered in our Culture Crews to lead activities and events that demonstrate and celebrate our cultural values.

Kinetic Expands Black Business Support Fund to Entire Service Area

The Black Business Support Fund has awarded $300,000 in grants to small businesses across several states.

In 2022, Kinetic Business expanded the program to include customers in any market Kinetic serves. Launched in November 2020, the fund seeks to increase the number and stability of Black-owned businesses in its service footprint.

"When we started the fund, the pandemic was having a disproportionate effect on Black-owned businesses across the country, so the grants were just keeping the doors open for our neighbors' businesses," said Lorenzo Clark, vice president of digital sales for Kinetic and president of the Windstream Black Professional Network Committee ERG. "Now that things have stabilized a bit, these grants are helping businesses that often don't have good access to capital to grow."

Each selected small-business grant recipient received $2,500 in cash and a year of free internet for their business. The selected businesses also got a free consultation from Kinetic Business on processes and products that could improve efficiencies and make their business more profitable.

According to a 2010 Department of Commerce report, "[Minority owned businesses] experience higher loan denial probabilities

and pay higher interest rates than white-owned businesses even after controlling for differences in credit-worthiness, and other factors."

Additionally, a 2020 McKinsey & Company report found improving the viability of Black-owned businesses improves the overall economy: "Healthy Black-owned businesses could be a critical component for closing the United States' Black–white wealth gap, which we project will cost the economy $1 trillion to $1.5 trillion (in 2018 dollars) per year by 2028."

Clark added, "It's extremely gratifying to not only support other businesses in our service area, but also be the kind of partner that lifts up the entire community so everyone can thrive and pursue their dreams."

Kinetic and A Million Thanks Partner for the Second Year to Celebrate Military Appreciation Month

For the second year during May 2022, Kinetic by Windstream partnered to celebrate Military Appreciation Month with A Million Thanks, a nonprofit that provides support and appreciation to active and veteran military men and women through sending personal letters of gratitude.

"I'm proud to work for a company that is regularly recognized as a great employer of veterans and military spouses," said Angel Ramos, president of WINVets, the company's ERG for veterans, military spouses and active Guard and Reserve members.

"Supporting active-duty service members as well as the children of fallen soldiers as they pursue higher education takes that commitment to our military community one step further, and it's gratifying to see that commitment."

Every Kinetic retail store served as a collection site for anyone to drop off thank-you notes for active-duty service members. Kinetic also held community events throughout its 18-state footprint during the month of May to collect handwritten thank-you notes. A Million Thanks distributed the letters to service members.

More than one thousand letters were sent to military men and women through the month-long campaign. Additionally, Kinetic donated to the Million Thanks Scholarship program that benefits the children of fallen military service members. "A Million Thanks is so excited to be able to grant higher education scholarships to children of fallen military because of the generous donation from Kinetic," said Shauna Fleming, founder and CEO of A Million Thanks.

KEY PARTNERS

Diversity Partnerships
Windstream sponsors multiple diversity-focused organizations to build our employer brand and recruit diverse talent. These conferences and partnerships include:

Paralyzed Veterans of America
Windstream helped sponsor the 2022 National Veterans Wheelchair Games that took place July 7-12 in Tempe, Arizona. The Wheelchair Games are open to all U.S. veterans with spinal cord injuries, amputations, multiple sclerosis, or other central neurological conditions who require a wheelchair for athletic competition. Every year, hundreds of American heroes from World War II, the Korean War, the Vietnam War, the Gulf War, and the post-9/11 era compete in this celebration of courage and camaraderie. Windstream sponsored the boccia ball tournament, and company representatives participated in the medal ceremony.

Women's Foundation of Arkansas (WFA)
Windstream is proud to have supported the Tjuana Byrd Summer Internship Program in 2022. This is a 10-week summer internship program for women of color attending college in Arkansas and pursuing degrees in STEM finance and related majors included). The internship will pay an hourly wage, provide free housing for the duration of the program,

access to mentorship and networking events, and professional development workshops. Company executives will also participate in diversity, equity and inclusion training provided by the WFA prior to the program. This internship program is intentionally designed to increase access to and representation in STEM fields for women of color in Arkansas by eliminating barriers of cost, social capital, and location.

Dress for Success Virtual Powerwalk
Windstream supported the Dress for Success Powerwalk on August 27-28 as a corporate team led by our Women of Windstream Employee Resource Group. As the leading global non-profit employment resource for women, Dress for Success is at the center of the work to preserve the legacy and the promise of economic progress and equality for all women. Every dollar raised supported Dress for Success's mission to help women achieve economic independence by providing women access to jobs, career advancement and financial wellness.

Society of Hispanic Professional Engineers (SHPE) National Convention
The SHPE serves as the country's largest annual gathering of Hispanic STEM students and professionals. The convention brings together over 9,000 of the best and brightest Hispanic scientists, mathematicians, and engineers. Windstream participated in the annual event on November 2-6 in Charlotte, North Carolina, led by La Familia, Windstream's Hispanic ERG.

SAFETY

Occupational Health and Safety

Windstream provides a safe, healthy, and alcohol/drug-free workplace for employees and visitors across all of its facilities. We are committed to complying with all applicable environmental laws and safety regulations. Accordingly, employees are (i) frequently trained to identify and immediately report unsafe or hazardous conditions or suspected violations of the law, and (ii) expected to follow all applicable safety, health, and environmental laws, as well as Windstream's internal policies and practices. When incidents do occur, Windstream evaluates the incident and performs a root cause analysis as necessary to determine whether enhancements to our safety policies and practices or training would be beneficial and impactful to maintaining a safe workplace.

Environmental, Health and Safety (EH&S) Committees in our local offices play an important role in keeping our workplace safe. These committees afford employees and management the opportunity to provide feedback on any safety related concerns and weigh in on potential resolutions before any accidents or injuries occur. Each committee selects a safety representative who meets quarterly with the Corporate EH&S team to provide updates on safety awareness, training initiatives, equipment needs and any local accidents or injuries.

Additionally, local facility personnel participate in the development and implementation of their own sites' specific emergency procedures based on guidelines from the corporate Emergency Action Plan (EAP). Facility managers and employees adopt steps to ensure safe evacuation of employees and visitors in the event of actual emergencies. Responsible parties are identified, based on facility needs, and periodic evacuation drills are held to ensure understanding of individual roles and compliance with conforming standards.

Our commitment and reputation to safety standards is appreciated by our vendors. Windstream is often trusted by vendors to test new or modified equipment in the field and provide feedback. The vendors use that feedback to further develop or modify their products and safety standards.

For 2022, our occupational injuries and illnesses rate was 2.3 per 100 employees, which is lower than the latest published Bureau of Labor Statistics industry averages of the telecommunications and construction industries at 2.4, further evidencing Windstream's unyielding commitment to maintaining a safe workplace for our employees.

Safety Training and Awareness

Windstream's EH&S and Risk Management teams continually provide guidance on the company's safety policies and procedures. Our overarching goal is to continuously improve and implement change that will result in an enhanced safety environment for our employees and minimize incidents. To achieve our goal, we provide effective safety training courses to ensure employees understand how to perform their functions in a safe manner and to proactively prevent accidents. Windstream employees receive safety training in approximately 70 different areas of importance annually. Windstream is fully committed to our employees' safety, and we expect our employees to share in this commitment.

LABOR RELATIONS

We have a long history of working with the Communications Workers of America and the International Brotherhood of Electrical Workers. We meet with union leaders to talk about key issues, including safety, customer service, operational processes, our business performance and the impacts that changing technology and competition are having on our customers, our employees and the company.

In keeping with Windstream's commitment to provide high-quality service and good jobs, our collective bargaining agreements continue to provide our team members with competitive wages and valuable benefits.

DIGITAL INCLUSION

At the end of 2022, Windstream had 4.7 million locations in its ILEC footprint: 4.5 million are residential and 200,000 are business. Windstream's footprint is largely rural with 96% of our service territory falling outside of municipal boundaries. More than 47% of Windstream's residential locations and 24% of business locations fall outside of municipal boundaries. Those locations are spread across 152,000 square miles in 18 states for a population density of 15 locations per square mile. Only 4% (or 6,000 square miles) of Windstream's ILEC territory falls within a municipal boundary. Windstream is wholly invested in our customers and focused on bridging the digital divide. Deploying broadband to rural America is very costly, so Windstream looks to participate in federal, state, and local grant programs to help make the necessary network builds economically feasible. With roughly half of our residential locations falling outside of municipal boundaries, grant programs are instrumental in improving speeds to our most unserved locations.

In 2022 alone, Windstream secured approximately $224 million in state and local grants to deploy fiber to the home (FttH) to approximately 122,000 locations, enabling speeds of 1 gigabit per

> **We are committed to bringing the speeds needed to enable working from home, digital learning, and telehealth to our customers**

second. Prior to 2022, our participation in state and local grant programs yielded about $98 million in funding to deliver broadband to about 35,000 locations.

In November 2020, the Federal Communications Commission (FCC) concluded the Rural Digital Opportunity Fund (RDOF) auction process. Windstream was successful in securing funding to deliver FttH services to approximately 193,000 locations across 18 states. We were the fifth largest winner in the auction and the fourth largest in our ILEC states, securing $53 million annually in funding. RDOF funds are to be used to serve locations within census blocks that no provider claims they can offer service of at least 25/3 Mbps. Windstream's RDOF efforts are expected to bring gigabit speeds to more than 7,700 additional square miles and approximately 106,000 new locations outside of our existing service footprint—95% of this territory and 89% of the locations fall outside of a municipal boundary. In 2022, Windstream

began construction to these locations.

Moving forward, we plan to expand our fiber-focused approach to broadband builds. Windstream has committed the necessary funds to fuel our robust capital investment program to expand 1 gigabit per second broadband service in rural America. We are committed to bringing the speeds needed to enable working from home, digital learning, and telehealth to our customers. Broadband service is a community growth-driver, and we are committed to our communities and our customers. In addition to digital expansion efforts, Windstream is committed to digital inclusion and literacy for our customers and the communities we serve. We are investing in our network to bring individual and community level access to robust broadband connections, internet-enabled devices that meet customers' needs and building the skills to explore, create and collaborate in the digital world.

WINDSTREAM

ACCESSIBILITY

Our consumer segment, Kinetic by Windstream, works closely with our agency partners and internal creative teams to ensure that the people we portray in our videos and advertisements visually reflect and celebrate the diversity of our company and the communities we serve.

We are also committed to ensuring that our digital brand presence (windstream.com, Go Kinetic app) adhere to accessibility guidelines and requirements so that people with disabilities (vision impairments, etc.) can access and understand all of the critical information therein. In addition, Windstream's advanced communications services and products are accessible by people with disabilities.

DIGITAL SAFETY

Kinetic allows our customers to select the features that are right for them, and those features cover a wide variety of digital security needs. Whether it is computers or devices, wireless cameras, door locks or any other type of connected device, Kinetic Secure customers are instantly protected on the gateway modems with no action required.

Kinetic customers can take control of their home Wi-Fi network by managing settings with our Go Kinetic app, and when they are away from home, we protect users digitally with our "On the Go" app.

Our packages offer options for device protection and software security with antivirus, malware, and phishing protection, malicious website blocking, and banking protection.

Our Digital Security allows users to create profiles for custom control and set up parental controls.

Backed by renowned F-Secure products, our software updates itself with new enhancements and upgrades delivered behind the scenes so our customers are hands off the technical details.

We also provide premium technical support for those times when a customer needs our help to set up their software safely and securely or connected devices. Kinetic strives to best protect our customers by marketing and encouraging proactive consults with our customers at the time of service activation versus retroactive troubleshooting with items such as endpoint application installation, parental control education, sharing best practices on device and password management, and more.

Other options include identity theft protection with Credit Guard and Protection Plus for wire maintenance protection within the customer's home.

Kinetic is committed to Digital Safety, and we also provide:
- Education to customers around online safety and threat management through blogs, quarterly newsletters and social media
- Engagement with Internet Safety Month annually to promote healthy online habits and the need for child protection to our customer base
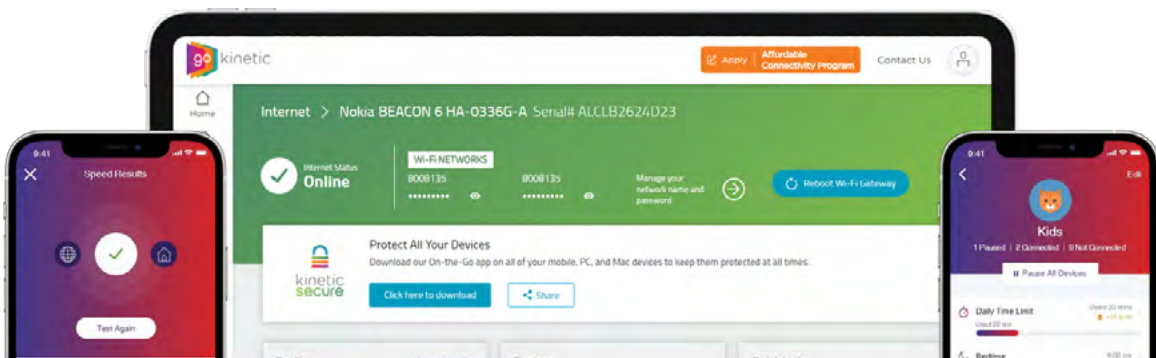
ROBOCALLS

Unwanted and illegal robocalls, robotexts, and spoofing remained significant issues in 2022 for Windstream, its industry partners, and consumers. Windstream is committed to preventing illegal robocalls and malicious caller ID spoofing across its networks as a top priority in protecting consumers, yet malicious actors continue to increase the volume and sophistication of their tactics.

According to the FCC, unwanted robocalls are the biggest consumer complaint the agency receives by a significant margin. YouMail, a third-party analytics company, estimates the number of robocalls at 45.9 billion in 2020, 50.5 billion in 2021, and 50.4 billion in 2022[1]. Complicating the issue further, not all robocalls are illegal. For example, many banking and healthcare organizations rely on automated technologies to reach their large audiences.

Although Windstream and the FCC have taken significant measures to reduce the number of illegal and unwanted calls, technology makes it cheap and easy to generate massive numbers of automated phone calls or to "spoof" a caller ID, which occurs when a caller deliberately falsifies the information transmitted to the caller ID display in order to disguise their true identity.

To help our customers protect themselves from such actions, Windstream has adopted a multifaceted approach to mitigate and provide relief to our Enterprise and Kinetic customers.

Spam Caller Identification

In June 2019, Windstream activated a caller-ID based information service for all retail Kinetic and Enterprise customers. Using a calling number's reputation score, developed using analysis of calling patterns across dozens of carriers nationally, Windstream began replacing the Caller Name value for suspected illegal robocallers with a SPAM or Fraudulent prefix.

Windstream customers now have the option to accept or reject a call based on the calling name and number. The advantage of this early approach is that it avoids blocking so-called "false positives" and puts control in the hands of the Windstream subscriber.

Active Call Blocking

Windstream acted quickly to implement blocking based on a set of rules issued by the FCC starting in 2017.

Windstream automatically blocks calls originating from: 1) numbers that the owner has requested be added to a national Do Not Originate Registry – so-called incoming only numbers such as the IRS Toll Free number and 2) numbers that source from an invalid or unassigned number blocks.

Blocking calls from invalid calling numbers prevents an incredible amount of robocalls from ever reaching Windstream subscribers, silently and stealthily killing bad calls without our customers even knowing that Windstream "has their back."

Framework for Trust

The TRACED Act was signed into law on December 30, 2019, establishing the STIR/ SHAKEN Framework as a trust mechanism exchanged between VoIP interconnected carriers. STIR/ SHAKEN permits carriers that exchange traffic via VoIP to assign a confidence level to the caller's identity.

That trust level, or Attestation A to C, has three alphabetical scores that start at A, to indicate absolute confidence in the caller's identity, to C, to indicate that the original caller is unknown.

Windstream began evaluating solutions and network requirements even before the bill was signed into law and participated in the industry working group that developed the STIR/ SHAKEN standard. Windstream has fully implemented STIR/ SHAKEN across the IP portions of its network, offering consumers further information and tools to stop unwanted calls.

Through these and other efforts, Windstream is committed to blocking unwanted and illegal robocalls, robotexts, and spoofing in order to prevent unwanted and illegal robocalls. In 2023, Windstream is fully prepared and equipped to further protect our customers and restore their trust in voice calling.

1 https://robocallindex.com/history/time

OPEN INTERNET

Windstream maintains an open Internet for our customers and manages our network with one goal: to deliver the best possible broadband Internet experience to all of our customers. We strive to provide the best customer experience for all types of applications. So long as traffic on our network is not malicious or harmful, we will NOT:

- Block lawful content or traffic on the basis of applications, services, users, or classes of applications sourced from, or destined to, the public Internet; or
- Throttle lawful content or traffic on the basis of applications, services, users, or classes of applications sourced from, or destined to, the public Internet.

Managing the network is essential to promoting the use and enjoyment of the Internet by all of Windstream's customers. To ensure the best possible customer experience, Windstream employs reasonable, tailored network management practices that are consistent with industry standards. Such practices ensure that all customers and application providers have access to a fair share of Windstream's network while not unreasonably discriminating in transmitting lawful broadband traffic, but do not include affiliated prioritization or paid prioritization.

Just as the Internet continues to change and evolve, so too will Windstream's network management practices adapt to address the challenges and threats on the Internet.

By engaging in reasonable and responsible network management, Windstream can deliver the best possible broadband Internet experience to all of its customers.

Further information regarding our network practices and performance, device attachment rules, and commercial terms is available at: https://www.windstream.com/about/legal/broadband-network-statement.
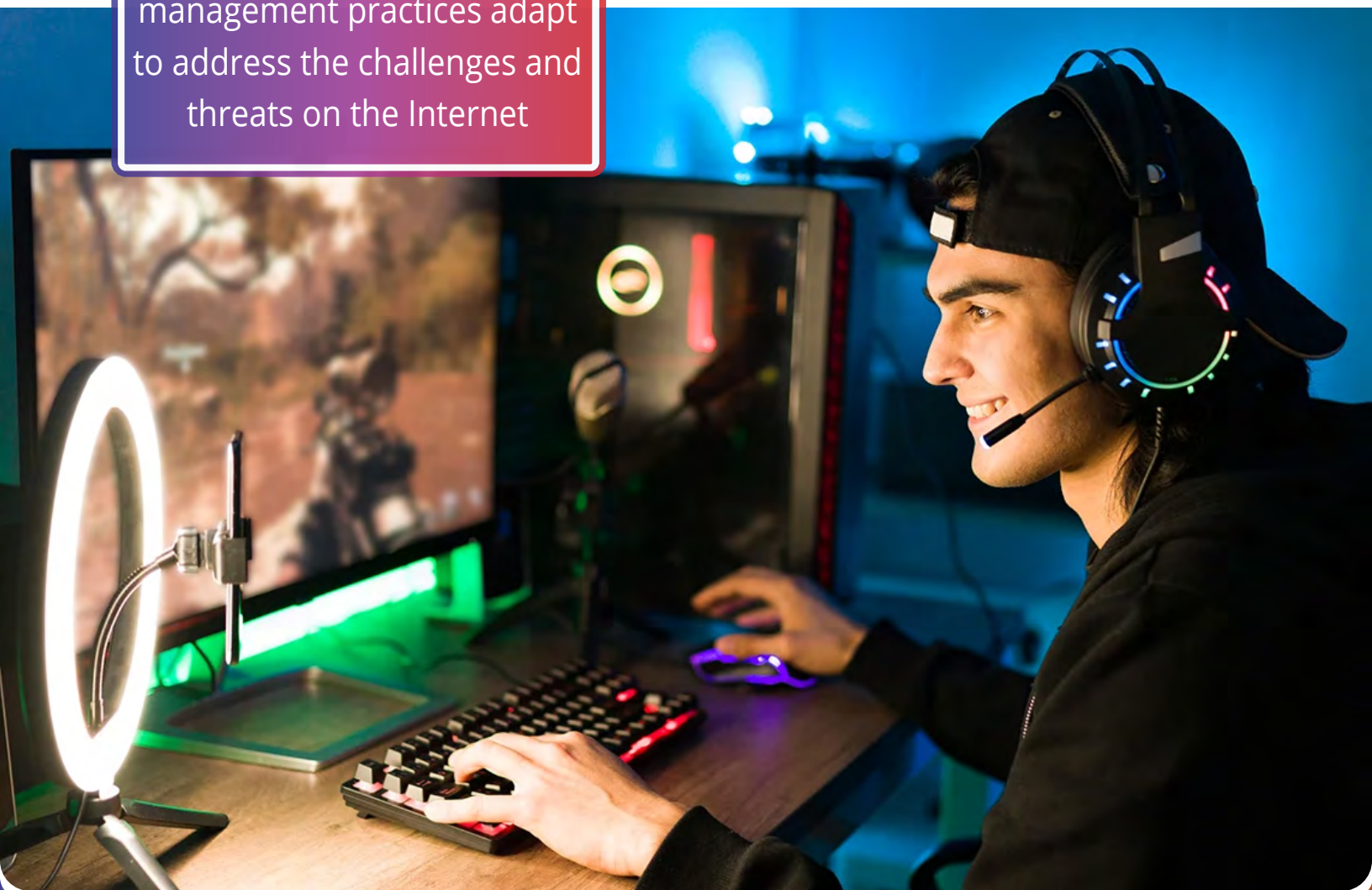
> Just as the Internet continues to change and evolve, so too will Windstream's network management practices adapt to address the challenges and threats on the Internet

PRIVACY AND DATA PROTECTION

Windstream recognizes that protecting data privacy is fundamental to maintaining the trust of our customers and growing our business. Respecting consumers' privacy is not only a smart strategy for inspiring trust in us, but it also represents aspects of our core values. As such, Windstream constantly monitors emerging federal, state, and even international laws that relate to the way we handle data privacy and protect our customers' identities, and we update our processes and procedures as needed. We have established and continue to develop strong privacy protection measures to secure our customers' and employees' private information. The scope of Windstream's data protection policies includes all lines of business and subsidiaries.

Windstream has adopted policies and procedures governing how we collect, use, retain, share, and protect data. Such information is contained in Windstream's Privacy Policy . Our compliance with applicable data privacy laws and regulations is conducted under the oversight of our chief information security officer (CISO), who reviews and discusses data privacy risks and mitigating actions with the Audit Committee of our Board of Managers (Board) on a regular basis. Windstream also has established an internal Privacy Committee with representatives from across the entire company to ensure we maintain the highest levels of data protection. Our policies and procedures are subject to controls such as internal audits, observations, testing, employee and

vendor training, and internal attestations that all serve to promote ongoing compliance throughout the business.

To meet our ethical and legal commitments to protect personal data, Windstream has developed, and continues to develop, information security requirements for its employees and suppliers who handle customer data, according to federal, state, and international standards.

To secure customers' data, Windstream has technical, administrative, and physical safeguards in place to limit information security risks and cyber threats. Windstream's CISO is responsible for leading, and as appropriate, coordinating, enterprise-wide information security strategy, policy, standards, architecture, and processes. Windstream's CISO regularly coordinates with other

stakeholders throughout the company to ensure Windstream's safeguards are active and working.

In 2022, Windstream undertook audit to ensure compliance with its obligations under the General Data Protection Regulation (GDPR), California Consumer Privacy Act (CCPA), California Privacy Rights Act (CPRA), and any other privacy legislation applicable where Windstream does business.

Windstream has implemented controls to ensure applicable consumers and data subjects are able to correct and have erased their protected information. Windstream does not rent, sell, or provide personal data to third parties for purposes other than completing transactions. Windstream also provides information to consumers upon their request and protects its customers private information as required by law.

Windstream is committed to ensuring and maintaining the privacy of its customers. Through these measures, it has established the requisite tools, policies, and procedures to meet this standard.

Windstream Protects Personal Data
Windstream endeavors to protect and maintain control over customers' data at every contact point.

Collection/Use: We collect and use information according to our publicly available Privacy Policy and, in the case of business customers, according to our contracts. Our policies and practices are designed to limit data collection, protect and respect consumers' privacy and the choices consumers make concerning the use of their data. Windstream does not collect personal data from third parties.

Disclosure: In general, we share information within Windstream and with vendors and partners as described in our Privacy Policy and according to our customers' consent. We take measures in our contracts with third-party vendors to protect information we disclose. We permit vendors to use this data only for the purpose for which we provide it.

Data Retention: We maintain corporate policies governing data retention and review our practices at least annually as part of our continual assessment of privacy requirements. Under our practices and policies, we retain personally identifiable and other sensitive records only as long as reasonably necessary for business, accounting, tax or legal purposes, and are committed to deleting data within a specified time period, commensurate with the relevant data retention policy pertaining to the specific type of data in question.

CYBERSECURITY

Windstream takes protecting the security of our systems and networks very seriously. As such, the company's executive body responsible for cybersecurity is a Board-level committee. To more effectively address the cybersecurity threats posed today, Windstream's CISO team is responsible for leading enterprise cybersecurity strategy, policy, standards, architecture, and processes. The primary goal of the cybersecurity program is to protect operations, customers, employees, data and services from cyberattack in the interest of Windstream shareholders, customers, employees and other constituents. Windstream's comprehensive cybersecurity program includes, governance, risk and compliance, identity and access management, application and data security, vulnerability and application security testing, and threat detection and response. The CISO leads the review and discussion of Windstream's cyber risks, threats, and protections with the Audit Committee of the Board quarterly and throughout the year, as warranted.

Windstream's cybersecurity policies, standards, procedures and technology are independently audited by an external third-party no less frequently than once every two years.

Identifying data security risks and mitigations

Windstream operates in a highly competitive, increasingly complex and ever-changing business environment. Our data breach and incident response plan include both proactive and reactive measures. To safeguard our systems and data, we continually upgrade cybersecurity policies, standards and procedures to reflect changes in technology, potential risks and business needs. To that end, Windstream has a comprehensive cybersecurity program.

The program is designed to reduce attack surfaces by proactive application and security testing as well as the detection and management of threats within Windstream through the following methods:

- **Governance, Risk & Compliance.** Identifies, develops, tests, remediates, and communicates security controls according to NIST, SOX, PCI, Data Privacy and Windstream Cybersecurity Policies, Standards & Procedures.
- **Identity & Access Management.** Identifies, provisions, reviews and remediates access to systems and data across the company incorporating least privilege and zero trust.
- **Application & Data Security.** Protects systems and data from cybersecurity threats by utilizing best practices, procedures and technology.
- **Vulnerability, Application & Security Testing.** Partners with Windstream IT and business owners to identify and prioritize vulnerabilities enabling systematic visibility that feeds action plans focused on risk reduction and code quality.
- **Threat Detection and Response.** Monitors, detects, identifies, investigates, mitigates, and eradicates any threats detected on Windstream systems and network.

WINDSTREAM

SUPPLY CHAIN

Windstream engages a global supply base of over 4,000 vendors to purchase more than $2.9 billion in goods and services annually, which include items such as consumer modems, network equipment, construction services, and utilities. We remain committed to responsible sourcing, and it is the policy of Windstream to conduct business in a manner that is ethical and promotes the best interests of its customers, employees, and investors. Windstream expects suppliers to be ethical and honest, obey all applicable health, safety and environmental laws, and protect confidential and proprietary information.

We rely on our strategic sourcing process, and the Supplier Code of Ethics (Supplier Code) to enforce our commitment to responsible sourcing. The Supplier Code is intended to assist suppliers in meeting Windstream's expectations, and it is incorporated into our legally binding agreements with suppliers.

Among other guidelines and requirements, our code:
- Explicitly prohibits the use of facilitation payments or any other form of bribery
- Forbids the use of child labor, forced labor and discrimination, consistent with the principles set forth in ILO Convention No. 138
- Addresses our expectations around health and safety, minimum living wages, maximum working hours, and acceptable living conditions
- Protects employees' rights to freedom of association and collective bargaining, as permitted by local laws
- Describes how suppliers should work with us on compliance and enforcement issues

Windstream reserves the right to review or audit our suppliers' compliance with the code. Our Supply Chain and Procurement teams engage with suppliers identified as non-compliant with the Supplier Code to assist them in reaching compliance. The Supplier Code also outlines the formal channels for vendors and supply chain workers to raise concerns and report potential violations. Incumbent and prospective vendor performance regarding social performance is evaluated during Windstream's formal vendor selection process.

Our chief procurement officer is responsible for overseeing and managing Windstream's supply chain and vendor performance. Supply chain and vendor performance metrics and KPIs, along with any vendor compliance issues or incidents, are monitored and reported monthly to senior management. Windstream's supply chain profile, and our core operating and risk mitigation strategies, are also reviewed by our Board quarterly as a standing Audit Committee agenda item.

SUPPLIER DIVERSITY

Windstream strongly believes that our supply base should reflect the amazing diversity present in the communities we serve. We value diversity and inclusion in our supply chain, just as we value and celebrate it in our workforce. Diversity brings new perspectives and drives innovation. Actively engaging with a broad array of diverse suppliers also fosters economic inclusion and promotes positive change.

In 2022, we spent more than $150 million on goods and services with diverse suppliers, including businesses owned by people of color, women, veterans, disabled veterans, service-disabled veterans, LGBTQ, certified small businesses, and people with disabilities. This amount represents 8.3% of our $1.8 billion of annual addressable spend, which excludes spend with our channel partners, for Interconnection services, and certain other categories that are not sourced (e.g., taxes and government fees).

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To maintain the integrity of our program, we rely on an independent third party to verify diverse business certifications annually.

Responsible Minerals Sourcing

Any connection between the materials used in Windstream's products and armed violence or human rights abuses is unacceptable, and we have an internal team that oversees the design, development and implementation of our conflict minerals (tin, tantalum, tungsten and gold, or their derivatives) compliance program. We also expect our suppliers to take steps to ensure that their products do not include materials that either directly or indirectly finance or benefit armed groups in the Democratic Republic of the Congo (or in any adjoining country), and we refreshed our Conflict Minerals Policy in 2022 to reinforce our commitment to support efforts to curb the illicit trade of such conflict minerals. As part of their master purchasing agreements with Windstream, suppliers agree to provide us with information regarding the country of origin and source of conflict minerals used, if any, in the supplier goods sold to us. If a supplier is found to be out of compliance with these objectives, the supplier is expected to develop, implement and document plans to remedy the non-compliance, and Windstream has the right to terminate its relationship with the supplier in the event of continued non-compliance.

GOVERNANCE

Holding Ourselves Accountable

HOW WE GOVERN

Company Governance

Windstream's diverse 11-member Board of Managers oversees the company's strategic planning, operations and business performance, as well as the company's governance practices. Our Board has extensive experience in the telecommunications industry, as well as strong operational and financial expertise to ensure Windstream's strategy to provide innovative network and software solutions to customers is successful. The Board chairman works closely with management to ensure the company adheres to the highest standards of corporate governance for private companies.

Commitment to Company Culture & Non-Discrimination

The Board is committed to working in conjunction with management to cultivate a corporate culture that promotes the goals reflected in the Working with Integrity Guidelines, which governs the conduct of all managers, officers, and employees. Windstream's corporate culture permeates all aspects of the company's operations, ensuring that its vision, mission and objectives are ethically sound and demonstrative of its values. To foster a culture that ensures employees understand their responsibilities for appropriate behavior, the Board periodically reviews the company's culture initiatives, employee engagement matters, and ethics policies to reinforce a corporate culture of integrity.

Further, the Board is committed to a respectful, courteous workplace in which employees are able to perform their jobs free from harassment, discrimination or retaliation. The company does not tolerate sexual or other unlawful harassment or discrimination by any employee, volunteer, vendor, contractor, consultant, guest, customer or visitor, and the Board expects management to implement and update, as appropriate, policies that are consistent with this commitment as well as applicable law.

ESG Governance

We believe a strong ESG governance program is an essential part of good corporate governance, and for Windstream, ESG governance starts at the top. The Board periodically reviews reports from management concerning ESG factors, risks, and initiatives applicable to, and undertaken by, the company to ensure that ESG matters are integrated into the company's operations and appropriately addressed by the company and Board. This includes but is not limited to review of this ESG Report.

The ESG Committee of the Board oversees and monitors Windstream's significant environmental, social and governance and sustainability activities and practices, and provides guidance to management regarding the company's ESG and sustainability strategy. The ESG Committee is comprised of five Managers and conducts regular quarterly meetings, as well as additional meetings as needed. In addition to reviewing and overseeing compilation of the company's annual ESG Report, the ESG Committee provides oversight for all reporting to third party ESG rating agencies evaluating the company's ESG performance.

Further, the ESG Committee advises Windstream's internal ESG Operational Committee regarding the company's ESG-related initiatives. The ESG Operational Committee supports Windstream's on-going commitment to ESG and sustainability matters and assists the Board and senior leadership in setting company strategy related to ESG matters, developing goals and targets based on such strategy, overseeing internal and external communications regarding ESG matters, monitoring developments related to Windstream's understanding of ESG and recommending adjustments to the company's ESG strategy, and providing efficient and timely disclosure of ESG matters to internal and external stakeholders. A key workflow of the ESG Operational Committee is development and creation of this annual ESG Report.

ETHICS AND COMPLIANCE

Integrity is one of our most valuable assets. Windstream is committed to conducting business in a manner that is ethical, promotes the best interests of its stakeholders, employees, and customers and fully complies with all applicable laws and regulations. Windstream expects every employee and member of our Board to be ethical and honest, comply with the law, and avoid any appearance of impropriety or conflict of interest. Understanding, embracing and performing our individual jobs in compliance with laws, regulations and our internal policies is not only the right thing to do, but it also has a real impact on our financial performance and the character of our organization.

Windstream's chief compliance officer leads our Ethics and Compliance function and reports directly to the Audit Committee of the Board, with administrative reporting to the company's chief financial officer. The Audit Committee has risk oversight responsibility for ethics and compliance across the company.

The Internal Audit Charter authorizes the chief compliance officer to audit any and all functions and operations across all lines of business and subsidiaries. Independence is preserved and ensured by the fact this position reports directly to the Audit Committee. The chief compliance officer presents an audit plan to the Audit Committee twice annually for approval, and all operations are audited no less frequently than every three years, with the general frequency being annually.

Specifically with regard to ethical standards, the following compliance audits are conducted across all operations:

- Compliance with the general Travel and Entertainment Policy (quarterly)
- Compliance with the Gifts and Entertainment Policy (quarterly)
- Compliance with the Commissions Policy (quarterly)
- Audit of payroll controls / forensic analysis (annually)
- Audit of employee and vendor Conflicts of Interest (quarterly)
- Audit of employee and customer referral programs (annually)
- Ethics Hotline Investigations and Reporting (quarterly)

In addition, more than 100 members of management are included in an Annual Risk Assessment process that includes questions regarding potential fraud and abuse, and all employees are required to go through annual Conflict of Interest training and certification each year where they are required to disclose any known conflicts. This provides employees a forum to report any potential conflicts. All conflicts of interest reported or identified are evaluated by the Compliance Office for appropriateness and corrective active is taken, where applicable.

> More than 100 members of management are included in an Annual Risk Assessment process

CODE OF CONDUCT

Our Working with Integrity Guidelines ("Guidelines") are the foundation of our Ethics and Compliance Program and provide a road map to assist employees and Board members in identifying activities and behaviors that are appropriate when conducting business related activities. The Guidelines build on our cultural beliefs by outlining expected ethical behaviors for our employees, Board members, and other company representatives. At all times, Windstream expects employees, and employees have an obligation, to uphold and carry out our commitment to lawful and ethical business conduct. Annual Working with Integrity training is required of all employees to reinforce the principals outlined in the Guidelines. Conflict of Interest training and reporting is also required for all employees annually.

All Windstream employees (as well as third-party consultants, agents, independent contractors, subcontractors, and partners) who serve government clients are responsible for understanding the legal requirements and restrictions that apply to their work and must strictly adhere to the principles contained within our Code of Business Ethics and Conduct in Governmental Contracting. Additionally, Windstream's Supplier Code provides basic guidelines and outlines our expectations for our suppliers to operate in an ethical and honest manner, comply with all laws and regulations, and avoid the appearance of impropriety and conflicts of interest.

One of the most important responsibilities Windstream employees have is the obligation to report possible workplace violations of law, the Guidelines and our policies. Windstream encourages employees to fulfill this responsibility and to seek advice when in doubt about the best course of action. We offer several alternatives for obtaining compliance advice and reporting possible violations of applicable law or these guidelines, including the Working with Integrity Helpline and

Website, which are staffed by an independent third party twenty-four hours per day, seven days a week. Employees may report violations anonymously and Windstream prohibits any employee from taking retaliatory action against anyone for making a good faith report or assisting in an investigation of a possible violation.

Information reported is promptly transmitted to Windstream and investigated. Windstream maintains a case management system, and when a matter is reported to the Helpline or Website, it is assigned a unique tracking number that enables the individual to receive updates on the complaint or subsequently provide additional information. Windstream triages all cases to ensure they are assigned to the appropriate teams in Security, Legal or Human Resources. Investigation results are reported quarterly to the Compliance Committee, which is comprised of the chief compliance officer, chief financial officer, general counsel and chief human resources officer, as well as the company's Audit Committee.

Windstream's Working with Integrity Helpline and Website can be reached at 1-888-898-3990 and www.windstream.ethicspoint.com.

Anti-corruption

Windstream expressly prohibits any offer, payment, promise, or gift that is intended or appears to influence any person or entity to award business opportunities to Windstream or to make a business decision in Windstream's favor. In accordance with the Guidelines and Supplier Code, employees and suppliers are required to comply with all applicable anti-bribery and anticorruption laws of the United States, including the Foreign Corrupt Practices Act, and countries in which operations are being conducted. Additionally, as a government contractor, it is important that we conduct business with government entities in compliance with applicable laws and regulations. Accordingly, Windstream prohibits employees from giving anything of value to government employees and officials for any reason.

HUMAN RIGHTS

Consistent with our Working with Integrity Guidelines and Supplier Code, Windstream's Human Rights Policy outlines our commitment to respect human rights, which is reflected in every aspect of our operations. These policies address topics such as customer and employee data privacy, diversity and inclusion, health and safety, hiring practices, and harassment in the workplace, as well as compliance with all applicable wage and hour laws and regulations, including but not limited to those relating to minimum wages and overtime hours. Employees and suppliers are expected to respect the rights of others and maintain high ethical standards. Windstream does not tolerate any abuse of human rights within our business or supply chains.

Guided by the human rights due diligence framework set forth in the UN Guiding Principles on Business and Human Rights, we are committed to assessing the impacts of our business activities on human rights and to addressing adverse impacts. Windstream was the fourth U.S.-based telecommunications service provider to join the UN Global Compact to promote accountability and stakeholder engagement in the areas of human rights, labor and environment.

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APPENDIX

OUR ENVIRONMENTAL TARGETS AND PROGRESS

EMISSIONS

Scope	Goal	Baseline	2022	% Attainment
1	Improve the average fuel efficiency (MPG) of our field technician fleet 20% from the 2019 baseline by the end of 2025	13.95 MPG Fleet Average 42,350 Metric Tons of Co2	15.1 MPG Fleet Average 42,285 Metric Tons of Co2	41.2% 65 Metric Tons of Co2
2	Reduce Scope 2 emissions by 40% from the 2019 baseline by the end 2025	286,039 Metric Tons of Co2	198,024 Metric Tons of Co2	30.8% 88,015 Metric Tons of Co2
3	Reduce and sustain a 45% reduction in Scope 3 Business Travel emissions from the 2017 baseline by the end of 2025	10,315 Metric Tons of Co2	5,578 Metric Tons of Co2	102% 4,737 Metric Tons of Co2

Scope 1: Direct sources of emissions owned or controlled by Windstream (fuel to power our fleet, heat buildings and power generators)

Scope 2: Indirect emissions purchased by Windstream but generated offsite (almost exclusively electricity to power our network and data centers)

Scope 3: Value chain emissions, defined as emissions that are the result of activities from assets not owned or controlled by Windstream, but that indirectly impact in our value chain, which often represent the majority of an organization's GHG emissions.

RENEWABLE ENERGY

Goal	2022 Level	% Attainment
Obtain at least 50% of Scope 2 (purchased electricity) from renewable and carbon free sources by the end of 2025	45.2%	90.5%

WATER

Goal	Baseline	2022 Consumption	% Attainment
Reduce freshwater consumption by 25% or 77 million gallons from the 2016 baseline by 2025	306 Millions of Gallons	126 Millions of Gallons	233.7% 180 Millions of Gallons

PAPER

Goal	Baseline	2022 Consumption	% Attainment
Reduce office paper consumption by 75% or 37,429 reams from the 2016 baseline by 2024	49,905 Reams of Paper	6,653 Reams of Paper	750% -43,252 Reams of Paper
100% of sourced office paper obtained from Forest Stewardship Council (FSC) certified sources by 2021 onward (2019 baseline year)	85%	100%	100%
50% of sourced office paper has at least 30% Post-Consumer Waste (PCW) by 2025 (2020 baseline year)	5%	7%	14%

ALIGNMENT WITH THE UNITED NATIONS GLOBAL COMPACT'S SUSTAINABLE DEVELOPMENT GOALS

This year marks our second anniversary as a member of the UNGC, the world's largest corporate sustainability initiative that calls on companies to align strategies and operations with universal principles on human rights, labor, environment and anti-corruption, and take actions that advance societal goals, such as the SDGs they have established.

Windstream believes we can make a substantial impact towards achieving targets across the seven SDGs relevant to our industry and company, as outlined in the table below. We will use this annual ESG Report as a way of tracking and sharing our progress. You can read more about the UNGC and all of the 17 SDGs, and their 169 related targets, on their website at https://www.unglobalcompact.org/what-is-gc

SDG	Target	Windstream's Impact
7 AFFORDABLE AND CLEAN ENERGY	**Target 7.2** By 2030, increase substantially the share of renewable energy in the global energy mix.	Windstream is directly supporting the transition to a greener grid with our investments in renewable energy, with a stated goal of securing at least 50% of our annual Scope 2 purchase electricity demand from renewable and carbon-free sources by 2025. You can track our progress here: Renewable and Carbon-Free Energy
8 DECENT WORK AND ECONOMIC GROWTH	**Target 8.4** Improve progressively, through 2030, global resource efficiency in consumption and production and endeavor to decouple economic growth from environmental degradation.	Windstream is committed to reducing our carbon footprint and has stablished goals to reduce our Scope 1, 2 and 3 emissions as part of our annual participation with the CDP initiative (formerly Carbon Disclosure Project). You can see our targets and review our progress here: Our Emmissions by Scope
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	**Target 9.1** Develop quality, reliable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on adorable and equitable access for all.	Our team understood even before the COVID-19 pandemic that the services we provide are essential to the economic, educational and cultural health of the mostly rural communities that Windstream serves. We are engaged in a five-year, $2 billion fiber build program, and in 2021 alone deployed fiber-backed gigabit internet services to an additional 523,000 locations.

In November 2020, the Federal Communications Commission (FCC) concluded the Rural Digital Opportunity Fund (RDOF) reverse auction. Windstream was successful in securing funding to deliver FttH services to approximately 193,000 locations across 18 states. We were the fifth largest winner in the auction and the fourth largest in our ILEC states, securing $53 million annually in funding. RDOF funds are to be used to serve locations within census blocks that no provider claims they can offer service of at least 25/3. Windstream's RDOF efforts are expected to bring gigabit speeds to more than 7,700 additional square miles and approximately 106,000 new locations outside of our existing service footprint—95% of this territory and 89% of the locations fall outside of a municipal boundary. In 2022, Windstream began construction to these locations.

Moving forward, we plan to expand our fiber-focused approach to broadband builds. Windstream has committed the necessary funds to fuel our robust capital investment program to expand 1 gigabit per second broadband service in rural America. We are committed to bringing the speeds needed to enable working from home, digital learning, and telehealth to our customers. Broadband service is a community growth-driver, and we are committed to our communities and our customers. |

SDG	Target	Windstream's Impact
11 SUSTAINABLE CITIES AND COMMUNITIES	**Target 11.3** By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management.	We are actively pursuing public-private partnerships across our 18 states to deploy fiber in underserved rural areas where it would otherwise be uneconomical to do so. In 2022 alone, Windstream secured approximately $224 million in state and local grants to deploy fiber to the home (FttH) to approximately 122,000 locations, enabling speeds of 1 gigabit per second. Prior to 2022, our participation in state and local grant programs yielded about $98 million in funding to deliver broadband to about 35,000 locations.
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	**Target 12.5** By 2030, substantially reduce waste generation though prevention, reduction, recycling, and reuse.	Windstream is committed to Product Stewardship, inclusive of both eco-design, which considers the inputs and resources needed for the solutions we design and engineer, but also the full lifecycle of the equipment we deploy across our network and on customer premises. You can see our goals and track our progress here: Product Stewardship
13 CLIMATE ACTION	**Target 13.1** Strengthen resilience and adaptive capacity to climate change related hazards and natural disasters in all countries.	Windstream maintains a robust approach to Business Continuity to both prepare for, and respond to, climate- related risks and natural disasters. You can read more about our Business Continuity strategy and the work we are doing to continue to strengthen network resilience and reduce outages here: Business Continutity
16 PEACE AND JUSTICE STRONG INSTITUTIONS	**Target 16.5** Substantially reduce corruption and bribery in all their forms. **Target 16.8** Promote and enforce non-discriminatory laws and policies for sustainable development	Windstream maintains strict policies and programs, including annual, mandatory employee training, independent audits, and hotlines accessible by employees and suppliers, to address and manage bribery and corruption risks. Windstream is also committed to diversity and inclusivity, and non-discrimination. You can read more about our approach and programs, and review our key policies, here: Governance

WINDSTREAM

DEFINITION OF MATERIAL ISSUES

Human Rights - Supply Chain
The telecom sector relies on communications, equipment and technology hardware companies to manufacture and assemble products, including modems, phones, routers, switches, cables and other communication devices and accessories. Manufacturing is still largely concentrated in South East Asia. The risk of potential exposure to material human rights issues in the supply chain, including child and forced labor, excessive work hours, inadequate remuneration (living wages), sexual harassment, freedom of association and collective bargaining, all represent material ESG issues in our industry. Also included in this issue definition are conflict minerals reporting and mitigation requirements. Supplier violations pose reputational and operational risks for telecoms and increased regulatory scrutiny.

Windstream's exposure to Human Rights Supply-Chain issues was assessed as low by Morningstar Sustainalytics, similar to the industry average.

Human Capital
Because Windstream provides a specialized technical service, an important pillar of our strategy and success is our 11,000-strong workforce, with their skills, knowledge and capabilities. Failure to develop and leverage their skills, and generate high employee engagement, could mean losing them to competitors, especially since the labor market competition for technical knowledge is intense.

This, alongside the any inability to recruit and train qualified team members in a timely manner, could cause operational delays, resulting in subpar service, and, potentially, to lost revenues and profits.

Windstream's exposure to Human Capital issues was assessed as medium by Morningstar Sustainalytics, similar to the industry average.

Carbon – Own Operations
Windstream's rural footprint of networks and offices rely on electricity as a source of energy, which contributes to higher carbon intensity compared to our industry peers who tend to operate in more densely populated areas of the country. Failure to adhere to energy regulation (both current and proposed) could result in additional operating costs in the form of fines and corrective measures. Moreover, physical risks such as extreme weather events are also a concern as they could cause damage to network infrastructure.

Windstream's exposure to Carbon – Own Operations issues was assessed as medium by Morningstar Sustainalytics, moderately above the industry average.

Product Governance
Product Governance issues in the telecommunication service industry includes service quality, maintaining reliable, high-speed networks, and responding to customer billing concerns. The industry is highly regulated and government agencies routinely enforce penalties for poor quality service and publicly report on customer complaints. Although fines are not often substantial, telecom regulators have the ability to regulate national network upgrades, and can enforce market access for other competitors, impacting business plans for telecom services. Investigations for poor service can negatively impact brand value and customer retention. Moreover, telecom companies are increasingly aware of climate risks to infrastructure. Natural disasters can cause significant damage to telecom networks and disrupt customer service. Unreliable service has the potential to financially impact a company, particularly if a customer is unable to reach emergency personnel (fire, medical, police) due to network outages.

Widespread outages may result in government investigations and fines. Additionally, companies have spent millions of dollars improving their networks after outages, with additional negative impacts including higher customer churn rates. Some telecom companies have also been criticized for lacking transparency in their billing practices. Class action lawsuits against telecoms for overbilling have led to large settlements.

Windstream's exposure to Product Governance issues was assessed as medium by Morningstar Sustainalytics, similar to the industry average.

Business Ethics
The telecom industry is exposed to Business Ethics risks associated with corruption, IP litigation and anti-competitive practices. The industry faces one of the highest rates of intellectual property (IP) litigation, and he second-highest median damages awarded for patent litigation, surpassed only by biotech/pharmaceuticals. Telecom companies can face anti- competitive lawsuits for alleged abuse of dominant market positions, such as artificially lowering prices temporarily or restricting services to drive competitors out of the market. Investigations and litigation following allegations of abuse of market dominance are common in this sector, resulting in legal

and regulatory fines. Anti-trust concerns may also prevent mergers and acquisitions. There are also regulatory concerns around "net neutrality" laws passed in 2015, which make it illegal for internet providers to prioritize some content over others.

Companies in developed markets may be more exposed to investigations and lawsuits related to anti-competitive practices. Being implicated in ethics related incidents may affect a company's ability to secure financing and/or increase its network coverage area.

Windstream's exposure to Business Ethics issues was assessed as medium by Morningstar Sustainalytics, similar to the industry average.

Data Privacy and Security

Windstream provides services to more than 1.3 million residential and small business customers through our Kinetic segment and to around 3,200 customers through its Windstream Enterprise segment. Our clients can use our services to communicate highly sensitive personal or business information. Any inability to secure the privacy of customer data or being the subject of a cybersecurity breach could result in lost trust and business, and lead to regulatory scrutiny and action. Windstream's exposure to Data Privacy and Security issues was assessed as medium by Morningstar Sustainalytics, similar to the industry average.

ESG DATA INDEX

Environmental			
Emissions and carbon intensity	**2020**	**2021**	**2022**
Scope 1 emissions (CO2e metric tons)	62,956	59,133	68,115
Scope 2 emissions (CO2e metric tons)	232,749	205,115	198,024
Total Scope 1 & 2 emissions (CO2e metric tons)	295,705	264,248	266,139
Carbon intensity (CO2e metric tons of Scope 1 & 2 / $100M of revenue)	63.39	59.79	62.93
Scope 3 emissions (CO2e metric tons)	508,403	522,972	555,352
Scope 3 emissions, business travel only (CO2e metric tons)	1,908	1,879	5,578
Total emissions (Scope 1, 2 & 3, CO2e metric tons)	804,108	787,220	821,491
Vehicle fuels (CO2e metric tons)	54,472	53,382	62,516
Building and other fuels (CO2e metric tons)	8,484	8,604	5,599
Renewable energy			
Number of community solar energy contracts	1	1	2
% of Scope 2 purchased electricity from renewable sources	16.30%	25.80%	32.20%
% of Scope 2 purchased electricity from renewable and carbon-free sources	34.30%	42.10%	45.80%
Fleet			
Fleet size (# vehicles at year-end)	4,338	4,397	5,129
Fleet fuel consumption (gallons)	5,988,229	5,816,340	7,150,425
E-waste			
Pounds of e-waste recycled	1,047,699	1,150,000	786,000
Pounds of lead acid batteries recycled	54,011	32,360	38,600
Pounds of total waste recycled	1,102,362	1,171,368	822,398
Reuse			
# of modems refurbished for redeployment	63,526	146,618	142,128
# of pieces of network and enterprise equipment refurbished for redeployment	79,395	158,668	140,744
# of pieces of equipment sold on the gray market for reuse by others	19,686	27,515	44,928
Water			
Water from owned and leased facilities, where reported (1,000,000 gallons)	137	130	126
Water usage reduction from 2016 baseline	55%	58%	59%
Paper and copiers			
Reduction in office paper consumption from 2016 baseline	84%	86%	87%
% of office paper with at least 30% PCW content	5%	6%	11%
% of office paper from FSC certified sources	100%	100%	100%
Office printer device reduction from 2018 baseline	43%	46%	47%

Social			
Global workforce	**2020**	**2021**	**2022**
US employees (% of total workforce)	100%	100%	100%
International employees (% of total workforce)	0.3%	0.3%	0.3%
Race / ethnicity			
American Indian / Alaskan Native (% of total U.S. workforce)	1%	1%	1%
Asian (% of total U.S. workforce)	2%	2%	2%
Black/African American (% of US workforce)	8.9%	8.7%	8.4%
Native Hawaiian / Pacific Islander (% of total U.S. workforce)	0.3%	0.3%	0.3%
Hispanic / Latino (% of total U.S. workforce)	4%	5%	5%
Two or more races (% of total U.S. workforce)	1%	1%	1%
Unknown / undeclared (% of total U.S. workforce)	0.3%	0.2%	0.4%
White (% of total U.S. workforce)	83%	83%	82%
Gender			
Gender worldwide			
Percentage of total workforce (male)	70%	72%	74%
Percentage of total workforce (female)	30%	28%	26%
U.S. employee profile by gender			
Percentage of total workforce (male)	70%	72%	74%
Percentage of total workforce (female)	30%	28%	26%
International employee profiled by gender			
Percentage of total workforce (male)	85%	85%	79%
Percentage of total workforce (female)	15%	15%	21%
Senior management ethnicity and gender			
% of people of color in U.S. senior management (VP and above)	10%	11%	10%
% of women in U.S. senior management (VP and above)	19%	17%	19%
Health & wellness			
Healthcare benefits and services paid	$76 million	$88 million	$98 million
Healthcare benefits and services paid (per employee)	$7,000	$8,000	$8,880
Veterans			
Number of veteran employees	1,255	1,314	1,348
Number of active-duty military and veteran spouses employed	126	121	115
Total number of veterans and veteran or active-duty military spouses employed (% of US workforce)	13%	13%	13%
Outsourced, Temporary and Contract Employees			
Average # of Outsourced FTEs Supporting Our Business	1,956	1,893	1,446
Average # of Contrators and Temporary Employees	61	43	43

Learning & development	2020	2021	2022
Amount invested in learning and development for our employees (restated from 2021-22 Report)	$3.6 million	$5.1 million	$4.8M
Training hours completed, all employees (restated from 2021-22 Report)	271,133	300,601	512,088
Number of learning experiences that employees have access to	4,115	5,785	7,680
Average annual hours of training per team member (restated from 2021-22 Report)	25	28	46
Tuition Assistance Metrics			
Number of team members who took advantage of tuition assistance	117	105	104
Amount of tuition assistance provided	$0.4 million	$0.3 million	$0.3 million
Safety			
Occupational injuries and illness rate (per 100 employees)	1.9	1.9	2.3
Supply chain			
Diverse supplier spend (with all suppliers)	$182 million	$156 million	$199 million
Diverse supplier spend (% of total spend)	6.4%	5.4%	7.1%
Diverse Supplier spend (addressable spend only)	$138 million	$126 million	$151 million
Diverse Supplier spend (% of total addressable spend)	7.9%	7.2%	8.3%

"Addressable Spend" can be sourced or bid, and excludes things like Interconnect and Channel Partner spend, along with government fees, taxes, etc.

LAW ENFORCEMENT REQUESTS

Windstream's Law Enforcement Support Center (LESC) processes submissions of legal requests (e.g. subpoena, court order, search warrant) for criminal and civil matters while supporting local, state and federal law enforcement agencies in their investigations. The LESC also responds to exigent requests, or matters involving imminent harm to a child, risk of death, or serious physical injury to any person which require the disclosure of information without delay. Windstream complies with all applicable laws when releasing subscriber information, including The Cable Communications Policy Act of 1984 (47 U.S.C. § 551); The Electronic Communications Privacy Act (18 U.S.C. §§ 2510-2522, 2701-2712, 3121-3127); Communications Assistance for Law Enforcement Act (47 U.S.C. §§ 1001-1010); the Telecommunications Act of 1996 (particularly, 47 U.S.C. § 222 pertaining to customer proprietary network information or CPNI) and Stored Communications Act ("SCA"), 18 U.S.C Sections 2701-2712.

Request Type				
	2019	2020	2021	2022
National Security Letters (NSL)* (An administrative subpoena issued by the US Government to gather information for national security purposes)	0 - 100	0 - 100	0 - 100	0-100
Foreign Intelligence Surveillance Act (FISA)* (An order issued by the US Government for the purposes of gathering foreign intelligence)	100 - 200	100 - 200	0 - 100	0-100
Criminal (Subpoena/ Court Orders/ Search Warrants)	1965	1884	1786	1862
Private Parties (Civil Subpoena/Court Orders and Release of Records)	147	91	86	62
Special - Traps/Trace/Pen Register (Trap/Trace captures incoming signals (calls or IP addresses), while a Pen Register captures outgoing signals (calls or IP addresses)	73	42	20	26
Preservations (Requests to preserve records up to 90 days as a requestor seeks legal order to obtain those records (e.g. subpoena))	42	37	36	35
Total Data / Voice Targets (Number of data points (e.g. phone numbers, IP addresses) provided based on all request types)	15,164	22,694	17,991	15,293

* The exact number of NSL and FISA requests received by Windstream may not be reported publicly per federal law (50 U.S. Code § 1874 - Public reporting by persons subject to orders). Windstream is required to report such requests in ranges.

GRI INDEX

GRI 2: General Disclosures 2021		
Disclosure	Disclosure Title	2022 Response
2-1	Organizational details	Windstream Services LLC has corporate headquarters in Little Rock, Arkansas, is privately held and has physical operations in the United States and Canada
2-2	Entities included in the organization's sustainability reporting	Windstream Services LLC
2-3	Reporting period, frequency and contact point	Our reporting period is January 2022 to December 31, 2022, our reporting cycle is annual, and our primary contact is Investorelations@windstream.com
2-4	Restatements of information	Several learning and development metrics in the ESG Data Index were restated from our prior 2021-22 ESG Report relating to amount invested and training hours per employee (as noted in the ESG Data Index in this Report)
2-5	External assurance	Our emissions and carbon intensity reporting are independently verified by Apex, and our Supplier Diversity spend by Supplier.io
2-6	Activities, value chain, and other business relationships	You can find an overview of our brands, products and services at https://windstream.com/siteselector. We primarily serve the United States and Canadian markets. Windstream does not manufacture goods but we do have a global supply chain. There were no significant changes to our organization or our supply chain in this reporting cycle.
2-7	Employees	As of December 31, 2022, Windstream employed 10,974 teammates. You can see a breakdown of our workforce in Social - Our workforce by the numbers.
2-8	Workers who are not employees	In 2022, Windstream utilized an average of 1,446 outsourced employees and 43 temporary and contract workers
2-9	Governance structure and composition	Approach - Message from the President and CEO, Approach - ESG strategy, Governance - How we govern
2-10	Nomination and selection of the highest governance body	Approach - Message from the President and CEO, Approach - ESG strategy, Governance - How we govern
2-11	Chair of the highest governance body	Approach - Message from the President and CEO, Approach - ESG strategy, Governance - How we govern
2-12	Role of the highest governance body in overseeing the management of impacts	Approach - Message from the President and CEO, Approach - ESG strategy, Governance - How we govern
2-13	Delegation of responsibility for managing impacts	Approach - Message from the President and CEO, Approach - ESG strategy, Governance - How we govern
2-14	Role of the highest governance body in sustainability reporting	Approach - Message from the President and CEO, Approach - ESG strategy, Governance - How we govern
2-15	Conflicts of interest	Governance - Ethics and compliance, Governance - Code of Conduct
2-16	Communication of critical concerns	There were no critical ESG concerns identified or reported during this reporting cycle
2-17	Collective knowledge of the highest governance body	A full list of our Board of Managers can be found on our Investor Relations website along with abbreviated work biographies
2-18	Evaluation of the performance of the highest governance body	In accordance with Windstream's Corporate Board Governance Guidelines, the Board of Managers periodically conducts an evaluation of its performance and the performance of Board Committees to determine whether it and the Committees are functioning effectively. The evaluation process is coordinated by the Board Chair, supported by management, and the process may be a self-evaluation or conducted by a third party selected and approved by the Board. Any such evaluation would take into consideration the Board's (and Board Committees') oversight of Windstream's impacts on the economy, environment and people.

Disclosure	Disclosure Title	2022 Response
2-19	Remuneration policies	The Compensation Committee of Windstream's Board of Managers performs an annual evaluation of the Chief Executive Officer based on objective criteria, including performance of the business, accomplishment of long-term and short-term strategic objectives, and development of management. The Compensation Committee also annually evaluates the performance of Windstream's principal officers. These evaluations are used by the Compensation Committee to determine the compensation of principal officers, as well as to make recommendations to the Board regarding compensation for the Chief Executive Officer. A non-employee Manager Compensation Program has been established to outline compensation for eligible Board participants.
2-20	Process to determine remuneration	Please refer to Windstream's response to 2-19.
2-21	Annual total compensation ratio	As a privately-held company, Windstream declines to provide this information on the basis of confidentiality constraints.
2-22	Statement on sustainable development strategy	Approach - Message from the President and CEO
2-23	Policy commitments	Environmental - Business continuity, Environmental - Product stewardship, Social - Human capital guiding principles, Governance - How we govern, Governance - Ethics and compliance
2-24	Embedding policy commitments	Environmental - Business continuity, Environmental - Product stewardship, Social - Human capital guiding principles, Governance - How we govern, Governance - Ethics and compliance
2-25	Processes to remediate negative impacts	Employees, contractors and suppliers may report suspected or actual non-compliance with any Windstream policy or applicable law to the Working with Integrity hotline, staffed 24/7, or via online Working with Integrity portal. All allegations of misconduct are investigated and appropriate remediation action taken. Further, retaliation against any individual who submits a claim via either the hotline, portal or otherwise is expressly prohibited by Windstream policies.
2-26	Mechanisms for seeking advice and raising concerns	Governance - Code of conduct
2-27	Compliance with laws and regulations	Windstream has not identified any non-compliance with laws and/or regulations during this reporting period
2-28	Membership associations	The United States Telecom Association (US Telecom)
2-29	Approach to stakeholder engagement	Approach - Message from the CEO, Approach - ESG priorities, Approach - ESG transparency, Environmental - Environmental impact, Appendix - Definition of material issues
2-30	Collective bargaining agreements	Windstream constantly evaluates the terms and conditions of employment for its workforce and makes changes as needed to promote a positive working experience for all employees. While Windstream does have employees covered by collective bargaining agreements, those agreements do not necessarily reflect the terms and conditions of the entire workforce and only govern employees in the particular bargaining unit.
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	Approach - ESG priorities, Appendix - Definition of material issues
3-2	List of material topics	Approach - ESG priorities, Appendix - Definition of material issues
3-3	Management of material topics	Approach - Message from the President and CEO, Approach - ESG strategy, Governance - How we govern
GRI 300: Environmental		
GRI 301: Materials 2016		
103-1	Explanation of the material topic and its boundary	Environmental - Product Stewardship, Environmental - Paper
103-2	The management approach and its components	Environmental - Product Stewardship, Environmental - Paper

Disclosure	Disclosure Title	2022 Response
103-3	Evaluation of the management approach	Environmental - Product Stewardship, Environmental - Paper
300-2	Recycled materials used	Environmental - Product Stewardship, Environmental - Paper, Appendix - ESG data index
300-3	Reclaimed products and their packaging materials	Environmental - Product Stewardship, Environmental - Paper, Appendix - ESG data index
GRI 302: Energy 2016		
103-1	Explanation of the material topic and its boundary	Environmental - Environmental impact, Environmental - Emissions and carbon intensity
103-2	The management approach and its components	Environmental - Environmental impact, Environmental - Emissions and carbon intensity
103-3	Evaluation of the management approach	Environmental - Environmental impact, Environmental - Emissions and carbon intensity
302-1	Energy consumption within the organization	Environmental - Our emissions by scope, Appendix - ESG data index
302-2	Energy consumption outside the organization	Environmental - Our emissions by scope, Appendix - ESG data index
302-3	Energy intensity	Environmental - Our emissions by scope, Appendix - ESG data index
304-4	Reduction of energy consumption	Environmental - Our emissions by scope, Appendix - ESG data index
302-5	Reduction in energy requirements of products and services	Environmental - Real Estate, Environmental - Fleet, Environmental - Product stewardship
GRI 303: Water and effluents 2018		
103-1	Explanation of the material topic and its boundary	Environmental - Water consumption, Appendix - ESG data index
103-2	The management approach and its components	Environmental - Water consumption, Appendix - ESG data index
103-3	Evaluation of the management approach	Environmental - Water consumption, Appendix - ESG data index
305-5	Water consumption	Environmental - Water consumption, Appendix - ESG data index
GRI 305: Emissions 2016		
103-1	Explanation of the material topic and its boundary	Environmental - Environmental impact, Environmental - Emissions and carbon intensity
103-2	The management approach and its components	Environmental - Environmental impact, Environmental - Emissions and carbon intensity
103-3	Evaluation of the management approach	Environmental - Environmental impact, Environmental - Emissions and carbon intensity
305-1	Direct (Scope 1) GHG emissions	Environmental - Our emissions by scope, Appendix - ESG data index
305-2	Energy indirect (Scope 2) GHG emissions	Environmental - Our emissions by scope, Appendix - ESG data index
305-3	Other indirect (Scope 3) GHG emissions	Environmental - Our emissions by scope, Appendix - ESG data index
305-4	GHG emissions intensity	Environmental - Our emissions by scope, Appendix - ESG data index
305-5	Reduction of GHG emissions	Environmental - Renewable Energy, Environmental - Real Estate, Environmental - Fleet, Environmental - Our emissions by scope, Appendix - ESG data index
GRI 306: Waste 2016		
103-1	Explanation of the material topic and its boundary	Environmental - Environmental impact, Environmental - Product stewardship
103-2	The management approach and its components	Environmental - Environmental impact, Environmental - Product stewardship

Disclosure	Disclosure Title	2022 Response
103-3	Evaluation of the management approach	Environmental - Environmental impact, Environmental - Product stewardship
306-1	Waste generated and significant waste-related impacts	Environmental - Environmental impact, Environmental - Product stewardship
306-2	Management of significant waste-related impacts	Environmental - Environmental impact, Environmental - Product stewardship
306-4	Waste diverted for disposal	Environmental - Product stewardship, Appendix - ESG data index
GRI 307: Environmental compliance 2016		
103-1	Explanation of the material topic and its boundary	Environmental - Environmental impact
103-2	The management approach and its components	Environmental - Environmental impact
103-3	Evaluation of the management approach	Environmental - Environmental impact
307-1	Non-compliance with environmental laws and regulations	Windstream has not identified any non-compliance with environmental laws and/or regulations during this reporting period
GRI 400: Social		
GRI 401: Employment 2016		
103-1	Explanation of the material topic and its boundary	Social - Human capital guiding principles, Social - Compensation and benefits
103-2	The management approach and its components	Social - Human capital guiding principles, Social - Compensation and benefits
103-3	Evaluation of the management approach	Social - Human capital guiding principles, Social - Compensation and benefits
401-1	New employee hires and employee turnover	In 2022, Windstream hired 3,747 new employees and employee turnover was 18%
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Social - Compensation and benefits, Appendix - ESG data index
401-3	Parental leave	Windstream offers 10 days of paid parental leave to full-time, eligible birth and adoptive parents (mothers and fathers) who have continuous employment for the previous 12 months and meet FMLA requirements. The benefit may be used in the 12 weeks following the birth of a child.
GRI 403: Occupational health and safety 2018		
103-1	Explanation of the material topic and its boundary	Social - Safety
103-2	The management approach and its components	Social - Safety
103-3	Evaluation of the management approach	Social - Safety
403-1	Occupational health and safety management system	Social - Safety
403-2	Hazard identification, risk assessment, and incident investigation	Social - Safety
403-4	Worker participation, consultation, and communication on occupational health and safety	Social - Safety

Disclosure	Disclosure Title	2022 Response
403-5	Worker training on occupational health and safety	Social - Safety
403-6	Promotion of worker health	Social - Employee compensation and benefits, Social - Safety
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Social - Safety
403-8	Workers covered by occupational health and safety management system	Social - Safety
403-9	Work-related injuries	Social - Safety
403-10	Work-related ill health	Social - Safety
GRI 404: Training and education 2016		
103-1	Explanation of the material topic and its boundary	Social - Learning and development
103-2	The management approach and its components	Social - Learning and development
103-3	Evaluation of the management approach	Social - Learning and development
404-1	Average hours of training per employee	Social - Learning and development, Appendix - ESG data index
404-2	Programs for upgrading employee skills and transition assistance programs	Social - Learning and development
404-3	Percentage of employees receiving regular performance and career development reviews	100% of full-time employees
GRI 405: Diversity and equal opportunity 2016		
103-1	Explanation of the material topic and its boundary	Social - Human capital guiding principles, Social - Diversity and inclusion
103-2	The management approach and its components	Social - Human capital guiding principles, Social - Diversity and inclusion
103-3	Evaluation of the management approach	Social - Human capital guiding principles, Social - Diversity and inclusion
405-1	Diversity of governing bodies and employees	Social - Our workforce by the numbers, Appendix - ESG data index
GRI 413: Local communities 2016		
103-1	Explanation of the material topic and its boundary	Environmental - Business continuity, Social - Digital inclusion, Social - Accessibility, Social - Digital safety, Social - Robocalls, Social - Open internet
103-2	The management approach and its components	Environmental - Business continuity, Social - Digital inclusion, Social - Accessibility, Social - Digital safety, Social - Robocalls, Social - Open internet
103-3	Evaluation of the management approach	Environmental - Business continuity, Social - Digital inclusion, Social - Accessibility, Social - Digital safety, Social - Robocalls, Social - Open internet
413-1	Operations with local community engagement, impact assessments, and development programs	Environmental - Business continuity, Social - Digital inclusion, Social - Accessibility, Social - Digital safety, Social - Robocalls, Social - Open internet

Disclosure	Disclosure Title	2022 Response
GRI 415: Public policy 216		
103-1	Explanation of the material topic and its boundary	Political spending policy
103-2	The management approach and its components	Political spending policy
103-3	Evaluation of the management approach	Political spending policy
415-1	Political contributions	In 202, Windstream made $241,650 in political contributions through our PAC
GRI 419: Socioeconomic compliance 2016		
103-1	Explanation of the material topic and its boundary	Governance - How we govern
103-2	The management approach and its components	Governance - How we govern
103-3	Evaluation of the management approach	Governance - How we govern
419-1	Non-compliance with laws and regulations in the social and economic area	Windstream has not identified any non-compliance with laws and/or regulations during this reporting period

WINDSTREAM