



April 20, 2017

Windstream introduces business continuity solution with 'five-nines' availability for cloud-reliant companies

Windstream's Diverse Connect offers companies that rely on cloud-based applications more choices to guarantee network connectivity

LITTLE ROCK, Ark., April 20, 2017 (GLOBE NEWSWIRE) -- [Windstream](#) (NASDAQ:WIN), a leading provider of advanced network communications, today announced the availability of a one-of-a-kind business continuity solution, [Diverse Connect](#), that enables reliable connectivity for growth-oriented enterprises that are reliant on the cloud to power mission-critical applications. Windstream's Diverse Connect keeps a customer's network endpoints connected, and ensures the performance of mission-critical business functions even in the event of a serious network issue. Diverse Connect comes with a 99.999 percent uptime SLA that protects services from end-to-end, including the last mile of service from Windstream's provider service point to a business' internal network.

The recent migration of applications and real-time communications to the cloud has enterprises of all sizes—ranging from the financial and healthcare industries to consulting and education—viewing highly available network connectivity as a necessity. Windstream's Diverse Connect eliminates single points of failure while creating access diversity and ensuring cloud-based business applications are always running, enabling customers to focus on their business regardless of potential disruptions. Diverse Connect ensures improved network performance, security, and cost savings with a 99.999 percent end-to-end availability guarantee that also takes away the burden of having to deal with multiple providers.

"As a healthcare provider, downtime is never an option," said Kim Rose, chief information officer, Crouse Health. "Windstream's Diverse Connect solution offers us a thoughtful design which eliminated common network pinch-points, providing us with a robust SLA."

Windstream's Diverse Connect is offered as part of Windstream's solution set that includes voice, data, Unified Communications and security offerings. It provides customers with choices to build out and customize their services based on individual needs and allows them to maintain network redundancy at all times. It is available immediately to customers in [Windstream's nationwide service area](#).

Benefits of Windstream's Diverse Connect include:

- **High Uptime:** A customer's employees can stay connected and in touch with the site, and therefore working, in the event of a network issue, mitigating potential loss of business or revenue due to outage and ensuring continuous employee productivity.
- **Diversity:** It enables an additional level of resiliency that goes beyond redundancy. By using multiple, differing backup paths with no shared points of failure, Diverse Connect keeps critical endpoints protected increasing network resiliency even during catastrophic network events.
- **Business Continuity:** All the services a customer purchases from Windstream stay up and running even if there's a fiber cut or other last-mile access impairment providing customers with no disruption in their day-to-day business operations.
- **Service Guarantee:** Guaranteed uptime with five-nine's end-to-end service level agreement with a promise to credit customers for time lost if annual downtime exceeds five minutes per year.

A January 2017 commissioned study conducted by Forrester Consulting on behalf of Windstream, titled *Access Diversity in Midmarket Companies*, reported:

"Midmarket companies are challenged in creating true access diversity ... [with] sixty-five percent of midmarket companies ... challenged by the reliability and resiliency of their links."

"This research from Forrester Research proves there is a need for a solution like Windstream's Diverse Connect for enterprises of all sizes," said Joseph Harding, executive vice president and enterprise chief marketing officer at Windstream. "By providing this high-availability, managed access solution, we will capture a unique position in the marketplace by delivering easy-to-order, easy-to-deploy, SLA-backed diversity that provides peace of mind to mid-market IT decision

makers and ensures the most reliable connectivity to key customer locations."

Windstream will be conducting a webinar, featuring a guest speaker from Forrester, on the topic of access diversity on May 17, at Noon MDT, to share results of the study and discuss how customers can benefit from true access diversity. JP González, senior principal of product access strategy at Windstream, will share how Windstream's Diverse Connect is being implemented at [Crouse Health](#). To attend this webinar, please [click here](#).

Windstream offers a full suite of advanced network communications and technology solutions, including voice and data services such as [VoIP](#) access, SIP trunking, [MPLS](#) and [dedicated high-speed Internet](#). Windstream also offers [managed services](#), [cloud computing](#), [SD-WAN](#) and [network security](#) services designed to help businesses increase productivity and improve operational costs. For more information, visit [windstreambusiness.com](#).

About Windstream

Windstream Holdings, Inc. (NASDAQ:WIN), a FORTUNE 500 company, is a leading provider of advanced network communications and technology solutions for consumers, businesses, enterprise organizations and wholesale customers across the U.S. Windstream offers bundled services, including broadband, security solutions, voice and digital TV to consumers. The company also provides data, cloud solutions, unified communications and managed services to small business and enterprise clients. The company supplies core transport solutions on a local and long-haul fiber network spanning approximately 147,000 miles. Additional information is available at [windstream.com](#). Please visit our newsroom at [news.windstream.com](#) or follow us on Twitter at [@Windstream](#).

Media Contact

Sarah C. Davis 303.522.0884

sarah.c.davis@windstream.com

 Primary Logo

Source: Windstream Holdings, Inc.

News Provided by Acquire Media