



THE DIOCESE OF SPRINGFIELD-CAPE GIRARDEAU

Office
of
Administration

October 27, 2010

To Whom It May Concern:

We are using Windstream (formerly Nuvox) for our phone and data services and have been with them since 2000. We have been very pleased with the service we receive from them as well as the quality of their phone and internet services.

We have recently switched to VOIP and have experienced no degradation in services as a result. The users are not even aware that there was a switch. We very seldom experience loss of either phone or data services, but when it has happened we get information right away and someone on-site very quickly if necessary.

We have excellent response from their Customer Service personnel and also from our rep whenever there is an issue that needs his intervention. We continue to be very satisfied with our pricing structure and the level of services we received from Nuvox and now from Windstream.

Sincerely,

A handwritten signature in cursive script that reads "Nancy McNamara".

Nancy McNamara
Finance Office, Technology Coordinator