



October 28, 2010

To Whom It May Concern

I have been asked to give a statement concerning the efficiency of Windstream. My experience with Windstream is limited to the last couple of months since we have just recently been switched from Nuvox to Windstream. It is my understanding that the same people from Nuvox will be addressing our Windstream needs. I was always impressed with the employees at Nuvox in their knowledge of the website and had few issues concerning their programs.

The first transition month was difficult but to be expected when implementing a new program. There is a definite learning curb not only for the customer but also for the provider who has just been merged into a new program. Now, things have quieted down and the program seems to be currently running fine.

I recently renewed a three year contract before this transition. In the middle of 2011, I should be able to give a clearer and more accurate review of Windstream.

Sincerely,

A handwritten signature in cursive script that reads 'Sheryl Miller'.

Sheryl Miller
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