

Windstream Communications  
4001 Rodney Parham Road  
Little Rock, AR 72212

**Bruce P. Hurlbut**  
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501.748.6942

April 3, 2020

[VIA Email: tshaffer@cwa-union.org](mailto:tshaffer@cwa-union.org)

Mr. Tony Shaffer  
2300 Valley View, STE 700  
Irving, TX 75062

RE: Bonus

Dear Tony:

Please accept this as notice that the Company plans to offer a bonus of \$150.00 per week to CSTs, BSTs, Building Services Techs, Network Techs, Cable Splicers, that are actively working, effective April 6, 2020. Employees will be informed of the bonus on April 3, 2020. The payment of the bonus is subject to the following:

- The bonus will be paid only to actively working employees and will not be paid to those who are on paid or unpaid leave, sick leave, vacation, holiday or STD. The bonus will be prorated for such employees who work a partial week.
- Payments will appear on a separate statement, payable on the normal pay date.
- Payments are subject to regular applicable deductions including federal income tax at the supplemental rate, state, taxes, FICA, and state disability.
- The bonus may be paid through May 1, 2020, but the Company reserves the right to cease payment of the bonus at any time prior to May 1, 2020.

The bonus is not considered additional wages and, as such, does not affect and is not affected by any provision of the collective bargaining agreement and will not be included in overtime computations unless required by law. The payment of this bonus is not precedent-setting and can be revoked by the Company at any time.

Please contact me if you would like to discuss.

Sincerely,



Bruce Hurlbut  
Labor Relations

cc: Travis Pirotte

# Windstream Employees

## COVID-19 FREQUENTLY ASKED QUESTIONS

### GENERAL INFORMATION ON COVID-19 (Coronavirus)

#### 1. Q. What is COVID-19?

A. COVID-19 is a respiratory virus that is contagious and potentially fatal. It is suspected that it is transmitted through coughing and sneezing by infected individuals. At the present time, there is no vaccine, cure or specific treatment. The virus that causes COVID-19 seems to be spreading easily and sustainably in the community (“community spread”) in some affected geographic areas. Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed Coronavirus Disease 2019 (COVID-19) cases.

#### 2. Q. What are the signs and symptoms of COVID-19?

A. Individuals infected with COVID-19 have displayed the following symptoms:

- Fever
- Cough
- Shortness of breath

If you develop **emergency warning signs** for COVID-19 get **medical attention immediately**. Emergency warning signs include\*:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

\*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

#### 3. Q. How infectious is COVID-19?

A. Virus transmission may happen on a spectrum, and authorities are not sure if the virus is highly contagious or less so. For person-to-person transmission, health authorities suspect the virus is spread through coughing and sneezing, similar to how influenza and other respiratory pathogens are spread.

The incubation period, or the time interval from infection to onset of symptoms, is from two to 14 days. During this period, an individual can be infected and spreading the disease although they may not be experiencing the signs and symptoms of the virus.

#### 4. Q. How can I protect myself?

A. Because there is currently no vaccine to prevent infection, the best way to protect yourself is to avoid being exposed to this virus. The CDC recommends the following additional steps:

- Wash your hands, including underneath your fingernails, often with soap and water for at least 20 seconds.
- Use an alcohol-based hand sanitizer that contains at least 60 percent alcohol if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

#### 5. Q. I have an underlying health condition or am otherwise high risk for COVID-19 complications, how should I protect myself from being exposed at work, and with whom should I discuss my concerns?

A. Employees are always encouraged to use common-sense precautions when working, in the public, or at home. Precautions include:

- Wash your hands, including underneath your fingernails, with warm soapy water for at least 20 seconds each time.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are ill.
- Cover your mouth and nose with a tissue when you cough or sneeze.
- Do not reuse a tissue after coughing, sneezing, or blowing your nose.
- Clean and disinfect surfaces that are frequently touched (cell phones, desk phones, keyboards, remote controls, countertops, refrigerator and door handles, etc.).
- When possible, use social distancing to minimize your direct contact with others
- And remember that employees who are sick should not come to work.

Windstream has a Work from Home (WFH) policy. For the remainder of March, we are offering the option for employees to work from home if they are in a role that is suitable. If you are in a role that can be performed remotely and would prefer to work from home due to COVID-19 concerns, you should speak with your manager. **Please note that working from home requires your manager's approval.** Once you obtain your manager's approval, no other approval or documentation is required to work from home during the month of March.

For tips and additional information on working remotely, you may review our Telecommuting Policy on Stream linked here: [Telecommuting Policy](#). This policy clarifies the expectations of employees working remotely and provides specific information on working from home.

If you have an underlying health condition or are otherwise high risk for COVID-19 complications and a doctor has advised you to remain home due to this risk, but you are not in a role that can be performed remotely, you may be eligible for up to 80 hours of paid leave according to Windstream's COVID-19 Temporary Pay Policy. You will be required to exhaust available sick leave prior to receiving COVID-19 Temporary Pay. For more information, or to determine eligibility for COVID-19 Temporary Pay, please contact your HRBP.

## EXPOSURE TO COVID-19

### 6. Q. What happens if I suspect I or someone I know has COVID-19?

A. If you exhibit symptoms of COVID-19, you should contact a health care professional. If you have had close contact with someone exhibiting COVID-19 symptoms, you should call ahead to a health care professional and mention your close contact. Your health care professional will work with your state's public health department and CDC to determine if you need to be tested for COVID-19.

### 7. Q. What should I do if I am feeling sick and/or have symptoms similar to those associated with COVID-19?

A. **Please stay home if you feel unwell.** If you are running a fever, **DO NOT** come to work. We want you to take care of yourself and protect your co-workers from getting sick. If you think you may have been exposed to COVID-19, you should contact your healthcare professional for guidance on COVID-19 testing and/or self-quarantine.

To protect employees and minimize the potential spread of COVID-19, we are asking employees to call Human Resources IF they have been diagnosed with COVID-19, if a doctor has advised the employee to self-quarantine, or if the employee has had recent contact with someone that has been diagnosed. Employees should call Human Resources at 855-411-MYHR (6947) and follow the updated menu prompts. *This information will be kept confidential.*

### 8. Q. What should I do if I tested positive for COVID-19 or have been exposed to someone who tested positive for COVID-19?

A. To protect employees and minimize the potential spread of COVID-19, we are asking employees to call Human Resources IF they have been diagnosed with COVID-19, if a doctor has advised the employee to self-quarantine, or if the employee has had recent contact with someone that has been diagnosed. Employees should call Human Resources at 855-411-MYHR (6947) and follow the updated menu prompts. *This information will be kept confidential.*

### 9. Q. If an employee returning from China, Italy, or another area heavily affected by the virus, feels fine and shows no symptoms, should he or she come into the office?

A. Because the incubation period, or the time interval from infection to onset of symptoms, is from two to 14 days, an individual can be infected and spreading the disease, although he or she may not be experiencing the signs and symptoms of the virus. If you believe you may have been exposed to the virus, or you have traveled in a country heavily affected by the virus, you should contact a health care professional and mention your recent travels. Your health care professional will work with your state's public health department and CDC to determine if you need to be tested for COVID-19 or if you should self-quarantine as a precaution.

The CDC currently recommends that individuals who are not exhibiting symptoms avoid health care facilities, if possible, during the outbreak. If you have completed a quarantine period based on suspected contact and you continue to be asymptomatic at that time, Windstream does not require a doctor's note for you to return to work.

## WORKING FROM HOME

### 10. Q. Can I work from home to avoid exposure to COVID-19?

A. Windstream has a Work from Home (WFH) policy. For the remainder of March, we are offering the option for employees to work from home if they are in a role that is suitable. If you are in a role that can be performed remotely and would prefer to work from home due to COVID-19 concerns, please advise your manager. ***Please note that working from home requires your manager's approval.*** Once you obtain your manager's approval, no other approval or documentation is required to work from home during the month of March.

For tips and additional information on working remotely, you may review our Telecommuting Policy on Stream linked here: [Telecommuting Policy](#). This policy clarifies the expectations of employees working remotely and provides specific information on working from home.

It is important to remember that not every role can be performed remotely. Windstream will do its best to ensure the health and safety of its employees, and you should discuss any concerns over exposure to COVID-19 with your manager.

### 11. Q. My job is capable of being performed remotely, but I have never worked from home. If employees are asked or urged to work from home, are there any tips for employees who do not regularly work remotely?

A. The Windstream training team has put together a short video on getting started with remote work. This video covers everything from setting up your physical workspace, to tips on best practices from some of Windstream's regular "Work-from-Home-Warriors." You can find the link to this helpful video here: [Preparing to Work from Home](#).

For tips and additional information on working remotely, you may also review Windstream's [Telecommuting Policy](#). This policy clarifies the expectations of employees working remotely and provides specific information on working from home.

### 12. Q: If Windstream implements a "work from home" requirement for all employees, how will we handle business critical operations that would require some employees to be on the premises during that time?

A. Windstream will review these business-critical operations on a case-by-case basis. If Windstream implements a mandatory remote-work initiative, but it is necessary for some employees to be onsite, the business will outline a specific plan for those individuals.

### 13. Q: What if my child's school closes and I do not have alternative childcare, can I work from home?

A. Windstream has a Work from Home (WFH) policy. For the remainder of March, we are offering the option for employees to work from home if they are in a role that is suitable.

Under normal circumstances, remote work is not a suitable alternative to childcare. However, Windstream understands the unique challenges presented by the COVID-19 event, particularly given the widespread closure of schools. If your role can be performed without major disruptions while children are present, we encourage you to work remotely if you are able.

If the closure of schools prevents you from working, you should discuss with your manager whether adjusting your work hours or other flexible working arrangements may enable you to perform your work. If you are unable to arrive at a flexible work arrangement, you may use available vacation or optional holidays, or take unpaid leave if no paid leave is available to you.

**14. Q. What if the company tells me not to report to work AND my job is not capable of being performed remotely at home, will I get paid?**

A. Generally, employees who are not in a role suitable for remote work will be expected to report to their work location. However, if Windstream decides to close their work location or does not allow them to work because of a Windstream decision, or they have been exposed to COVID-19 at Windstream, employees may be eligible for up to 80 hours of paid leave according to Windstream's COVID-19 Temporary Pay Policy. For more information, or to determine eligibility for COVID-19 Temporary Pay, please contact your HRBP.

**15. Q. What if I need to self-quarantine AND cannot work from home, will I still get paid?**

A. Generally, employees who are not in a role suitable for remote work will be expected to report to their work location. However, Windstream is providing limited, excused paid time off for anyone who may need to self-quarantine (*AND cannot work from home*) for one of the following reasons:

- They are experiencing COVID-19 symptoms
- They tested positive for COVID-19
- They have been exposed to someone who has tested positive for COVID-19
- They are considered high risk for COVID-19 by their doctor

In these cases, employees should first utilize existing sick pay and then may be eligible for up to 80 hours of paid leave under Windstream's COVID-19 Temporary Pay Policy. For more information, or to determine your eligibility for COVID-19 Temporary Pay, please contact your HRBP.

## BENEFITS

**16. Q. Will onsite biometric screenings still take place at Windstream locations as planned?**

A. The Company has suspended vendor visits to Windstream offices and, as such, we are postponing all on-site biometric screenings as of March 13, 2020. Appointments at postponed events will be canceled by Quest, and you will receive a cancellation email directly from them. We will let you know when rescheduled events are available for registration.

The deadline for completing a biometric screening has been extended to **July 31, 2020**. We will evaluate the need to adjust this extension further as time progresses.

**17. Q. I planned on having my primary care physician do my annual biometric screening, but I am having trouble getting an appointment due to the healthcare office's concerns over COVID-19. What should I do if I am unable to make the May 31<sup>st</sup> deadline for biometric screening?**

A. Windstream has extended the deadline for biometric screenings to **July 31, 2020**, to ensure all employees and their covered family members have plenty of time to safely obtain the required screening.

**18. Q. Will the Windstream medical plan pay for COVID-19 testing?**

A. Yes, coverage for COVID-19 testing will be effective from March 11, 2020, through a period yet to be determined by the CDC.

If you have additional questions or concerns involving Windstream Benefits coverage, Biometric Screenings, or our wellness program in general, please email the benefits team at [WindstreamBenefits@windstream.com](mailto:WindstreamBenefits@windstream.com).

**19. Q. Can I make a change to my Healthcare or Dependent Care Flexible Spending Account? My healthcare and / or childcare needs have changed with closures related to COVID-19.**

A: The IRS sets rules on when employees can enroll in and make changes to Healthcare and Dependent Care Flexible Spending Accounts. At this time, the IRS rules remain the same - enrollment and changes can only be made as a new hire, during open enrollment, or with an IRS defined life event such as a birth of a child. We will share updates if the IRS modifies rules allowing changes to contribution amounts and/or changed related to the amount of time allowed to submit claims.

**20. Q. Can I make a change to my Commuter Flexible Spending Account that covers parking and/or mass transit?**

A: The IRS permits monthly changes to Commuter Flexible Spending Accounts. To make a change, visit [windstreambenefits.com](http://windstreambenefits.com) and click the view/enroll/change benefits button to access the Mercer platform and initiate the change. Or, you may call Mercer at 866-553-9409 for assistance in making a change. Generally, changes must be made three weeks prior to the start of the month to be effective the following month.

## ENVIRONMENTAL SAFETY PRECAUTIONS

**21. Q. Is Windstream cleaning my office location to help prevent the spread of COVID-19?**

A. Our Facilities team has arranged for more frequent deep cleaning and disinfecting to occur. We are also stocking supplies such as hand sanitizer and disinfectant wipes in work locations and encourage employees to clean their areas regularly.

## LEAVE / PAID TIME OFF

**22. Q. I carried over vacation time from 2019 and planned on using it (per policy) in the first quarter of 2020. Given travel restrictions and other CDC guidance, I am concerned that I will not be able to use the carryover vacation time prior to the end of first quarter on March 31<sup>st</sup>. Will Windstream be extending the carryover deadline due to COVID-19 concerns?**

A. Windstream understands that this event may have disrupted the ability to use any 2019 vacation carryover. Windstream has extended the deadline to use 2019 vacation carryover hours to **June 30, 2020**, and will send out details on this extension soon.

**23. Q. Will Windstream pay me if I go out on leave during a quarantine period or because I have contracted COVID-19?**

A. If you are required to remain in isolation due to a quarantine, but are not symptomatic, Windstream encourages you to work remotely if you are in a role that is suitable. For tips and additional information on working remotely, you may review our Telecommuting Policy on Stream: [Telecommuting Policy](#). This policy clarifies the expectations of employees working remotely and provides specific information on working from home.

Employees who are not in a role suitable for remote work, who have contracted COVID-19, or who are experiencing symptoms and are unable to work because of illness, may be eligible for up to 80 hours of paid leave under Windstream's COVID-19 Temporary Pay Policy. Employees will be required to exhaust available sick leave prior to receiving COVID-19 Temporary Pay. For more information, or to determine your eligibility for COVID-19 Temporary Pay, please contact your HRBP.

**24. Q. My job allows me to temporarily work from home during the COVID-19 event. What if I am sick with non-COVID-19 illness while I am working remotely; will I get paid and how should I code my time?**

A. Employees should continue to follow normal payroll and paid leave policies set out in People Practices with respect to vacation, sick, and holiday paid time off. Therefore, if an employee is sick (*regardless of reason*), he or she should code that time as sick time in accordance with company policy. You may review the leave policies on Stream at [People Practices - U.S.](#) or [People Practices - Canada](#).

Windstream has a separate pay code for COVID-19 Temporary Pay. Employees who have been approved to receive COVID-19 Temporary Pay should report time in the HUB under the code "Released Hours."

**25. Q. Does Family and Medical Leave Act (FMLA) leave apply for employees or immediate family members who may contract COVID-19?**

A. Possibly. COVID-19 may qualify as a "serious health condition" under FMLA, allowing eligible employees to take FMLA leave if either the employee or an immediate family member contracts the disease. This determination is made by Cigna, based on information provided by the employee's health care provider. If you need additional information or wish to apply for FMLA, please contact the [Windstream Leave of Absence Office](#).

**26. Q. Am I eligible for Short-Term Disability (STD) benefits if I contract COVID-19?**

A. Short-Term Disability (STD) benefits are approved on a case-by-case basis according to the medical information your health care provider provides to Cigna. If you would like more information, or have contracted COVID-19 and wish to apply for Short-Term Disability (STD) benefits, please contact the [Windstream Leave of Absence Office](#).

**27. Q. Should I ask for a doctor's note from an employee returning from a quarantine period who otherwise reports being asymptomatic?**

A. The CDC currently recommends that individuals who are not exhibiting symptoms avoid health care facilities if at all possible during the outbreak. If you have completed a quarantine period based on suspected contact and you continue to be asymptomatic at that time, Windstream does not require a doctor's note in order for you to return to work. Please keep in mind, you must be free of fever (temperature of 100.4 or greater) for 24 hours without the use of fever-reducing medications before returning to a Windstream location.

**28. Q. What if I need to take leave for non-COVID-19 related reasons?**

A. Employees should continue to follow normal leave policies set out in People Practices. Therefore, if an employee needs to take leave for reasons unrelated to COVID-19, he or she should refer to the appropriate policy in [People Practices - U.S.](#) or [People Practices - Canada](#) and discuss the need for leave with his or her manager.

If you have any additional questions or concerns not already addressed in this FAQ, you may locate your Human Resources Business Partner (HRBP) on Stream at [HRBP Support Matrix](#) or you may submit your questions directly to the HR Solutions Center through the [HR Solutions Center Employee Portal](#), or by calling 855-411-MYHR (6947).

**HELPFUL LINKS:**

**For U.S. Employees:**

[The Centers for Disease Control and Prevention](#)

[The World Health Organization](#)

[The US Food and Drug Administration](#)

**For Canadian Employees:**

[Public Health Agency of Canada](#)

[Ontario Ministry of Health](#)



Our goal is to ensure business continuity as well as the safety and wellbeing of our employees. To that end, we want to provide an update to let you know what we're doing to monitor Coronavirus (COVID-19) across the world and how we're acting quickly to respond to local needs.

In addition to the information outlined below, these [FAQs](#) have been developed to help answer your questions.

### **Working From Home Guidelines & Resources**

- **Working from home is optional at this time, however we will notify you if working from home becomes a necessity in your local area.**
- Our [Telecommuting Policy](#) is posted on Stream and clarifies expectations of employees when working remotely. Please note that you only need to receive your manager's approval to work from home during this period and that no additional forms or approvals are required.
- Employees in customer-facing roles or those that require onsite presence are advised to take appropriate preventative measures as recommended.
- Resources are available to help you be successful working from home:
  - [Setting up a Home Office](#) video tutorial training
  - Employees may access Email and Microsoft products via their home internet connection. Employees needing access to VPN so that they can access internal Windstream applications should follow these instructions:
    - Log into [IdentityIQ](#)

- Click on the CorpVPN (Employee Access) link
  - Click Next, then click submit
  - As a reminder, VPN access requires migrating to PingID. Follow the instructions outlined in this [PingID – How to Guide](#) as well as this [Pairing PingID Devices QRG](#).
  - [IT Essentials for Employees](#) is a resource for all things related to navigating Windstream systems and access
  - If you encounter problems accessing VPN please contact the Windstream IT Support Desk at 1-800-615-6227.
- Conduct customer, vendor and team meetings via phone, [OfficeSuite or Microsoft Teams](#) versus in-person.
    - Internal team meetings can be facilitated through Microsoft Teams or OfficeSuite.
    - OfficeSuite is best suited for customer and vendor meetings. Contact the [IT Help Desk](#) to request an OfficeSuite license, if needed

### Pay Policy Updates

- Most of our employees have laptops and have the option to work remotely, if feasible.
- We are making temporary pay policy updates as a result of the COVID-19 pandemic.
- Effective through April 30, unless otherwise extended, these include:
  - If the company (1) tells an employee not to report to work due to an office or reporting center closure AND (2) that employee is unable to work remotely due to the nature or technical requirements of their job, the company will provide limited, excused paid time off up to 80 hours, subject to supervisor and HR pre-approval.
  - We also are providing limited, excused paid time off up to 80 hours for anyone who may need to self-quarantine (**AND cannot work from home**) for one of the following reasons (Note: Regular sick time must be utilized first):
    - Are experiencing COVID-19 symptoms;
    - Tested positive for COVID-19;
    - Have been exposed to someone who has tested positive for COVID-19; and
    - Are considered high risk for COVID-19 by their doctor.
  - If you require further information or believe you qualify for one of these exceptions, please contact the HR Solutions Center at 855-411-MYHR(6947) and follow the updated menu prompts.

### HR Reporting Guidance

- Employees who become ill with virus-like symptoms should contact a health care provider as soon as possible.
- Windstream’s medical plan includes diagnosis and treatment via [telemedicine](#) which offers voice and video appointments to diagnose illnesses.
- To protect employees and minimize the potential spread of the coronavirus, we are asking employees to confidentially **call the HR Solutions Center at 855-411-MYHR(6947)** and follow the updated menu prompts **IF**:
  - They have been diagnosed with the coronavirus;
  - A doctor has advised the employee to self-quarantine; or
  - The employee has had recent contact with someone that has been diagnosed.

### Travel Suspension

- All nonessential domestic and international business [travel has been suspended](#)
- Vendor visits to Windstream offices have been suspended
- As you consider personal travel, please prepare to take appropriate preventative measures – and review the [CDC](#) and [World Health Organization](#) websites for the latest guidance.
- If you’ve returned from or travel to a high-risk country, defined by the CDC as Level 3, you are expected to self-quarantine for 14 days upon your return. CDC guidance for travelers is [here](#).

### Safety and Prevention

- As a reminder, everyday preventive actions can help slow the spread of germs that can cause many different illnesses and may offer some protection against both the flu and coronavirus.
- Employees are always encouraged to use common-sense precautions when working, in the public, or at home and we continue to encourage employees to follow the [safety and prevention guidelines](#) outlined by the CDC.
- **Employees who are sick should not come to work.**

### Key Resources and Reminders

- The [COVID-19 Roundup page on Stream](#) includes information and links to important Company information
- If you have any questions or concerns related to Windstream, please email our [Corporate Business Continuity Program Manager](#).
- If you receive media inquiries, please refer them to [Corporate Communications](#).
- For more information, you may also visit the [CDC website](#) or call 1-800-CDC-INFO. Additionally, you can visit the [World Health Organization](#).

The health and wellbeing of our employees is top of mind. We will continue to monitor the situation and provide guidance as more information becomes available.

Thank you for all that you do for Windstream!