

FILE



SEC

STAND ENERGY
CORPORATION

1077 Celestial Street • Rookwood Bldg. • Suite 110
Cincinnati, Ohio 45202-1629
(513) 621-1113
(800) 598-2046
(513) 621-3773 Fax

RECEIVED-DOCKETING DIV

2016 MAY 10 PM 3:33

PUCO

45

May 9, 2016

Public Utilities Commission of Ohio
Docketing Division
180 East Broad Street
Columbus, Ohio 43215-3793

16-1037-78-CSS

Re: Submission of PUCO Complaint

Dear Sir or Madam,

Enclosed please find the original and ten copies of the Complaint of Stand Energy Corporation for filing. Please file the same and serve upon the Respondent utility companies in this action.

Do not hesitate to contact me if you have any questions. Thank you.

Sincerely,

Kate E. Russell-Bedinghaus

Enclosures

This is to certify that the images appearing are an
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Technician JE Date Processed MAY 10 2016

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**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

RECEIVED-DOCKETING DIV.
2016 MAY 10 PM 3:33
PUCO

In the Matter of the Complaint of)
Stand Energy Corporation,)
1077 Celestial Street)
Rookwood Building #3)
Suite 110)
Cincinnati, Ohio 45202)

Complainant)

v.)

Case No. 16- 1037-TP-CSS

Windstream Ohio, LLC)
fka, Windstream Ohio, Inc.)
dba Windstream Communications)
c/o CT Corporation its Statutory Agent)
1300 East 9th Street)
Cleveland, Ohio 44114)

and)

Windstream Nuvox Ohio, LLC)
fka, Windstream Nuvox Ohio, Inc.)
c/o CT Corporation its Statutory Agent)
1300 East 9th Street)
Cleveland, Ohio 44114)

and)

Windstream Communications, LLC)
fka, Windstream Communications, Inc.)
c/o CT Corporation System)
1300 East Ninth Street)
Cleveland, OH 44114)

Respondents)

Complaint

Now comes Stand Energy Corporation (hereinafter "Complainant"), by and through the undersigned counsel and pursuant to Ohio Revised Code Section 4905.22 and 4905.26, hereby

Complaint of Stand Energy Corporation v. Windstream Ohio, LLC et al.

Page No. 1

states its Complaint against Windstream Ohio, LLC, fka Windstream Ohio, Inc. dba Windstream Communications, Windstream Nuvox Ohio, LLC fka Windstream Nuvox Ohio, Inc. and Windstream Communications, LLC fka Windstream Communications, Inc. (collectively referred to herein as "Respondent") as follows:

1. Complainant is a Kentucky corporation, registered to do business in the State of Ohio and licensed by the Public Utilities Commission of Ohio as a Competitive Retail Natural Gas Supplier (CRNGS) and a Competitive Retail Electric Supplier (CRES). Complainant's principal place of business is 1077 Celestial Street, Suite 110, Cincinnati, Ohio 45202-1629.

2. Windstream Ohio, Inc. was an Ohio Corporation that converted to Windstream Ohio, LLC an Ohio Limited Liability Company on January 20, 2015, with a business location of 17 S. High Street, Suite 750, Columbus, Ohio.

3. Windstream Nuvox Ohio, Inc. was a Delaware Corporation that effectively converted in Ohio on June 9, 2015 to Windstream Nuvox Ohio, LLC a Delaware Limited Liability Company, with a business location of 4001 Rodney Parham Road, Little Rock, Arkansas.

4. Windstream Communications, Inc. was a Delaware Corporation that effectively converted in Ohio on June 9, 2015 to Windstream Communications, LLC a Delaware Limited Liability Company, with a business location of 4001 Rodney Parham Road, Little Rock, Arkansas.

5. Complainant entered into a Customer Service Agreement with Respondent on May 5, 2011, under which Respondent agreed to provide telephone and facsimile services to Complainant under the terms stated therein. A copy of the Customer Service Agreement is attached hereto as "Exhibit A".

6. At all relevant times hereto, Complainant was a customer of Respondent and its principal office was serviced by Respondent for telephone and facsimile services and identified by Respondent as Account Number 216186.

7. Respondents are licensed and registered with the State of Ohio as a public utility service providers, and are each considered a "public utility" as defined in Ohio Revised Code Section 4905.02 which are regulated by the Public Utilities Commission of Ohio ("PUCO").

8. After switching its telephone and facsimile service to Respondent, Complainant experienced intermittent problems with its telephone and facsimile lines, including, but not limited to multiple extended outages for multiple days and numerous dropped calls.

9. Attached as "Exhibit B" are a sample of e-mails sent by Respondent that illustrate and admit the inadequate telecommunications service provided by Respondent to Complainant and e-mails from Complainant to Respondent that demonstrate Complainant's frustration with Respondent's failure to furnish Complainant with reasonable access to representatives of Respondent to facilitate resolution of the outage and service issues.

10. On August 7, 2013, Complainant sent a letter to Respondent via U.S. Certified Mail, return receipt requested detailing Complainant's continuing service issues. In that letter, Complainant also cancelled the automatic renewal provision of its contract effective the following May (2014) and agreed to continue performance of the contract thereafter on a month-to-month basis. See attached "Exhibit C".

11. Due to continuing service issues, on January 12, 2016, Complainant sent written notice via U.S. Certified Mail terminating Respondent's services effective one month after receipt of the letter. See attached "Exhibit D". The contract term had been month-to-month since May 2014.

12. The January 12, 2016 letter (Exhibit D) was sent certified mail. The United States Postal Service delivered the letter to Respondent on January 16, 2016. See attached "Exhibit E".

13. Despite the timely, written notification of cancellation, on February 16, 2016, Respondent sent Complainant an invoice for service to be provided from February 11, 2016 through March 10, 2016. See attached "Exhibit F". This invoice was for the period **after the service shut off date of February 13, 2016 that Windstream, LLC had acknowledged via e-mail.**

14. Inadvertently, Complainant's accounts payable department (which was not aware of the issues between Complainant and Respondent) paid this invoice in the amount of \$634.83 which should not have been paid because it was for a period **after** the acknowledged service shut-off date of February 13, 2016. See Attached "Exhibit G".

15. After notifying Respondent of the inaccuracy of this invoice, a representative of Respondent, notified Complainant by e-mail on March 21, 2016 that per the disconnect letter that services would be cancelled February 13, 2016 which would also be the stop bill date. See attached "Exhibit H".

16. Despite Respondent's acknowledgment and agreement to cessation of service effective February 13, 2016, Respondent continued to invoice Complainant. On March 30, 2016, Respondent mailed Complainant an invoice for service from March 11, 2016 through April 10, 2016. See attached "Exhibit I".

17. Exhibit I also evidences receipt of Complainant's inadvertent payment to Respondent of \$634.83 for service (beyond the shut-off date) from February 11, 2016 through March 10, 2016.

18. On April 18, 2016, Complainant received another invoice from Respondent for \$206.88 which appears to be Respondent's attempt to rewrite history and cancel the contract as of March 22, 2016 which is more than one month past the cut-off date. See attached "Exhibit J".

19. On April 28, 2016, Complainant received a "Disconnection Notice" from Respondent dated April 22, 2016 although Complainant had not received service from Respondent since February 13, 2016. See attached "Exhibit K".

20. Respondent provided inadequate telecommunications service to Complainant in violation of ORC 4905.26. Respondent failed to furnish Stand Energy Corporation with "reasonable access" to company representatives to help us resolve our telephone and fax problems. When Complainant tried to explain the situation, the CSR was unable or unwilling to assist. Requests to speak with a Supervisor were ignored more than once.

21. Respondent has ignored the fact the contract was properly and timely cancelled and continues to demand unjust and unreasonable charges against Complainant for services no longer being rendered in violation in ORC 4905.22. Furthermore, Respondent has threatened to damage Complainant's unblemished credit record by reporting late payments to the credit reporting agencies. See, statement of Respondent in the attached Exhibit K.

22. Respondent has engaged in post-termination "cramming" of charges for services Complainant is no longer receiving or obligated to receive onto post-termination invoices to Complainant.

23. Respondent has engaged in unfair and deceptive acts or practices relative to the actions giving rise to the Complaint herein.

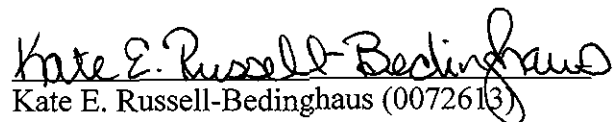
24. Respondent has committed numerous violations of ORC 4905.26 and ORC 4905.22 by continuing to invoice Complainant for services no longer being performed by Respondent or for which Complainant is no longer obligated to pay.

WHEREFORE, Complainant requests relief from the Ohio Public Utilities Commission as follows:

A. A finding that the Customer Service Agreement and service thereunder be deemed effectively and properly cancelled effective February 13, 2016.

B. An order that Respondent refund all monies paid by Complainant, Stand Energy Corporation for services after February 13, 2016.

C. An order that Respondent cease its post-termination cramming of charges for services no longer being received by Complainant and for Respondent to cancel and recall all such invoices with prejudice.



Kate E. Russell-Bedinghaus (0072613)

Attorney for Complainant

Stand Energy Corporation

1077 Celestial Street, Suite 110

Cincinnati, Ohio 45202-1629

Tel: (513) 621-1113

Fax: (513) 621-3773

January 28, 2011

<input type="checkbox"/> New Customer	Customer Name: STAND ENERGY CORPORATION		
	Address for service: 1077 CELESTIAL ST. ROOM: 110		
<input checked="" type="checkbox"/> Existing Customer	City: CINCINNATI	State: OH	Zip: 45202-0000
Services to be provided at above location unless different address(es) are indicated on Proposal(s) or Service Order. Company's commitment to provide Services is subject to approval of Customer's credit, approval of the suitability of Customer's premises, and receipt of all paperwork.			

THIS AGREEMENT ("Agreement") is made and entered into as of the 5th day of May, 2011 ("Effective Date") by and between Customer and the Windstream legal entity(ies) providing the Services to you and as identified on your bill ("Company"). The Parties agree as follows:

- Term and Renewal.** This Master Agreement and its Proposal(s) incorporated herein by reference ("Agreement") are effective on the Effective Date set forth above and will continue for the Term set forth in the Proposal from the date that Services are installed until either terminated pursuant to the provisions below or replaced with a new Agreement. Upon expiration of the Term, this Agreement will automatically renew for successive one-year terms (each, a "Renewal Term") until terminated or cancelled pursuant to its terms.
- Charges for Services; Billing and Payment.** Customer is responsible for paying all charges that apply to the Services ordered on a Proposal or used on a per-use basis by Customer, including items such as features, installation, labor, repair, installation, long distance, and directory or operator assistance as specified on the Proposal or set forth in Company's Price Lists or Tariffs. Customer is responsible for taxes, surcharges, fees, and assessments that apply to the sale and use of Services, including how these may change in the future. Company will bill Customer monthly for the Service, payable on receipt of the bill notice. Billing at a location will begin upon the earlier of (i) the installation Date (which may be the date administrative access to certain software-based Services is granted to Customer); or (ii) 30 days after delivery of the applicable facility and/or equipment to the Customer premises (if the delay in connection of the facility and/or equipment is due to Customer or its agent); however, Company may choose to bill in full monthly increments with no proration for partial service periods when service either starts or ends in the middle of a billing cycle. In certain service areas, paper bills are available only upon request and for a monthly charge. If Customer authorizes payment by credit or debit card, then Company will not obtain further consent or provide additional notice before invoicing the credit or debit card for all amounts due and owing. **COMPANY RESERVES THE RIGHT TO INCREASE OR DECREASE MONTHLY RECURRING CHARGES ("MRCs") ON AT LEAST 30 DAYS' NOTICE AND OTHER RATES AT ANY TIME.**
- Disputes.** To dispute a bill, Customer must do so in good faith and deliver to Company in writing the specific basis for such dispute within 30 days after the date on the bill. If Customer does not follow this dispute process, the dispute shall be deemed waived. Each party has the right to discuss issues directly with the other party and Company may refuse to discuss issues through Customer's external representative.
- Partial Payments; Late Payments.** Company may accept any payments Customer marks as being "payment in full" or as being settlement of any dispute without waiving any rights Company has to either collect the full payments from Customer. Customer is responsible for paying all costs and fees Company incurs as a result of collecting Customer's unpaid charges. If Company does not receive full payment when due or does not receive payment in immediately available funds, Company will add a late payment fee to the amounts owed and will calculate such fee as the total owed times interest at the maximum rate allowable by law.
- Credits and Deposits.** Customer authorizes Company to ask credit-reporting agencies for Customer's credit information. Company may require Customer to submit an initial security deposit and/or advance payment and an additional deposit and/or advance payment if Customer increases Services or Customer's credit rating changes. The deposit will be refunded if satisfactory credit has been established or upon termination of this Agreement for any reason, except that Company at its discretion may apply the deposit to any amount due and unpaid by Customer.
- Services Location; Moves.** Customer is responsible for providing an environment that is suitable for the Services, including equipment that is compatible with Company's network. Customer shall provide Company with the correct address to obtain Services because Company relies on such information to determine which taxes, fees, surcharges and assessments apply to Services. If Customer does not provide a valid address, Customer will be responsible for any resulting taxes, fees, surcharges, assessments and penalties related thereto. Customer will notify Company if Customer's address changes, in which case Company may either (a) terminate the affected Services; or (b) allow Customer to provide 60 days' advance notice to Company to move Services to a new location and pay any applicable installation charges. Customer will enter into a new Agreement for such new location or Company will apply the liquidated damages set forth in Section 14 for the terminated location. Charges could apply and monthly fees may be affected for moves.
- Company-Provided and Owned Equipment.** Any equipment installed by Company on Customer's premises that is not the subject of a sale or lease to Customer (such as the CSU/DSU, Channel Bank and router, if applicable) shall remain at all times the property of Company. Equipment shall remain in good condition, less normal wear and tear. Company shall be responsible for the maintenance and repair of the equipment unless it is damaged as a result of the action or inaction of Customer or its employees or agents, in which case Customer shall reimburse Company for the cost of any necessary repairs. Customer shall provide Company reasonable access to the equipment for purposes of repair, maintenance, removal or otherwise. If Company does not have access to Customer's premises within 30 days after Customer terminates with Company, Customer shall reimburse Company for the full purchase price of the equipment as well as any attorney's fees and costs.
- Disconnection of Current Provider; Special Construction; Third Party Charges.** Customer is solely responsible for disconnecting Services with its current service provider. Company is not responsible for any charges assessed against Customer by such provider. Customer shall pay all charges if Company or a third party provider is required to extend the demarcation point or undertake special construction for Customer. Unless Company specifically agrees in writing to undertake equipment installation and maintenance work, Customer is responsible for all charges

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Customer Initials

[Signature]

EXHIBIT

A

assessed by its phone system vendor and other third parties in connection with the installation of the Services and Company shall have no responsibility for maintenance or repair of same.

9. Internet. Company cannot guarantee speeds or uninterrupted, error-free service. Internet speeds are distance and location-sensitive and speed will vary based on factors such as the condition of wiring inside a specific location, computer configuration, network or Internet congestion, the server speed of the Web sites accessed, and other factors.
10. Google. IF CUSTOMER SUBSCRIBES TO GOOGLE SERVICES THROUGH COMPANY, CUSTOMER WILL BE REQUIRED TO COMPLETE A CLICK-THROUGH AGREEMENT FOR THE GOOGLE LICENSE POSTED AT <http://www.windstream.com/legal/Google Apps Premier Edition License.pdf> PRIOR TO USING THE RELEVANT SERVICES. Company may cancel Google Services at any time on 30 days' notice and, at Company's option, may either terminate such Google Services altogether or move Customer to a similar platform. In the event that Company or Customer terminates the Google Services or downgrades or cancels Google Services, Customer is solely responsible for downloading all of its information to its computer within 30 days.
11. American Recovery and Reinvestment Act (ARRA). Customer must notify Company of all restrictions, requirements and reporting obligations to which Company could become subject pursuant to the ARRA before Company provisions Services to Customer. Customer will not use ARRA or stimulus funds, grants or loans, in whole or in part, to support its performance under this Agreement without Company's prior written consent regarding any specifically applicable ARRA terms. If Customer fails to provide such prior written notice to Company of ARRA or stimulus funding or if Company does not consent to the use of such funding, then Company has the right, in its sole discretion, to reject any order or terminate this Agreement and/or any applicable Services, without liability or obligation to Company.
12. Documents Incorporated by Reference; Entire Agreement; Counterparts; Execution. THIS AGREEMENT IS SUBJECT TO AND INCORPORATES THE FOLLOWING BY REFERENCE, AS THEY MAY CHANGE FROM TIME TO TIME: (I) THE TERMS AND CONDITIONS OF THE TARIFFS FILED WITH STATE PUBLIC SERVICE COMMISSIONS; (II) THE FCC OR STATE WEB-POSTED PRICE LISTS OR TERMS AND CONDITIONS (EITHER "PRICE LISTS") POSTED AT <http://www.windstream.com/documents/detariffedservices.pdf>; (III) FOR INTERNET, THE "ACCEPTABLE USE POLICY" POSTED AT <http://www2.windstream.net/customersupport/usersguide/accept/accept.html> AND THE "PRIVACY POLICY" POSTED AT <http://www.windstream.com/privacy.aspx>; AND (IV) IF CUSTOMER IS OBTAINING CERTAIN VALUE-ADDED SERVICES (I.E., ONLINE BACK UP SERVICES, TECH HELP, ETC), CUSTOMER WILL BE REQUIRED TO CLICK-THROUGH AGREEMENTS RELATED TO THOSE SERVICES (CLICK-THROUGHS) PRIOR TO ACCESSING SUCH SERVICE, WHICH SHALL BE DEEMED PART OF THIS AGREEMENT. This Agreement, the documents incorporated by reference and any Customer Addendums entered between the parties constitute the Parties' entire Agreement. This Agreement and any Addendums hereto may be amended only in a writing signed by authorized representatives of each party. This Agreement and its incorporated documents supersede any and all statements or promises made to Customer by any Company employee or agent. In the event of any conflict between the provisions of this Agreement and any of the documents incorporated by reference, the provisions of the Google License shall control for Google Services, followed by the Tariffs and Price Lists or Value-Added Services click-through agreements for applicable Services, this Agreement and then the Acceptable Use and Privacy policies. This Agreement may be signed in counterparts, and facsimile or electronic scanned copies may be treated as original signatures. Company also may execute this Agreement via a verifiable electronic signature.
13. Termination. Either party may terminate this Agreement by providing at least 30 days' notice prior to the end of the initial Term or a Renewal Term or if the other party is in breach of any material provision of this Agreement and such other party fails to cure within 30 days after written notice. Customer's right to terminate for cause is limited to termination of the affected Services at the affected location only. Company may limit, interrupt or terminate Services immediately if: (a) after any required notice, Customer has not paid for Services; or (b) Customer uses the Services in an adverse manner that affects Company's network or other customers; or (c) Customer or others have used the Services fraudulently or unlawfully while on Customer's premises or while the Services are under Customer's control; or (d) Customer or others use the Services in an excessive, abusive, or unreasonable manner that is not customary for the type of Services; or (e) Customer resells any Services or uses the Services to aggregate other persons' traffic; or (f) Customer uses the Services for its own end users and/or customers as a telecommunications provider or any other kind of provider. In addition to the termination rights of Company set forth above, if Customer or others use the Services in an excessive, abusive, or unreasonable manner that is not customary for the type of Services (including, but not limited to, circumstances in which Company is receiving traffic from Customer that originates from a location other than the local calling area associated with the customer's service location), company may: (v) charge long-distance charges for such traffic and any additional charges necessary to recoup its administrative costs and any charges from other carriers; (w) charge an additional price per minute in Company's discretion for each call that violates this provision; (x) restrict or cancel use or convert customer to another plan; (y) require customer to pay for the excessive use immediately and make a deposit; and/or (z) void any applicable price guarantee. Company may restore service if customer corrects the violation and pays all outstanding amounts owed, including restoration charges. For Ethernet Internet Access services and MPLS - Virtual Private Network/Virtual LAN Services, Company shall verify the availability of facilities, and in the event that Company determines in its sole discretion that facilities are not economically or technically feasible, company has the right to terminate this agreement without liability.
14. Effect of Termination.
 - a. Pre-Installation. If Customer terminates this Agreement after the Effective Date but prior to the installation of Service(s), Customer will pay Company a Pre-Installation Cancellation Charge (Cancellation Charge) equal to three months of MRCs except that if Company's costs to other providers are greater than this amount, Customer shall also reimburse Company for such costs. Customer agrees that the Cancellation Charge is a reasonable measure of the administrative costs and other fees incurred by Company to prepare for installation. The Cancellation Charge set forth in this Section 14(a) is in lieu of the charges set forth in 14(b) below for post-installation cancellations.
 - b. Post-Installation. CUSTOMER UNDERSTANDS THAT ITS RATES ARE BASED UPON ITS COMMITMENT TO PURCHASE SERVICES FOR THE TERM OR RENEWAL TERM. AS SUCH, IF CUSTOMER TERMINATES THIS AGREEMENT OR ANY SERVICES PROVIDED HEREUNDER AFTER INSTALLATION DURING THE INITIAL OR RENEWAL TERM FOR ANY REASON OTHER THAN FOR CAUSE, IT SHALL PAY TO COMPANY AS LIQUIDATED DAMAGES, NOT A PENALTY, AN AMOUNT EQUAL TO 50% OF THE MRCs MULTIPLIED BY THE NUMBER OF MONTHS REMAINING IN THE THEN-CURRENT TERM OR RENEWAL TERM ("LIQUIDATED DAMAGES"). If Customer's Proposal includes Monthly Minimum Charges ("MMCs") and Customer terminates or disconnects less than the entirety of its Services such that its actual usage at a location falls below the MMC for that location, Customer will pay the MMC every month in lieu of the liquidated damages set forth above. If Customer's Proposal does not include MMCs and Customer terminates or disconnects less than the entirety of its Services such that its actual usage at a location falls below 50% of its original contracted rate for that location, Customer will pay 50% of the MRCs every month in lieu of

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Customer Initials

[Signature]

the liquidated damages set forth above. Additionally, if Customer received a bundled rate for the disconnected Service(s), then Customer's charges may be adjusted by Company to the unbundled service rates.

15. **Limitation of Liability and Indemnity.** FOR PURPOSES OF THIS SECTION, DISCLAIMER OF WARRANTIES, AND EMERGENCY. CRITICAL LINES PROVISIONS, "COMPANY" INCLUDES ITS OFFICERS, DIRECTORS, SHAREHOLDERS, EMPLOYEES, AGENTS, SUBCONTRACTORS, VENDORS, AND ANY ENTITY ON WHICH BEHALF COMPANY RESELLS SERVICES. COMPANY'S LIABILITY FOR SERVICES PROVIDED UNDER THIS AGREEMENT WILL NOT EXCEED CUSTOMER'S MRCS DURING THE PERIOD IN WHICH THE DAMAGE OCCURS. IF CUSTOMER'S SERVICE IS INTERRUPTED, COMPANY'S LIABILITY WILL BE LIMITED TO A PRO-RATA CREDIT FOR THE PERIOD OF INTERRUPTION. UNDER NO CIRCUMSTANCES WILL COMPANY BE LIABLE FOR ANY ACCIDENT OR INJURY CAUSED BY SERVICES, ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES (SUCH AS LOST PROFITS, LOST BUSINESS OPPORTUNITIES, BUSINESS INTERRUPTION, LOSS OF BUSINESS DATA), ANY PUNITIVE OR EXEMPLARY DAMAGES, THE COST OF ALTERNATIVE SERVICE, OR ATTORNEY'S FEES OR FOR ANY DELAY OR FAILURE TO PERFORM UNDER THIS AGREEMENT (INCLUDING BUT NOT LIMITED TO SERVICE INTERRUPTIONS) DUE TO CAUSES BEYOND COMPANY'S REASONABLE CONTROL, INCLUDING BUT NOT LIMITED TO, STRIKES, LOCKOUTS, OTHER LABOR UNREST, CABLE CUTS OR COMMON CARRIER DELAYS. CUSTOMER AGREES THAT THE PRICING OF SERVICES REFLECTS THE INTENT OF THE PARTIES TO LIMIT COMPANY'S LIABILITY AS PROVIDED HEREIN. EACH PARTY WILL DEFEND, INDEMNIFY AND HOLD HARMLESS THE OTHER PARTY, AND ITS RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES, AND AGENTS, FROM AND AGAINST ALL THIRD-PARTY CLAIMS ARISING OUT OF THE INDEMNIFYING PARTY'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT WITH RESPECT TO ITS OBLIGATIONS UNDER THIS AGREEMENT. COMPANY IS NOT RESPONSIBLE OR LIABLE IF SERVICES ARE LOST, STOLEN OR MISUSED. CUSTOMER WILL INDEMNIFY AND HOLD HARMLESS COMPANY FOR ALL USAGE, CHARGES, AND LIABILITY INCURRED FOR SUCH LOSS, MISUSE, OR THEFT.
16. **Disclaimer of Warranties.** SERVICES ARE PROVIDED ON AN "AS IS" AND "AS-AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE OR NON-INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WARRANTY ARISING BY COURSE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE, ANY WARRANTY THAT THE SERVICES WILL MEET CUSTOMER'S REQUIREMENTS OR ANY WARRANTY REGARDING THE QUALITY, CONTENT, ACCURACY OR VALIDITY OF THE INFORMATION OR DATA RESIDING ON OR PASSING THROUGH OR OVER THE NETWORK AND ALL SUCH WARRANTIES ARE HEREBY DISCLAIMED. WITHOUT LIMITING THE FOREGOING, BROADBAND SPEEDS, TRANSMISSION QUALITY, AND ACCURACY OF ANY DIRECTORY LISTINGS ARE NOT GUARANTEED. NO ORAL OR WRITTEN ADVICE OR INFORMATION BY COMPANY'S EMPLOYEES, AGENTS OR CONTRACTORS SHALL CREATE A WARRANTY, AND CUSTOMER MAY NOT RELY ON ANY SUCH INFORMATION.
17. **Emergency. Critical Lines.** CUSTOMER ACKNOWLEDGES THAT CERTAIN SERVICES MAY NOT PROVIDE ACCESS TO 911 OR TRANSMIT THE LOCATION OR EXTENSION IF CUSTOMER ATTEMPTS TO ACCESS 911 IN AN EMERGENCY. Examples include voice over Internet protocol, Centrex, and private branch exchange. Additionally, because T1s and VoIP can cease operating during a power outage, Customer should have a basic business or copper line for elevator, alarm, E911 and other critical functions. By signing this Agreement, Customer acknowledges that Customer has read this disclosure. By proceeding with use of Services, Customer assumes all responsibility and risk of harm, loss, or damage in the event that 911 access fails, is not possible, or does not provide the address, correct address, extension or other information to emergency authorities.
18. **Confidentiality.** Except when this Agreement is required to be filed with a governmental authority, the Parties agree that this Agreement contains proprietary and confidential information and shall not be disclosed publicly to any third party except the such dealer(s) or agent(s) of Company that are negotiating with Customer in order to execute this Agreement.
19. **Miscellaneous.** (a) Notices and Electronic Communications: Any notice pursuant to this Agreement must be in writing and will be deemed properly given if hand delivered, mailed or faxed to Customer at the address populated above or to Company at Windstream, Attn: Correspondence Division, 1720 Galleria Blvd., Charlotte, NC 28270, Windstreambusinesscustomersupport@windstream.com or at such other address provided to the other party. CUSTOMER AGREES THAT COMPANY MAY SEND ELECTRONIC MESSAGES TO CUSTOMER CONCERNING COMPANY'S SERVICES; (b) Applicable Law: This Agreement is subject to applicable federal law and the laws of the state in which the Services are provided, without regard to that state's conflict of laws principles. If this Agreement covers multiple states, then it is subject to Delaware law, without regard to its conflict of law principles; (c) Waiver of Jury Trial. EACH PARTY HERETO HEREBY WAIVES, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, ANY RIGHT IT MAY HAVE TO A TRIAL BY JURY IN RESPECT TO ANY LITIGATION DIRECTLY OR INDIRECTLY ARISING OUT OF, UNDER OR IN CONNECTION WITH THIS AGREEMENT. (d) Assignment: Either party may assign this Agreement to an affiliate or acquirer of all or substantially all of its assets without any advance consent from the other party but Customer shall provide Company with notice and complete all paperwork necessary to effectuate any change in ownership or other account changes. Otherwise, Customer may not assign its rights and obligations under this Agreement without Company's advance written consent; (e) Third Party Beneficiaries: No third party shall be deemed a beneficiary of this Agreement; (f) Waiver: Either party's failure to enforce any right or remedy available under this Agreement is not a waiver; (g) Severability: If any part of this Agreement is held invalid or unenforceable, the remainder of this Agreement shall remain in full force and effect; (h) Survival: Sections 14 through 19 survive after this Agreement ends.

IN WITNESS WHEREOF, the parties have duly executed and delivered this Agreement as of the Effective Date.

COMPANY

By: Cynthia R. Siekman
Name: Cynthia R. Siekman
Title: Devt mgr

CUSTOMER

By: Judith A. Phillips 4/29/11
Name: Judith A. Phillips
Title: President

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Address Information

Customer Name: STAND ENERGY CORPORATION
Physical Address: 1077 CELESTIAL ST SUITE 110
City, State, Zip: CINCINNATI, OH 45202-0000
Customer Main Number: (513)621-1113
Contact Name: MATT MILLIGAN
Proposal ID: 1526274
Creation Date: 3/15/2011 3:42:43 PM
Market: Cincinnati
Sales Rep: Cynthia Slickman
Dealer: Spectrum Networks-Main
Proposal Type: Replacement: Renewal

Integrated Solutions

Package:	VoIP and Data Bundle - Plan 24	Term:	3 years
Transport:	1		Included
Voice Channels:	17		Included
VPN:			
QoS:			\$0.00
Total Integrated			\$978.00
Discount:			(\$722.65)
Total Integrated Solutions with			\$255.35

Basic Feature Bundle

	Quantity	Price	Extended Price
Basic Feature BundleVoice			
800 Number SMS Housing (MRC):	2	Included	Included
Caller ID:	17	Included	Included
DIDs - Included:	20	Included	Included
Directory Assistance Calls (included):	10	Included	Included
Directory Listing - Primary:	1	Included	Included
Long Distance (1000 Minutes):	1	Included	Included
Rollover:	Yes	Included	Included
Basic Feature BundleOther			
Conferencing Bucket:	Yes	Included	Included
Total Basic Feature			\$50.00

Ancillary Features

	Quantity	Price	Extended Price
Voice Ancillary Features			
Long Distance			
800 Payphone Origination Fee (Per Call)	0	\$0.00	
Long Distance Buckets (minutes):	5000		
Long Distance Overage	0	\$0.053	
Total Ancillary Features:			\$130.00

Other Charges and Credits

	Price	Installment
Other Charges		
Data Equipment Maintenance Charge:	\$10.95	
IP Static Address Charge:	\$3.30	
Total Other Charges and Credits:		\$14.25

Windstream Communications Representative: C. Slickman

Date: 5/9/11

Authorized Customer Representative: [Signature]

Date: 5/4/11

This proposal and all Windstream Communications services shall be governed by the terms and conditions of the Customer Service Agreement thereto by and between Windstream Communications and Customer.
Each Party owns and reserves all rights to its own information, all information exchanged is confidential, and further disclosure is restricted.

Total Monthly Recurring Charges:	\$1,172.25
Discount:	(\$722.65)
Total Monthly Recurring Charges:	\$449.60
Total Long Distance Overage:	\$0.00
Minimum Monthly Commitment (MMC):	\$382.50

MKT:

Service Information

This proposal will expire on 4/29/2011.

This proposal and all Windstream NuVox, Inc. and its affiliates Services shall be governed by the terms and conditions of the Customer Service Agreement ("CSA") entered between the parties. Please ask your sales representative for a copy of Windstream's standard CSA to review the additional terms applicable to Windstream's Services. Windstream reserves the right to choose the transport method for Customer's Service. In the event that a particular transport method is not available to support Service and/or if the cost of providing Service is higher than expected, Windstream reserves the right to cancel this proposal.

Customer must subscribe to a minimum of one voice service (channel or call path) to qualify for LD Block Minutes. LD Blocks are not available on Business Lines. LD Block minute rates vary based on term commitment. Interslate, intrastate and 800 inbound usage will apply to LD Block Minutes. Any domestic usage above LD Block subscription amount and any Conferencing and International will be billed at the rate per minute published in Windstream's currently-posted Terms and Condition/Price List(s). Unused Block minutes are subject to expiration at the end of the period specified in Windstream's currently-posted Terms and Condition/Price List(s).

Windstream Communications Representative:

CR Sickman

Date: 5/5/11

Authorized Customer Representative:

James A. Phillips, Jr.

Date: 5/6/11

This proposal and all Windstream Communications services shall be governed by the terms and conditions of the Customer Service Agreement hereto by and between Windstream Communications and Customer.

Each Party owns and reserves all rights to its own information, all information exchanged is confidential, and further disclosure is restricted.

From: Hanseman, Todd
To: Milligan, Matthew
Subject: GhostBusters TT 112210-03114
Date: Tuesday, December 07, 2010 11:22:23 AM
Attachments: image001.png

22-Nov-10	04:10 PM	6 ms	0 %
22-Nov-10	04:15 PM		
22-Nov-10	04:20 PM	6 ms	0 %
22-Nov-10	04:25 PM	unknown	100 %
22-Nov-10	04:30 PM	unknown	100 %
22-Nov-10	04:35 PM	unknown	100 %

Matt, Not sure if this helps or not but the the approx time the circuit went down was about 4:20pm and 4:25pm , my server is about 3 mins fast from my NTP CLOCK.

Todd

The information contained in this message, including attachments, may contain privileged or confidential information that is intended to be delivered only to the person identified above. If you are not the intended recipient, or the person responsible for delivering this message to the intended recipient, Windstream requests that you immediately notify the sender and asks that you do not read the message or its attachments, and that you delete them without copying or sending them to anyone else.

From: [Windstream Business](#)
To: [Milligan, Matthew](#)
Subject: Windstream Service Restored
Date: Monday, April 29, 2013 10:45:56 PM

Windstream

Dear Customer,

Your Windstream service may have been impacted earlier today by a voice network issue and if so, we sincerely apologize for the inconvenience. We know how important your business is, and value you as a customer.

As of 5:00 EDT, all affected customers have been restored to full service. If you are still experiencing service issues, please contact our [Customer Support](#) teams.

Thank you for your patience.

Sincerely,

Windstream

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©2013 Windstream Corporation.

[View Windstream's Privacy Policy.](#)

4001 North Rodney Parham Rd., Little Rock, AR 72212

From: [Windstream Business](#)
To: [Milligan, Matthew](#)
Subject: Windstream Service Outage Explanation
Date: Thursday, May 02, 2013 12:13:31 AM

Windstream

Dear STAND ENERGY CORPORATION,

First, we want to sincerely apologize for your recent service interruption. We understand how critical communication services are to your business and as one of our most valued customers, we owe you an explanation of events leading to the outage, as well as our plans to avoid future similar occurrences.

As part of Windstream's continuing goal of providing the most reliable next-generation network available and creating the best possible customer experience, we conduct regularly scheduled maintenance and upgrades to our network. In fact, on Saturday, April 27 at midnight, we performed the final phase of a three-phase upgrade, with the specific purpose of enhancing capacity and reliability of our voice network. This upgrade was extensively tested in our lab. Two previous, identical upgrades performed over the past month in different parts of the country were successful and caused no network issues.

The network performed as expected until Monday, April 29, at approximately 11:30 am ET. As traffic volume increased through the day, we experienced sudden, erratic network behavior.

We immediately began our troubleshooting and repair processes, identifying the cause as a malfunctioning device on our signaling platform. This malfunction resulted in a "messaging storm," causing degradation of call completion and ultimately, voice traffic failures. To resolve this issue, we reverted to the pre-upgrade configuration.

At this point, we were confident the majority of the outages had been resolved and provided this update to customers via social media, email communication, and the news media. Almost immediately we encountered a separate equipment malfunction, causing very similar outages for many of the same previously affected customers, so our communications appeared inaccurate. This equipment has since been taken out of service, but we continue to troubleshoot a few lingering issues and are working diligently to resolve these.

While we remain confident in the network we have built, unfortunately this failure affected a significant portion of voice traffic, including our own in-bound call centers, understandably causing more frustration for you and your business. The SS7 signaling technology used on our network is designed consistent with industry best practices to achieve 99.999% reliability. Unfortunately, on Monday we experienced this unprecedented failure.

We understand that no explanation of these issues can satisfy our customers. This chain of events, while unforeseen, is completely

unacceptable to all of us at Windstream and we are holding ourselves accountable at every level.

To protect our network from any future "perfect storms" of outages, malfunctions and failures, we are taking these hard lessons-learned and re-evaluating from every vantage point and implementing the following corrective actions:

- The malfunctioning equipment has been removed from Windstream's network and will remain so until an alternative solution can be guaranteed.
- Every resource internal to Windstream has been assembled to investigate the malfunction, its cause, and the needed mechanisms to ensure this malfunction, or one similar does not happen in Windstream's network. In addition, we are partnering with our network equipment providers and outside experts to ensure all industry "best practices" are represented in our network and procedures.

We are completely committed to regaining your trust and confidence, knowing our actions will speak louder than these words. Please be assured that we do understand your frustration and concerns, and we welcome the opportunity to prove ourselves again as your trusted communications provider.

Sincerely,



Brent Whittington
Chief Operating Officer
Windstream Communications

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[View Windstream's Privacy Policy.](#)

4001 North Rodney Parham Rd., Little Rock, AR 72212

From: WINCanHelp.
To: Milligan, Matthew
Subject: RE: Outage
Date: Monday, May 06, 2013 2:45:34 PM

Thank you for your email. This has been reported to the Repair department for them to look into and resolve for you. However, it has been found that power cycling the IAD may resolve the issue. Please try this and see if it works. However, again, I have reported this for you.

I am sorry for the trouble you have experienced.

Amanda Karr

Windstream Communications

This email message and any attachments are for the sole use of the intended recipient(s). Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message and any attachments.

From: Milligan, Matthew M. [mailto:mmilligan@stand-energy.com]
Sent: Monday, May 06, 2013 1:41 PM
To: WINCanHelp,
Cc: Day, Anthony
Subject: Outage

We are experiencing an outage, and tech support, after being on hold for 40 minutes, told us there is no ETA on when it will be resolved.

Our phone number is 513.621.1113

Our account number is 216186

Last week when this happened, you posted to your twitter page as well as news.windstream.com. Today there is nothing on your twitter and the only item posted on the later is your entrance to the fortune 500.

That pisses me off!

Maybe you should post updates of your service outage so we do not have to keep calling your help desk and waiting 40 mins to hear they are still working on it!

What is the status of the telephone service and should we expect it to be up soon?

A Very unhappy customer,

Matthew Milligan

Vice President of Information Systems

Stand Energy Corporation

Matthew Milligan

Stand Energy Corporation
1077 Celestial St., Suite 110

Cincinnati, OH 45202-1629

mmilligan@stand-energy.com

Ph- 513-621-1113

Fax- 513-621-3773

The information contained in this message is privileged and confidential information intended for the use of the individual or entity named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone at 513-621-1113 and delete this electronic file. Thank you.



From: clarify@windstream.com
To: [Milligan, Matthew](#)
Subject: Case# 011515-02001/ Status:Action Required
Date: Thursday, January 15, 2015 9:26:13 AM

This message is to inform you that initial troubleshooting is complete and your case will be assigned to the next available technician for additional troubleshooting. A technician will update you as soon as possible.

Thank you for choosing Windstream.

Enterprise Repair Center
800-600-5050
<http://business.windstream.com/Support/index.php>

(Please do not reply to this email; this email box is not monitored.)

From: clarify@windstream.com
To: [Milligan, Matthew](#)
Subject: Windstream Case # 031315-00231: New Status = Follow Up - Acct 216186
Date: Friday, March 13, 2015 2:51:14 PM

STAND ENERGY CORPORATION
1077 CELESTIAL ST
Suite 110
CINCINNATI, OH, 45202

Status for Case # 031315-00231 has been changed to Follow Up on 03/13/2015 14:52:12

Message:

If you are receiving this email, your Windstream trouble ticket is associated to a known network issue in one of our feature servers in MO. This is impacting customers in multiple states and markets. We have failed over our hardware. This impacted VoIP services; both features and call routing. Services have restored for many customers, but we do still have to force our VoIP services to re-register to interact with the redundant server that was failed over to. There is an effort to automate this for all impacted customers being worked on.

We are currently running customers in batches. If your services already restored this will not impact them further.

This automation will continue throughout this afternoon and evening; approximately 16 hours total to reach all known customers.

If you are critically impacted by this still or believe your service ticket is unrelated please reach out to Windstream Enterprise Repair and 855-946-8800 and request an escalation on your ticket for review.

Please note: we are seeing many examples where resetting the Windstream Cisco IAD is NOT restoring services. We rescind our previous guidance and ask customers to please not reset the Cisco at this time unless instructed to do so by our repair technicians.

The next update will be provided at 3:30 PM EST.

Thank you for choosing Windstream.

Enterprise Repair Center
800-600-5050
<http://business.windstream.com/Support/index.php>

(Please do not reply to this email; this email box is not monitored.)

From: clarify@windstream.com
To: [Milligan, Matthew](#)
Subject: Windstream Case # 082515-01816 - Acct 216186
Date: Tuesday, August 25, 2015 8:49:48 AM

STAND ENERGY CORPORATION
1077 CELESTIAL ST
Suite 110
CINCINNATI, OH, 45202

Message:

Dear Windstream customer,

This message is to notify you that a Windstream tech is currently assigned to work your case and will be contacting you after further troubleshooting is complete. You should receive an update as soon as one is available.

Thank you for choosing Windstream, and have a great day!

Please do not reply to this email message; this is an unmonitored email account.

Thank you for choosing Windstream.

Enterprise Repair Center
800-600-5050
<http://business.windstream.com/Support/index.php>

(Please do not reply to this email; this email box is not monitored.)



SEC

STAND ENERGY CORPORATION

1077 Celestial Street • Rookwood Bldg. • Suite 110
Cincinnati, Ohio 45202-1629
(513) 621-1113
(800) 598-2046
(513) 621-3773 Fax

Mr. Brent Whittington
Chief Operating Officer
Windstream Communications
312 Plum Street
Cincinnati, Ohio 45202

Windstream Communications
Attn: Correspondence Division
1720 Galleria Boulevard
Charlotte, NC 28270

August 7, 2013

VIA U.S. MAIL

VIA CERTIFIED U.S. MAIL
RETURN RECEIPT REQUESTED

**Re: Notice of Cancellation of Automatic Contract Renewal
At End of Current Contract Term On May 4, 2014.**

Dear Mr. Whittington and Windstream Correspondence Division:

On May 5, 2011 Stand Energy Corporation entered into a written contract with Windstream Communications for a term of three (3) years for VoIP and Data Bundle (Plan 24) including 5,000 minutes of long distance telephone service per month. Stand Energy purchases long distance and back-up internet services from Windstream through this contract.

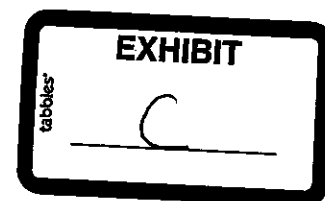
Unfortunately, when the Windstream service is down, Stand Energy often has no, or limited, ability to receive INCOMING LOCAL TELEPHONE CALLS DURING THE ENTIRE DURATION OF THE OUTAGE. That was the occasion again today from approximately 9:45 a.m. EDT to approximately 11:45 a.m. EDT the notice below was posted on your website:

We are aware of and working to resolve service interruptions affecting some long distance and toll-free calling.

Because of heavy call volume related to this issue, you may experience difficulty reaching customer service.

We are working to resolve this issue and will continue to provide updates.

Thank You for your patience.



Like most businesses, we can't do business without telephones. Stand Energy lost productivity and possibly customers today due to the telephones being out. This is an unacceptable occurrence and it was a **material breach** of the contract notwithstanding the fact that it was "cured" by restoration of service. The damages Stand Energy has sustained aren't "cured" by the restoration of telephone service and they won't be cured by a billing adjustment.


Furthermore, these failures appear to becoming semi-regular events. In May of this year (3 months ago) Windstream suffered (and Stand Energy endured) an "unprecedented failure" of the system during the performance of a software update followed by some related equipment failures. I have enclosed a copy of the letter that you sent business customers apologizing for the outage and explaining the cause of the outage and the efforts to correct and repair the system against future outages.

During and after previous outages Windstream has repeatedly apologized and described plans to avoid future occurrences. Stand Energy Corporation has been told numerous times that Windstream is committed to earning/regaining the trust and confidence of customers. That's not a claim a customer should hear so frequently.

Unfortunately, actions speak louder than words necessitating the giving of this written notice to cancel the automatic renewal provision of the contract. Stand Energy reserves the right to renew at a later date. Until May of 2014, Stand Energy will endeavor to perform the contract for so long as Windstream performs without further or additional material breaches of the service contract. If Windstream is able to perform the contract without recurring outages between now and May 2014, Stand Energy will stay with Windstream on a month-to-month basis.

RESPECTFULLY SUBMITTED,

STAND ENERGY CORPORATION

By: 
John M. Dosker
General Counsel

Encl.
cc: file

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Windstream Communications
Attn: Correspondence Div
1720 Galleria Blvd.
Charlotte, NC 28270

COMPLETE THIS SECTION ON DELIVERY

A. Signature

[Signature]

☐ Agent☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

- D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type

☒ Certified Mail☐ Express Mail☐ Registered☐ Return Receipt for Merchandise☐ Insured Mail☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

2. Article Number

(Transfer from service label)

7005 0390 0003 9505 6570

PS Form 3811, February 2004

Domestic Return Receipt

102595-02-M-1540

UNITED STATES POSTAL SERVICE



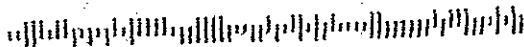
First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

AUG 12 2013

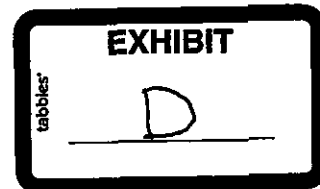
Mr. John M. Dosker
Stand Energy Corp
1077 Celestial Street
Suite 110
Cincinnati, Ohio 45202

5202162935





1077 Celestial Street • Rookwood Bldg. • Suite 110
Cincinnati, Ohio 45202-1629
(513) 621-1113
(800) 598-2046
(513) 621-3773 Fax



January 12, 2016

Mr. Jeff Gardner
President & CEO
Windstream Communications
312 Plum Street
Cincinnati, Ohio 45202

VIA U.S. MAIL

Windstream Communications
Attn: Correspondence Division
1720 Galleria Boulevard
Charlotte, NC 28270

VIA CERTIFIED U.S. MAIL
RETURN RECEIPT REQUESTED

**Re: Notice of Cancellation of Current Month-to-Month Contract and
Termination of all Windstream Services.**

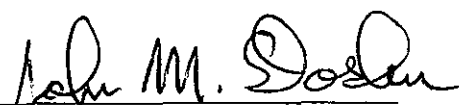
Dear Mr. Gardner and Windstream Correspondence Division:

By letter dated August 7, 2013, Stand Energy Corporation gave written notice of the cancellation of the automatic renewal contract provisions associated with the 3 year written contract with Windstream Communications for VoIP and Data Bundle (Plan 24) which expired in May of 2014. Stand Energy had purchased long distance and back-up internet services from Windstream through this contract but cancelled the automatic renewal provision effective May 2014. Since then the contractual relationship between Windstream and Stand Energy has been month-to-month.

Stand Energy sustained economic damages from several separate and distinct Windstream telephone outages over the past several years. Unfortunately, our damages were not "cured" by the restoration of telephone service or by a billing adjustment from Windstream. After each of the outages Windstream apologized and described plans to avoid future occurrences. Stand Energy Corporation was told each time that Windstream was committed to earning/regaining our trust and confidence. That's not a claim a customer should hear so frequently. Please cancel the contract one month from receipt of this letter.

RESPECTFULLY SUBMITTED,

STAND ENERGY CORPORATION

By: 
John M. Dosker
General Counsel

cc: file

EXHIBIT

tabbies

E

SENDER COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Windstream Communications
 Attn: Correspondence Div
 1720 Galleria Blvd.
 Charlotte, NC 28270

2. Article Number

(Transfer from service label)

7013 1090 0000 9700 4106

PS Form 3811, July 2013

Domestic Return Receipt

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☐ Agent☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☐ YesIf YES, enter delivery address below: ☐ No

3. Service Type

☒ Certified Mail®☐ Priority Mail Express™☐ Registered☐ Return Receipt for Merchandise☐ Insured Mail☐ Collect on Delivery

4. Restricted Delivery? (Extra Fee)

☐ Yes

UNITED STATES POSTAL SERVICE

NC 282

19 JAN '16

PM 2 L

First-Class Mail
 Postage & Fees Paid
 USPS
 Permit No. G-10

• Sender: Please print your name, address, and ZIP+4® in this box•

JAN 22 2016

John Dosker, Esq.
 Stand Energy Corp.
 1077 Celestial Street
 Bldg 3, Suite 110
 Cincinnati, Ohio 45202

windstream.
301 N Main St. Suite 5000 Greenville, SC 29601-2153

EXHIBIT

tabbies

F

Remittance Section

Account Number 216186
Invoice Number 15137171
Invoice Date 2/10/2016
Total Due \$634.83
Due Date 03/01/2016

Address Service Requested

Amount Enclosed \$

Please make checks payable to Windstream Nuvox Inc.

☐ Check Here for change of address (make changes on reverse)

A 1.5% late payment charge will be applied to all past due balances.

Please remit payment to the address listed below.

7285007407 PRESORT 9407 2 MB 0.436 P1C49



STAND ENERGY CORPORATION
1077 CELESTIAL ST STE 110 SUITE 110
CINCINNATI OH 45202-1829

Windstream Communications
PO Box 9001950
Louisville, KY 40290-1950



00000000000216186716021000000634831602100000151371719500

Please detach here and return the above portion with your payment

windstream.
smart solutions. personalized service.

Account Number 216186
Invoice Number 15137171
Bill Date 2/10/2016
Pin 3259

FEB 16 2016

-KS
CORP

Account Summary

Balance Information

Previous Bill 640.15
Payments Applied -640.15
Credits Applied 0.00

Total Past Due Balance 02/20/2016 \$0.00

Current Charges

Local Service Charges 483.40
Data Service Charges 15.47
Circuit Charges 0.00
Equipment for Services 0.00
Long Distance Charges 7.90
Equipment Rental and Installation Charges 0.00
Other Usage Charges 0.00
Other Charges and Credits 0.00
Fees and Surcharges 82.28
Taxes 45.78

CURRENT CHARGES \$634.83

TOTAL AMOUNT DUE \$634.83

Important Messages

Late Fee

A 1.5% late payment charge will apply to any balances not paid by the due date.

Notice to OHIO Customers

Nonpayment of toll or unregulated charges may result in disconnection of toll or unregulated services and may be subject to collection actions, but will not result in disconnection of local service. For service related inquiries, call Customer Response Center (1-800-600-5050) 24 hours a day, 7 days a week. If your complaint is not resolved after you have called Windstream, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays or at <http://www.PUCO.Ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

APPROVED BY

2/17/16

For Customer Care,
please call 800-600-5050
or visit us at WindstreamBusiness.com

City: _____ State: _____ Zip: _____

nvx-119460

Payments Applied

January 30 Payment Received. Thank You! -640.15

Total Payments Applied -640.15**Detail of Services, Local**

	Qty	Price	Total
Additional Charges			
February 11, 2016 through March 10, 2016			
Account Detail Charge	1	0.00	
			\$0.00
Total Additional Charges			\$0.00

Basic Feature Bundle

February 11, 2016 through March 10, 2016			
Audio and Web Bucket	100		
Basic Feature Bundle	1		
Caller ID	4		
DIDs	27		
Directory Assistance Calls	10		
Directory Listing	1		
ExtendedArea	1		
Long Distance Blocks	1,000		
			\$57.33
Total Basic Feature Bundle			\$57.33

DIDs

February 11, 2016 through March 10, 2016			
DIDs - 20 included	20	Included	
			\$0.00
Total DIDs			\$0.00

VoIP and Data Bundle

February 11, 2016 through March 10, 2016			
Analog Line	3	Included	
B Channel	13	Included	
Bandwidth	1.5M	Included	
D Channel	1	Included	
PRI	1	Included	
Transport	1	Included	
			\$289.57
Total VoIP and Data Bundle			\$289.57

Voice Services

February 11, 2016 through March 10, 2016			
Toll Free Numbers	2	0.00	
			\$0.00
Total Voice Services			\$0.00

Additional Long Distance Minutes

February 11, 2016 through March 10, 2016			
5000 Minutes	136.50		
			\$136.50
Total Additional Long Distance Minutes			\$136.50

Rollover Minutes as of February 10, 2016

531 used, 13340 remaining		0.00
Total Rollover Minutes as of February 10, 2016		0.00

Detail of Services, Local

	Qty	Price	Total
Rollover Minutes as of February 10, 2016			
Total Local Services			\$483.40

Detail of Services, Data

	Qty	Price	Total
Additional Charges			
February 11, 2016 through March 10, 2016			
Data Equipment Maintenance Charge	1	11.50	
IP Address Charge	1	3.97	
			\$15.47
Total Additional Charges			\$15.47

Total Data Services \$15.47**Detail of Services, Long Distance Calling**

	Calls	Minutes/Units	Charges	Total
Inbound				
Interstate Toll Free	9	9.9	0.00	
Intrastate Toll Free	1	2.8	0.00	
				\$0.00
Outbound				
International Calling	3	28.7	4.19	
Interstate Calling	212	355.0	3.71	
Intrastate Calling	136	216.3	0.00	
				\$7.90

Total Long Distance Calling Services \$7.90**Detail of Taxes**

Federal Excise Tax	3.14
Sales Tax	42.64

Total Taxes \$45.78**Detail of Fees and Surcharges**

Access Recovery Charge	24.00
Deregulated Administration Fee (DAF)	4.42
Emergency Services Fee	13.10
Federal Universal Service Fund Fee	24.94
Interstate Service Fee (ISF)	4.97
Regulatory Assessment Surcharge	6.33
Regulatory Assessment Surcharge (VOIP)	4.09
State Telecommunications Relay Service Fund Surcharge	0.43

Total Fees and Surcharges \$82.28**Total Current Charges** \$634.83

W
windstream.

Account Number 210189
Invoice Number 15137171
Invoice Date 2/10/2016
STAND ENERGY CORPORATION

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Long Distance Calling - (513) 621-1113

Ref#	Date	Time	Number	To Place	Minutes/Units	Charges
5136211113						
597896342	Jan 07	08:33A	740-821-0505	PORTSMOUTH,OH	0.7	0.000
597897616	Jan 07	08:53A	330-908-3070	NORTHFIELD,OH	0.3	0.000
597900896	Jan 07	09:13A	281-781-0345	BAMMEL,TX	0.9	0.000
597897615	Jan 07	09:20A	330-908-3070	NORTHFIELD,OH	0.8	0.000
597897600	Jan 07	09:22A	281-781-0345	BAMMEL,TX	1.1	0.000
597896344	Jan 07	09:38A	614-836-2078	GROVEPORT,OH	1.5	0.000
597897426	Jan 07	09:44A	803-217-5307	COLUMBIA,SC	0.3	0.000
597900895	Jan 07	09:47A	281-781-0345	BAMMEL,TX	0.5	0.000
597897598	Jan 07	10:43A	412-395-2077	PITTSBURGH,PA	0.3	0.000
597897576	Jan 07	10:44A	704-808-5090	CHARLOTTE,NC	2.7	0.000
597894373	Jan 07	10:58A	937-444-6925	MOUNTAIN,OH	0.5	0.000
597896349	Jan 07	11:19A	806-739-4134	CATLETTSBURG,KY	1.0	0.000
597894375	Jan 07	11:46A	804-768-6416	CHESTER,VA	0.3	0.000
597897594	Jan 07	12:08P	614-237-8626	COLUMBUS,OH	0.3	0.000
597897597	Jan 07	12:31P	419-422-9125	FINDLAY,OH	0.6	0.000
597900889	Jan 07	12:36P	740-432-3351	CAMBRIDGE,OH	1.5	0.000
597900893	Jan 07	12:51P	330-723-6005	MEDINA,OH	1.4	0.000
597897617	Jan 07	01:07P	330-725-8853	MEDINA,OH	0.3	0.000
597900892	Jan 07	01:10P	330-725-8853	MEDINA,OH	1.8	0.000
597897596	Jan 07	02:07P	806-634-1920	WHITESBURG,KY	2.3	0.000
597897614	Jan 07	02:15P	336-226-5581	BURLINGTON,NC	1.4	0.000
597900897	Jan 07	02:16P	289-651-9381	STURGIS,MI	0.4	0.000
597897617	Jan 07	02:22P	269-651-9381	STURGIS,MI	1.2	0.000
597897620	Jan 07	02:27P	216-341-7800	CLEVELAND,OH	1.2	0.000
597897579	Jan 07	02:31P	574-267-3044	WARSAW,IN	0.9	0.000
597896315	Jan 07	02:34P	919-453-5090	WAKEFOREST,NC	0.3	0.000
597897574	Jan 07	02:35P	919-453-5090	WAKEFOREST,NC	1.9	0.000
597897549	Jan 07	02:41P	574-289-1982	WARSAW,IN	1.6	0.000
597896341	Jan 07	02:45P	919-658-2535	MOUNTAIN,NC	1.9	0.000
597897582	Jan 07	02:56P	280-583-7451	WABASH,IN	2.5	0.000
597897583	Jan 07	03:00P	216-910-3400	TERRACE,OH	1.2	0.000
597900895	Jan 07	03:08P	216-755-8836	TERRACE,OH	0.8	0.000
597897581	Jan 07	03:09P	280-583-7451	WABASH,IN	1.6	0.000
597897575	Jan 07	03:11P	832-387-1720	HOUSTON,TX	0.3	0.000
597896343	Jan 07	03:11P	716-857-7232	BUFFALO,NY	1.6	0.000
597896345	Jan 07	03:19P	607-762-4209	BINGHAMTON,NY	0.7	0.000
597900890	Jan 07	03:18P	416-666-5942	TORONTO,ON	0.3	0.015
597897580	Jan 07	03:19P	419-666-5942	TOLEDO,OH	0.4	0.000
597900891	Jan 07	03:24P	412-494-4491	CARNEGIE,PA	1.7	0.000
597894403	Jan 07	04:14P	919-528-5200	CREEDMOOR,NC	1.3	0.000
597897618	Jan 07	04:15P	315-597-3253	PALMYRA,NY	0.3	0.000
597896348	Jan 07	04:22P	607-274-1619	ITHACA,NY	0.3	0.000
597897601	Jan 07	04:24P	01152624163400	DSTMGALSO,Me	27.5	4.125
597896424	Jan 07	04:28P	859-231-0946	LEXINGTON,KY	2.5	0.000
597894402	Jan 07	04:37P	937-225-9182	SPRINGFIELD,OH	1.9	0.000
597894374	Jan 07	04:45P	859-231-0946	LEXINGTON,KY	2.5	0.000
597896423	Jan 07	04:54P	859-222-2325	RICHMOND,KY	2.1	0.000
597897595	Jan 07	05:19P	607-732-1387	ELMIRA,NY	0.3	0.000
597897550	Jan 07	05:35P	513-424-3325	MIDDLETOWN,OH	1.9	0.000
597897599	Jan 07	05:49P	315-597-3253	PALMYRA,NY	0.3	0.000
597896347	Jan 07	05:58P	607-274-1619	ITHACA,NY	0.3	0.000
597897578	Jan 07	06:02P	607-732-1387	ELMIRA,NY	0.3	0.000
597900894	Jan 07	06:09P	315-597-3253	PALMYRA,NY	0.3	0.000
597896346	Jan 07	06:16P	607-274-1619	ITHACA,NY	0.3	0.000
597897577	Jan 07	06:22P	607-732-1387	ELMIRA,NY	0.3	0.000
597894399	Jan 08	08:01A	330-948-5504	LODI,OH	0.8	0.000
5978993715	Jan 08	09:00A	281-781-0345	BAMMEL,TX	1.3	0.000
5978993537	Jan 08	09:01A	614-840-4966	COLUMBUS,OH	2.2	0.000
597894366	Jan 08	09:05A	832-387-1720	HOUSTON,TX	0.3	0.000
5978993346	Jan 08	09:11A	713-800-2412	HOUSTON,TX	0.4	0.000
5978993709	Jan 08	09:12A	832-387-1720	HOUSTON,TX	0.3	0.000
5978993712	Jan 08	09:16A	713-767-5466	HOUSTON,TX	1.0	0.000
5978993352	Jan 08	09:20A	281-553-5806	SATSUMA,TX	0.8	0.000
5978993347	Jan 08	09:35A	713-767-5466	HOUSTON,TX	2.1	0.000
5978993518	Jan 08	10:03A	713-627-5820	HOUSTON,TX	2.0	0.000
5978994900	Jan 08	11:20A	281-781-0345	BAMMEL,TX	1.5	0.000
5978994872	Jan 08	11:36A	281-781-0345	BAMMEL,TX	2.0	0.000
5978994901	Jan 08	11:37A	281-653-0834	SATSUMA,TX	1.1	0.000
5978993710	Jan 08	11:39A	732-938-1253	FARMINGDALE,NJ	0.3	0.000
5978993516	Jan 08	11:39A	910-673-1699	WESTEND,NC	19.1	0.000
5978994873	Jan 08	12:02P	260-705-0781	FORTWAYNE,IN	2.8	0.000
5978994871	Jan 08	12:05P	419-357-5775	SANDUSKY,OH	28.2	0.000
5978993353	Jan 08	01:56P	260-242-0844	KENDALLVILLE,IN	0.7	0.000
5978994869	Jan 08	02:12P	804-771-4655	RICHMOND,VA	1.8	0.000
5978993348	Jan 08	02:30P	713-627-5820	HOUSTON,TX	0.5	0.000
5978994870	Jan 08	02:30P	713-855-3874	HOUSTON,TX	1.8	0.000
5978993351	Jan 08	02:36P	410-260-7225	SEVERNAPARK,Md	2.6	0.000
5978993711	Jan 08	02:38P	713-855-3874	HOUSTON,TX	1.6	0.000
5978993713	Jan 08	02:47P	713-420-5307	HOUSTON,TX	4.4	0.000
5978993345	Jan 08	03:00P	740-821-0505	PORTSMOUTH,OH	0.3	0.000
5978993517	Jan 08	03:01P	740-821-1904	PORTSMOUTH,OH	5.8	0.000
5978994874	Jan 08	03:41P	216-861-0753	CLEVELAND,OH	3.0	0.000
5978993350	Jan 08	04:00P	712-432-1500	LAKEPARK,IA	27.0	1.890
5978993520	Jan 08	04:00P	713-432-1500	HOUSTON,TX	0.3	0.000
5978993519	Jan 08	04:00P	713-432-1500	HOUSTON,TX	0.3	0.000
5978993349	Jan 08	04:00P	712-432-1500	LAKEPARK,IA	26.0	1.820
5978993714	Jan 08	04:24P	607-762-4209	BINGHAMTON,NY	0.3	0.000
5978994759	Jan 09	05:05P	607-762-4209	BINGHAMTON,NY	0.5	0.000
5600977647	Jan 11	07:40A	859-455-8092	LEXINGTON,KY	1.6	0.000
5600977653	Jan 11	09:09A	281-781-0345	BAMMEL,TX	0.3	0.000

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Ref#	Date	Time	Number	To Place	Minutes/Units	Charges
5600977854	Jan 11	09:12A	281-653-1691	SATSUMA,TX	0.3	0.000
5600977889	Jan 11	09:17A	281-781-0345	BAMMEL,TX	0.8	0.000
5600977886	Jan 11	09:22A	502-882-0235	FRANKFORT,KY	7.0	0.000
5600977851	Jan 11	09:25A	607-732-1387	ELMIRA,NY	0.3	0.000
5600977885	Jan 11	09:25A	607-274-1619	ITHACA,NY	0.8	0.000
5600978867	Jan 11	09:27A	315-597-3253	PALMYRA,NY	1.0	0.000
5600977943	Jan 11	09:30A	281-781-0345	BAMMEL,TX	0.4	0.000
5600977585	Jan 11	09:30A	607-732-1387	ELMIRA,NY	0.3	0.000
5600977920	Jan 11	09:36A	607-732-1387	ELMIRA,NY	0.3	0.000
5600977579	Jan 11	09:41A	832-397-1720	HOUSTON,TX	0.3	0.000
5600977919	Jan 11	09:42A	607-732-1387	ELMIRA,NY	0.3	0.000
5600977578	Jan 11	09:43A	832-397-1720	HOUSTON,TX	3.6	0.000
5600977914	Jan 11	10:16A	919-530-6100	DURHAM,NC	8.0	0.000
5600977941	Jan 11	10:26A	571-384-9961	ALEXANDRIA,VA	1.0	0.000
5600977879	Jan 11	10:26A	919-530-6100	DURHAM,NC	7.2	0.000
5600977849	Jan 11	11:09A	614-305-5128	GROVE CITY,OH	0.3	0.000
5600977917	Jan 11	11:09A	614-390-8630	COLUMBUS,OH	2.9	0.000
5600977846	Jan 11	11:27A	919-956-9300	DURHAM,NC	2.6	0.000
5600977893	Jan 11	11:36A	614-443-0241	COLUMBUS,OH	2.5	0.000
5600977915	Jan 11	11:46A	859-243-5830	LEXINGTON,KY	1.0	0.000
5600977817	Jan 11	11:50A	937-866-4327	MBGWCRN,OH	0.4	0.000
5600977845	Jan 11	11:52A	937-866-4327	MBGWCRN,OH	2.0	0.000
5600977890	Jan 11	11:52A	910-944-2474	ABERDEEN,NC	2.0	0.000
5600977582	Jan 11	12:18P	614-451-2665	COLUMBUS,OH	2.3	0.000
5600977887	Jan 11	12:56P	419-626-6225	SANDUSKY,OH	0.4	0.000
5600977852	Jan 11	12:59P	419-626-6225	SANDUSKY,OH	1.0	0.000
5600977884	Jan 11	01:00P	607-732-1387	ELMIRA,NY	0.3	0.000
5600977576	Jan 11	01:04P	937-279-3206	DAYTON,OH	0.8	0.000
5600977584	Jan 11	01:06P	607-732-1387	ELMIRA,NY	0.3	0.000
5600977912	Jan 11	01:07P	937-603-4381	DAYTON,OH	0.3	0.000
5600977850	Jan 11	01:11P	607-732-1387	ELMIRA,NY	0.3	0.000
5600977580	Jan 11	01:17P	734-453-3777	PLYMOUTH,MI	1.8	0.000
5600977918	Jan 11	01:17P	607-732-1387	ELMIRA,NY	0.3	0.000
5600978576	Jan 11	01:29P	214-206-2672	DALLAS,TX	1.4	0.000
5600977855	Jan 11	02:32P	280-723-4888	SOWHITLEY,IN	1.9	0.000
5600977577	Jan 11	02:33P	910-315-9826	SOUTHRNPN,NC	0.8	0.000
5600977881	Jan 11	02:35P	905-399-4884	OAKVILLE,OH	0.9	0.045
5600977586	Jan 11	02:37P	419-434-4544	FINDLAY,OH	4.0	0.000
5600977944	Jan 11	03:05P	260-665-1500	ANGOLA,IN	2.2	0.000
5600977583	Jan 11	03:10P	607-762-4209	BINGHAMTON,NY	0.3	0.000
5600978666	Jan 11	03:11P	330-908-3070	NORTHFIELD,OH	0.7	0.000
5600977888	Jan 11	04:03P	304-737-3171	WELLSBURG,WV	3.7	0.000
5600977848	Jan 11	04:43P	704-808-5090	CHARLOTTE,NC	2.9	0.000
5600977916	Jan 11	05:04P	724-483-9306	CHARLEROI,PA	0.4	0.000
5600977575	Jan 11	05:19P	937-390-5586	SPRINGFLD,OH	1.3	0.000
5600977942	Jan 11	05:27P	440-946-5103	WILLOUGHBY,OH	2.5	0.000
5600977581	Jan 11	05:56P	724-483-9306	CHARLEROI,PA	0.4	0.000
5600977913	Jan 11	06:03P	937-390-5586	SPRINGFLD,OH	2.1	0.000
5600977882	Jan 11	06:12P	724-483-9306	CHARLEROI,PA	0.4	0.000
5602542375	Jan 12	04:38P	440-235-0912	OLMSTEDFLS,OH	2.2	0.000
5602567237	Jan 12	04:41P	607-732-1980	ELMIRA,NY	0.5	0.000
5602542376	Jan 12	04:42P	330-784-9385	MEDINA,OH	2.5	0.000
5602573351	Jan 12	04:45P	615-836-6740	PENNYAN,NY	2.4	0.000
5602542346	Jan 12	04:48P	315-531-8288	PENNYAN,NY	1.9	0.000
5602542332	Jan 12	04:50P	607-737-8310	ELMIRA,NY	3.0	0.000
5602542335	Jan 12	04:55P	315-255-7018	AUBURN,NY	1.9	0.000
5602542342	Jan 12	04:58P	757-898-9797	NEWPTNEWS,VA	2.2	0.000
5602567235	Jan 12	05:01P	607-733-1010	ELMIRA,NY	2.4	0.000
5602567234	Jan 12	05:04P	607-734-7649	ELMIRA,NY	1.7	0.000
5602542343	Jan 12	05:08P	440-926-3406	GRAFTON,OH	2.5	0.000
5602542345	Jan 12	05:09P	440-835-8216	TRINITY,OH	2.5	0.000
5602542334	Jan 12	05:13P	330-225-2139	BRUNSWICK,OH	0.4	0.000
5602542344	Jan 12	05:15P	440-886-7484	VICTORY,OH	2.2	0.000
5602542377	Jan 12	05:17P	607-732-1980	ELMIRA,NY	0.5	0.000
5602542373	Jan 12	05:19P	315-536-0460	PENNYAN,NY	1.3	0.000
5602542374	Jan 12	05:21P	440-899-0454	TRINITY,OH	2.6	0.000
5602567236	Jan 12	05:24P	440-353-0324	ELYRIA,OH	2.2	0.000
5602567235	Jan 12	05:34P	607-732-1980	ELMIRA,NY	0.4	0.000
5602573353	Jan 12	05:35P	315-536-0460	PENNYAN,NY	1.3	0.000
5602542333	Jan 12	05:38P	330-225-2139	BRUNSWICK,OH	0.4	0.000
5602573352	Jan 12	05:40P	315-536-0460	PENNYAN,NY	1.3	0.000
6040310998	Jan 13	08:24A	724-483-9306	CHARLEROI,PA	0.6	0.000
6040309883	Jan 13	08:28A	315-536-0460	PENNYAN,NY	0.6	0.000
6040309882	Jan 13	08:27A	330-225-2139	BRUNSWICK,OH	0.7	0.000
6040309881	Jan 13	08:30A	607-732-1980	ELMIRA,NY	0.8	0.000
6040308240	Jan 13	12:23P	703-392-1546	MANASSAS,VA	0.6	0.000
6040309877	Jan 13	12:24P	713-285-2171	HOUSTON,TX	0.6	0.000
6040309880	Jan 13	03:55P	607-735-1123	ELMIRA,NY	0.7	0.000
6040309879	Jan 13	03:57P	607-735-1123	ELMIRA,NY	0.7	0.000
6040309876	Jan 13	04:01P	607-735-1123	ELMIRA,NY	2.1	0.000
6060446461	Jan 14	08:21A	606-785-0013	HINDMAN,KY	0.5	0.000
6060445555	Jan 14	02:47P	606-437-8040	PIKEVILLE,KY	0.9	0.000
6060462642	Jan 14	03:48P	419-867-4306	MAUMEE,OH	0.3	0.000
6060444483	Jan 14	03:50P	937-642-8375	MARYSVILLE,OH	0.3	0.000
6060444485	Jan 14	03:51P	937-278-8321	DAYTON,OH	3.5	0.000
6060444487	Jan 14	03:56P	859-624-2735	RICHMOND,KY	1.3	0.000
6060444490	Jan 14	03:58P	419-547-9576	CLYDE,OH	1.9	0.000
6060462441	Jan 14	04:01P	330-220-3542	BRUNSWICK,OH	0.3	0.000
606046241	Jan 14	04:03P	419-887-4306	MAUMEE,OH	0.3	0.000
6060444482	Jan 14	04:04P	937-642-8375	MARYSVILLE,OH	0.3	0.000
606046243	Jan 14	04:05P	419-842-8653	SYLVANIA,OH	2.5	0.000

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Ref#	Date	Time	Number	To Place	Minutes/Units	Charges
5608044484	Jan 14	04:09P	937-325-7925	SPRINGFLD,OH	2.5	0.000
5608044501	Jan 14	04:13P	304-529-8000	HUNTINGTON,WV	2.1	0.000
56080446245	Jan 14	04:16P	304-529-8000	HUNTINGTON,WV	2.0	0.000
5608044640	Jan 14	04:19P	814-946-7539	ALTOONA,PA	1.9	0.000
5608044498	Jan 14	04:22P	724-537-4001	LATROBE,PA	1.8	0.000
5608044497	Jan 14	04:25P	724-537-4001	LATROBE,PA	1.9	0.000
5608044496	Jan 14	04:29P	859-624-2735	RICHMOND,KY	1.9	0.000
5608044554	Jan 14	04:32P	814-936-4890	PUNXSUTWNY,PA	1.9	0.000
5608044499	Jan 14	04:35P	419-424-0015	FINDLAY,OH	2.5	0.000
5608044491	Jan 14	04:39P	330-220-3542	BRUNSWICK,OH	0.3	0.000
5608044498	Jan 14	04:40P	440-323-8689	ELYRIA,OH	2.6	0.000
5608044498	Jan 14	04:46P	419-887-4306	MAUMEE,OH	0.3	0.000
5608044496	Jan 14	04:47P	937-842-8375	MARYSVILLE,OH	0.3	0.000
5608044496	Jan 14	04:49P	859-624-2735	RICHMOND,KY	1.3	0.000
5608044500	Jan 14	04:52P	330-220-3542	BRUNSWICK,OH	0.3	0.000
5607005331	Jan 15	12:50P	304-536-7798	WHSLEPHRSPG,WV	0.4	0.000
5607005313	Jan 15	03:59P	614-718-7053	DUBLIN,OH	2.3	0.000
5607005306	Jan 15	04:03P	832-601-5313	BAMMEL,TX	2.5	0.000
5607005301	Jan 15	04:07P	952-352-6792	MINNEAPOLIS,MN	2.0	0.000
5607005312	Jan 15	04:10P	724-625-1640	MARS,PA	1.9	0.000
5607005327	Jan 15	04:14P	419-347-1654	SHELBY,OH	1.0	0.000
5607005305	Jan 15	04:16P	937-322-5794	SPRINGFLD,OH	1.0	0.000
5607005321	Jan 15	04:21P	614-258-2178	COLUMBUS,OH	2.5	0.000
5607005328	Jan 15	04:25P	419-241-6129	TOLEDO,OH	2.1	0.000
5607005338	Jan 15	04:29P	260-434-4849	FORTWAYNE,IN	1.7	0.000
5607005336	Jan 15	04:32P	260-434-4990	FORTWAYNE,IN	0.3	0.000
5607005333	Jan 15	04:34P	260-493-0806	NEWHAVEN,IN	4.1	0.000
5607005322	Jan 15	04:40P	574-772-7457	KNOX,IN	4.3	0.000
5607005329	Jan 15	04:46P	230-345-5688	WOOSTER,OH	1.8	0.000
5607005339	Jan 15	04:50P	260-244-8331	COLUMBIAC,IN	2.8	0.000
5608465173	Jan 15	04:55P	260-496-8116	FORTWAYNE,IN	0.5	0.000
5607005302	Jan 15	04:57P	937-498-5411	SIDNEY,OH	2.6	0.000
5607005314	Jan 15	05:01P	614-409-9632	LOCKBOURNE,OH	3.8	0.000
5607005317	Jan 15	05:06P	614-274-7381	COLUMBUS,OH	0.8	0.000
5607005310	Jan 15	05:09P	740-593-7770	ATHENS,OH	4.4	0.000
5608465170	Jan 15	05:16P	937-328-7888	SPRINGFLD,OH	0.3	0.000
5607005323	Jan 15	05:18P	440-933-6252	AVONLAKE,OH	2.5	0.000
5607005332	Jan 15	05:22P	270-866-4406	RUSSELSPGS,KY	2.5	0.000
5607005330	Jan 15	05:26P	317-254-5410	INDIANAPLS,IN	4.5	0.000
5607005309	Jan 15	05:33P	740-763-2874	HANOVER,OH	0.3	0.000
5607005320	Jan 15	05:35P	614-274-1671	COLUMBUS,OH	0.3	0.000
5607005324	Jan 15	05:37P	419-352-6912	BOWLINGGRN,OH	2.2	0.000
5607005311	Jan 15	05:41P	740-397-3082	MTVERNON,OH	2.5	0.000
5607005326	Jan 15	05:52P	419-347-1654	SHELBY,OH	1.0	0.000
5607005304	Jan 15	05:55P	937-322-5794	SPRINGFLD,OH	1.8	0.000
5607005337	Jan 15	06:02P	260-434-4849	FORTWAYNE,IN	2.7	0.000
5607005335	Jan 15	06:06P	260-434-4990	FORTWAYNE,IN	0.3	0.000
5608465172	Jan 15	06:09P	260-496-8116	FORTWAYNE,IN	0.4	0.000
5607005316	Jan 15	06:11P	614-274-7381	COLUMBUS,OH	0.8	0.000
5608465169	Jan 15	06:14P	937-328-7888	SPRINGFLD,OH	0.3	0.000
5607005308	Jan 15	06:17P	740-763-2874	HANOVER,OH	0.3	0.000
5607005319	Jan 15	06:20P	614-274-1671	COLUMBUS,OH	0.3	0.000
5607005325	Jan 15	06:22P	419-347-1654	SHELBY,OH	1.0	0.000
5607005303	Jan 15	06:25P	937-322-5794	SPRINGFLD,OH	2.5	0.000
5607005334	Jan 15	06:33P	260-434-4990	FORTWAYNE,IN	0.3	0.000
5608465171	Jan 15	06:36P	260-496-8116	FORTWAYNE,IN	0.4	0.000
5607005315	Jan 15	06:38P	614-274-7381	COLUMBUS,OH	0.8	0.000
5608465168	Jan 15	06:42P	937-328-7888	SPRINGFLD,OH	0.3	0.000
5607005307	Jan 15	06:44P	740-763-2874	HANOVER,OH	0.3	0.000
5607005318	Jan 15	06:47P	614-274-1671	COLUMBUS,OH	0.3	0.000
5608380006	Jan 18	08:13A	937-842-8375	MARYSVILLE,OH	0.6	0.000
5608381619	Jan 18	08:15A	419-887-4306	MAUMEE,OH	0.7	0.000
5608381818	Jan 18	08:16A	614-274-1671	COLUMBUS,OH	1.5	0.000
5608381817	Jan 18	08:18A	740-763-2874	HANOVER,OH	1.2	0.000
5608380049	Jan 18	08:20A	937-328-7888	SPRINGFLD,OH	0.8	0.000
5608381716	Jan 18	08:21A	614-274-7381	COLUMBUS,OH	0.9	0.000
5608380007	Jan 18	08:23A	260-496-8116	FORTWAYNE,IN	1.3	0.000
5608381822	Jan 18	08:25A	260-434-4990	FORTWAYNE,IN	0.7	0.000
5608381718	Jan 18	08:27A	419-347-1654	SHELBY,OH	1.0	0.000
5608381820	Jan 18	08:28A	330-220-3542	BRUNSWICK,OH	0.8	0.000
5608381616	Jan 18	08:30A	859-624-2735	RICHMOND,KY	0.8	0.000
5608381621	Jan 18	08:31A	260-434-4990	FORTWAYNE,IN	1.1	0.000
5608380050	Jan 18	12:10P	703-392-1546	MANASSAS,VA	0.5	0.000
5608381717	Jan 18	02:28P	419-347-1654	SHELBY,OH	1.0	0.000
5615608419	Jan 19	08:00A	847-516-6552	CARY,IL	0.3	0.000
5615608418	Jan 19	08:02A	847-554-1812	WHEELING,IL	1.2	0.000
5615608424	Jan 19	03:47P	713-341-7324	HOUSTON,TX	0.6	0.000
5615608429	Jan 19	03:50P	423-787-8574	GREENEVILLE,TN	0.9	0.000
5615608422	Jan 19	03:52P	724-545-2989	KITTANNING,PA	0.6	0.000
5615608423	Jan 19	03:53P	713-341-7324	HOUSTON,TX	1.1	0.000
5615608428	Jan 19	04:01P	807-722-3469	BINGHAMTON,NY	0.8	0.000
5615608425	Jan 19	04:04P	614-224-4752	COLUMBUS,OH	2.5	0.000
5615608433	Jan 19	04:09P	260-982-3210	NOMANCHSR,IN	1.3	0.000
5615608434	Jan 19	04:12P	260-434-4849	FORTWAYNE,IN	4.0	0.000
5615608427	Jan 19	04:18P	607-722-3469	BINGHAMTON,NY	0.9	0.000
5615608416	Jan 19	04:29P	859-744-9588	WINCHESTER,KY	0.3	0.000
5615608421	Jan 19	04:31P	724-830-2873	GREENSBURG,PA	2.2	0.000
5615608432	Jan 19	04:36P	260-982-3210	NOMANCHSR,IN	1.3	0.000
5615608420	Jan 19	04:42P	773-476-6605	CHICAGO,IL	3.3	0.000
5615608435	Jan 19	04:48P	216-771-5329	CLEVELAND,OH	2.4	0.000
5615608430	Jan 19	04:53P	330-544-8018	NILES,OH	2.6	0.000

Ref#	Date	Time	Number	To Place	Minutes/Units	Charges
5615608426	Jan 19	05:05P	607-722-3469	BINGHAMTON,NY	2.4	0.000
5615608415	Jan 19	05:17P	859-744-9588	WINCHESTER,KY	0.3	0.000
5615608431	Jan 19	05:20P	260-982-3210	NOMANCHSR,IN	1.3	0.000
5615608417	Jan 19	05:24P	847-972-2541	SKOKIE,IL	2.5	0.000
5615608414	Jan 19	05:37P	859-744-9588	WINCHESTER,KY	0.4	0.000
5617122150	Jan 20	03:48P	216-429-0637	CLEVELAND,OH	0.4	0.000
5617121985	Jan 20	03:56P	260-927-8043	AUBURN,IN	2.1	0.000
5617121984	Jan 20	04:01P	330-477-1660	CANTON,OH	2.0	0.000
5617122135	Jan 20	04:06P	614-889-2546	DUBLIN,OH	0.4	0.000
5617122088	Jan 20	04:09P	216-429-0637	CLEVELAND,OH	0.4	0.000
5617121982	Jan 20	04:12P	614-489-6121	COLUMBUS,OH	2.6	0.000
5617122067	Jan 20	04:23P	216-429-0637	CLEVELAND,OH	0.4	0.000
5617122086	Jan 20	04:31P	260-927-8043	AUBURN,IN	1.8	0.000
5617121983	Jan 20	04:36P	330-477-1660	CANTON,OH	1.8	0.000
5617121980	Jan 20	04:40P	614-889-2546	DUBLIN,OH	0.4	0.000
5617121981	Jan 20	04:44P	614-489-6121	COLUMBUS,OH	2.6	0.000
5617122065	Jan 20	04:54P	614-889-2546	DUBLIN,OH	0.4	0.000
5617122149	Jan 20	04:58P	216-429-0637	CLEVELAND,OH	0.4	0.000
5617122138	Jan 20	05:01P	216-429-0637	CLEVELAND,OH	0.4	0.000
5617122136	Jan 20	05:05P	260-927-8043	AUBURN,IN	2.1	0.000
5617121979	Jan 20	05:10P	614-889-2546	DUBLIN,OH	0.4	0.000
5617122064	Jan 20	05:13P	614-889-2546	DUBLIN,OH	0.4	0.000
5617122137	Jan 20	05:16P	216-429-0637	CLEVELAND,OH	0.4	0.000
5617122134	Jan 20	05:20P	614-889-2546	DUBLIN,OH	0.4	0.000
5618648744	Jan 21	08:08A	859-744-9588	WINCHESTER,KY	1.3	0.000
5618648781	Jan 21	08:14A	260-982-3210	NOMANCHSR,IN	1.5	0.000
5618648852	Jan 21	08:19A	216-429-0637	CLEVELAND,OH	0.7	0.000
5618648891	Jan 21	08:20A	614-889-2546	DUBLIN,OH	0.8	0.000
5618648780	Jan 21	03:27P	419-294-2233	UPSANDUSKY,OH	2.6	0.000
5618648890	Jan 21	03:32P	740-385-7458	LOGAN,OH	1.9	0.000
5618648893	Jan 21	03:37P	330-948-3139	LODI,OH	1.8	0.000
5618648892	Jan 21	03:43P	614-542-0934	COLUMBUS,OH	1.9	0.000
5618648888	Jan 21	03:48P	937-440-3410	TROY,OH	2.5	0.000
5618647049	Jan 21	03:54P	989-652-8220	FRANKMUTH,MI	3.5	0.000
5618648779	Jan 21	04:00P	989-652-6711	FRANKMUTH,MI	2.2	0.000
5618648889	Jan 21	04:06P	937-233-8543	DAYTON,OH	2.5	0.000
5618648851	Jan 21	04:11P	989-652-8431	FRANKMUTH,MI	5.6	0.000
5618648775	Jan 21	04:20P	989-652-6711	FRANKMUTH,MI	0.6	0.000
5618648777	Jan 21	04:28P	989-652-6711	FRANKMUTH,MI	2.6	0.000
5618450980	Jan 22	01:14P	703-392-1546	MANASSAS,VA	0.5	0.000
5618450980	Jan 22	04:26P	937-393-6311	HILLSBORO,OH	2.3	0.000
5618450981	Jan 22	04:32P	740-425-5192	BARNESVL,OH	2.0	0.000
5618450984	Jan 22	04:37P	607-767-6631	ELMIRA,NY	2.4	0.000
5618450983	Jan 22	04:43P	607-775-8052	BINGHAMTON,NY	2.4	0.000
5618450985	Jan 22	04:48P	607-735-1123	ELMIRA,NY	2.0	0.000
5621533743	Jan 25	01:03P	518-472-8501	ALBANY,NY	0.4	0.000
5621533656	Jan 25	03:30P	216-631-5254	CLEVELAND,OH	3.0	0.000
5621533655	Jan 25	03:37P	248-675-6040	NORTHVILLE,MI	0.4	0.000
5621533654	Jan 25	03:45P	248-675-6040	NORTHVILLE,MI	0.3	0.000
5621531133	Jan 25	03:49P	832-636-8050	SPRING,TX	1.0	0.000
5621531138	Jan 25	03:53P	248-675-6040	NORTHVILLE,MI	0.3	0.000
5621529631	Jan 25	04:20P	832-636-8050	SPRING,TX	1.0	0.000
5621533663	Jan 25	04:25P	713-599-3931	HOUSTON,TX	0.3	0.000
5621531135	Jan 25	04:28P	713-323-5313	HOUSTONSB,TX	1.0	0.000
5621531136	Jan 25	04:38P	304-984-9114	POTCICALCO,WV	0.7	0.000
5621533744	Jan 25	04:42P	405-849-6849	BRITTON,OK	0.7	0.000
5621529612	Jan 25	04:46P	713-759-1186	HOUSTON,TX	0.8	0.000
5621533860	Jan 25	04:50P	734-887-4063	ANNARBOR,MI	1.9	0.000
5621529613	Jan 25	05:01P	713-627-4698	HOUSTON,TX	0.7	0.000
5621533578	Jan 25	05:05P	281-653-1034	SATSUMA,TX	0.3	0.000
5621531137	Jan 25	05:09P	281-653-1034	SATSUMA,TX	0.3	0.000
5621533745	Jan 25	05:13P	336-379-0891	GREENSBORO,NC	0.8	0.000
5621531617	Jan 25	05:17P	814-455-3153	ERIE,PA	0.9	0.000
5621533741	Jan 25	05:21P	732-838-7547	FARMINGDL,NJ	0.7	0.000
5621531134	Jan 25	05:26P	832-397-3711	HOUSTON,TX	0.5	0.000
5621529611	Jan 25	05:30P	713-759-1186	HOUSTON,TX	0.3	0.000
5621529610	Jan 25	05:34P	724-548-8101	KITANNING,PA	0.4	0.000
5621533742	Jan 25	05:38P	713-341-7324	HOUSTON,TX	0.7	0.000
5621529609	Jan 25	05:43P	859-264-9299	LEXINGTON,KY	0.8	0.000
5621533662	Jan 25	05:52P	724-548-8101	KITANNING,PA	1.0	0.000
5621533661	Jan 25	05:57P	724-548-8101	KITANNING,PA	1.0	0.000
56223429136	Jan 26	09:01A	248-675-6040	NORTHVILLE,MI	0.7	0.000
56224980625	Jan 27	10:33A	502-564-1434	FRANKFORT,KY	2.2	0.000
56224980639	Jan 27	11:00A	419-445-0367	ARCHBOLD,OH	1.8	0.000
56224980636	Jan 27	11:14A	419-445-0367	ARCHBOLD,OH	1.8	0.000
56224980627	Jan 27	11:32A	330-544-8016	NILES,OH	0.8	0.000
56224980721	Jan 27	01:40P	330-336-0067	WADSWORTH,OH	0.9	0.000
56224980637	Jan 27	01:45P	330-336-0067	WADSWORTH,OH	0.9	0.000
56232053768	Jan 28	12:40P	330-336-0067	WADSWORTH,OH	0.9	0.000

windstream.

Invoice Number 15137171
 Invoice Date 2/10/2016
 STAND ENERGY CORPORATION

Inbound Calling (Toll Free)

Ref#	Date	Time	Number	From Place	Minutes/Units	Charges
Inbound Calling (Toll Free) (800) 598-2046						
5597897626	Jan 07	09:07A	2819025991	AIRLINE,TX	0.6	0.000
5597897638	Jan 07	03:40P	2167558836	TERRACE,OH	2.8	0.000
5597897627	Jan 07	04:00P	2607050781	FORTWAYNE,IN	4.8	0.000
5596989873	Jan 08	09:25A	8655948050	KNOXVILLE,TN	0.8	0.000
5596994909	Jan 08	02:10P	3362542292	GREENSBORO,NC	0.4	0.000
5596994899	Jan 08	02:48P	5857689389	LEROY,NY	0.4	0.000
5600974956	Jan 11	09:10A	9047107626	JACKSONVL,FL	1.5	0.000
5600977983	Jan 11	09:47A	2819025991	AIRLINE,TX	0.8	0.000
5600976852	Jan 11	11:02A	9047107626	JACKSONVL,FL	0.3	0.000
5600978599	Jan 11	02:56P	2603471768	KENDALLVL,IN	0.3	0.000
Total for (800) 598-2046					12.7	\$0.00



windstream.

Account Number 216186
Invoice Number 15107171
ice Date 2/10/2016
STAND ENERGY CORPORATION

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EXHIBIT

G

501999

SEC

STAND ENERGY
CORPORATION1077 CELESTIAL STREET
ROOMWOOD BLVD. • SUITE 110
CINCINNATI, OHIO 45202

FIFTH THIRD BANK

CHECK DATE CONTROL NO.

73-23/421

AMOUNT

46713

2/17/2016

046713

*****634.83

PAY Six Hundred Thirty-Four and 83/100

DOLLARS

WINDSTREAM COMMUNICATIONS
TO THE PO BOX 9001950
OF LOUISVILLE, KY 40290-1950

STAND ENERGY CORPORATION

AUTHORIZED SIGNATURE

Security features. Details on back.

⑈046713⑈ ⑆042100230⑆ 0099977862⑈

ICL Deposit to JPMorgan Chase

Regulus LVL

00000442

11

222222222222

1111111111

015196

143227

02/22/16

Transaction Type: Check

Customer Reference #: 46713

Transaction Date: 2016-02-22

Bank Reference #: 600474854425

Amount: 634.83

Description:

H

Dosker, John

From: Windstream Communications [support@windstream.desk-mail.com]
Sent: Monday, March 21, 2016 4:38 PM
To: Dosker, John
Subject: RE: CEO Complaint - STAND ENERGY CORPORATION 216186

Mollie Chewning

Subject: CEO Complaint - STAND ENERGY CORPORATION 216186

MAR 21, 2016 | 04:37PM EDT

Twanda R. replied:

Hello John,

Request 4306698 is pending a full disconnect. The hold up with this order was a port out request that never seemed to complete. The order is now flowing and should be completed for the disconnect within the next 30 days. Per the disconnect letter, the customer request the services be cancelled 02/13/16 which will be used as the stop bill date.

Thank you,

Twanda Rhodes
BAT – Team Lead
Windstream Communications

Twanda Rhodes
Team Lead - Business Advocacy Team | Windstream Communications
Twanda.Rhodes@windstream.com
windstreambusiness.com
Phone: 855-300-0989 ext 45209 | Fax: 888.330.0219

[[58bf337b45b1e2c5e2ae9e66b401b36d8c408b1f-662218173]]

windstream.
301 N Main St. Suite 5000 Greenville, SC 29601-2153

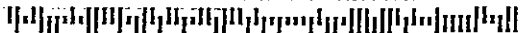
EXHIBIT

I

Address Service Requested

☐ Check Here for change of address (make changes on reverse)

2437010178 PRESORT 10178 1 MB 0.436 P1C50



STAND ENERGY CORPORATION
1077 CELESTIAL ST STE 110 SUITE 110
CINCINNATI OH 45202-1629

Remittance Section

Account Number 216186
Invoice Number 15206630
Invoice Date 3/10/2016
Total Due \$624.55
Due Date 03/30/2016

Amount Enclosed \$

Please make checks payable to Windstream Nuvox Inc.

A 1.5% late payment charge will be applied to all past due balances.

Please remit payment to the address listed below.

Windstream Communications
PO Box 9001950
Louisville, KY 40290-1950



00000000000216186716031000000624551603100000152066309506

Please detach here and return the above portion with your payment

windstream.
smart solutions. personalized service.

Account Number 216186
Invoice Number 15206630
Bill Date 3/10/2016
Pin 3259

MAR 17 2016

-KS
corp

Account Summary

Balance Information

Previous Bill 634.83
Payments Applied -634.83
Credits Applied 0.00

Total Past Due Balance 03/20/2016 \$0.00

Current Charges

Local Service Charges 598.06
Data Service Charges 15.47
Circuit Charges 0.00
Equipment for Services 0.00
Long Distance Charges 0.00
Equipment Rental and Installation Charges 0.00
Other Usage Charges 0.00
Other Charges and Credits -114.66
Fees and Surcharges 80.54
Taxes 45.14

CURRENT CHARGES \$624.55

TOTAL AMOUNT DUE \$624.55

Important Messages

Late Fee

A 1.5% late payment charge will apply to any balances not paid by the due date.

Notice to OHIO Customers

Nonpayment of toll or unregulated charges may result in disconnection of toll or unregulated services and may be subject to collection actions, but will not result in disconnection of local service. For service related inquiries, call Customer Response Center (1-800-600-5050) 24 hours a day, 7 days a week. If your complaint is not resolved after you have called Windstream, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays or at <http://www.PUCO.Ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

APPROVED BY

For Customer Care,
please call 800-600-5050
or visit us at WindstreamBusiness.com

Change of Address

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Understanding Your Bill

Remittance: Detach this section from your invoice and mail it with your full payment in the enclosed envelope.

Total Past Due Balance: Amount due after payments and adjustments are applied. A late payment charge may be assessed on this amount.

Current Charges: A summary of your account activity since your last invoice.

The image shows a sample Windstream bill. It includes a header with the Windstream logo and contact information. The main body of the bill is divided into several sections: Account Summary, Current Charges, and Customer Information. The Account Summary section contains a table with columns for Description, Amount, and Balance. The Current Charges section contains a table with columns for Description, Amount, and Balance. The Customer Information section contains a table with columns for Description, Amount, and Balance. The bill also includes a footer with the company name and address.

Account Summary:
Contains the total amount due.

Customer Information:
Informs you of changes to your account, new products, and service enhancements.

For a description of Windstream Fees and Surcharges, please visit windstream.com/fees.

Payments Applied

February 22	Payment Received. Thank You!	-634.83
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Total Payments Applied	-634.83
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Detail of Services, Local

	Qty	Price	Total
Additional Charges			
March 11, 2016 through April 10, 2016			
Account Detail Charge	1	0.00	
			\$0.00
Total Additional Charges			\$0.00

Basic Feature Bundle

March 11, 2016 through April 10, 2016

Audio and Web Bucket	100	Included	
Caller ID	4	Included	
DIDs	27	0.00	
Directory Assistance Calls	2	0.00	
Directory Assistance Calls	10	Included	
Directory Listing	1	0.00	
ExtendedArea	1	Included	
Long Distance Blocks	1,000	Included	
			\$0.00
Total Basic Feature Bundle			\$0.00

DIDs

January 12, 2016 through February 10, 2016

DIDs - 20 included	20	Included	
			\$0.00

February 11, 2016 through March 10, 2016

DIDs - 20 included	20	Included	
			\$0.00

March 11, 2016 through April 10, 2016

DIDs - 20 included	20	Included	
			\$0.00

Total DIDs			\$0.00
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VoIP and Data Bundle

March 11, 2016 through April 10, 2016

Analog Line	3	Included	
B Channel	13	Included	
Bandwidth	1.5M	Included	
D Channel	1	Included	
PRI	1	Included	
Transport	1	Included	
			\$289.57
Total VoIP and Data Bundle			\$289.57

VoxIP NuPack

January 12, 2016 through February 10, 2016

NuPack	1		\$57.33
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February 11, 2016 through March 10, 2016

NuPack	1		\$57.33
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March 11, 2016 through April 10, 2016

NuPack	1		\$57.33
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Total VoxIP NuPack			\$171.99
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Detail of Services, Local

	Qty	Price	Total
Additional Long Distance Minutes			
March 11, 2016 through April 10, 2016			
5000 Minutes		136.50	
			\$136.50
Total Additional Long Distance Minutes			\$136.50

Rollover Minutes as of March 10, 2016

0 used, 15807 remaining		0.00
Total Rollover Minutes as of March 10, 2016		0.00

Total Local Services	\$598.06
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Detail of Services, Data

	Qty	Price	Total
Additional Charges			
March 11, 2016 through April 10, 2016			
Data Equipment Maintenance Charge	1	11.50	
IP Address Charge	1	3.97	
			\$15.47
Total Additional Charges			\$15.47

Total Data Services	\$15.47
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Other Charges and Credits

Jan 12 - Feb 10	Basic Feature Bundle Credit	-57.33
Feb 11 - Mar 10	Basic Feature Bundle Credit	-57.33
Total Other Charges and Credits		-\$114.66

Detail of Taxes

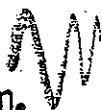
Federal Excise Tax	3.14
Sales Tax	42.00
Total Taxes	\$45.14

Detail of Fees and Surcharges

Access Recovery Charge	24.00
Deregulated Administration Fee (DAF)	4.42
Emergency Services Fee	13.10
Federal Universal Service Fund Fee	23.50
Interstate Service Fee (ISF)	4.97
Regulatory Assessment Surcharge	6.33
Regulatory Assessment Surcharge (VOIP)	3.79
State Telecommunications Relay Service Fund Surcharge	0.43
Total Fees and Surcharges	\$80.54

Total Current Charges	\$624.55
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windstream.



Account Number 216100
Invoice Number 15206630
Invoice Date 3/10/2016
STAND ENERGY CORPORATION

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EXHIBIT

tabbles

J

Remittance Section

Account Number 216186
Invoice Number 15266026
Invoice Date 4/10/2016
Total Due \$206.88
Due Date 04/30/2016

Address Service Requested

Amount Enclosed \$

Please make checks payable to Windstream Nuvox Inc.

☐ Check Here for change of address (make changes on reverse)

A 1.5% late payment charge will be applied to all past due balances.

Please remit payment to the address listed below.

7742010643 PRESORT 10643 1 MB 0.416 P1C54



STAND ENERGY CORPORATION
1077 CELESTIAL ST STE 110
CINCINNATI OH 45202-1629

Windstream Communications
PO Box 9001950
Louisville, KY 40290-1950



00000000000216186716041000000206881604100000152660269507

Please detach here and return the above portion with your payment



Account Number 216186
Invoice Number 15266026
Bill Date 4/10/2016
Pin 3259

APR 18 2016

-KS
Comp

Account Summary

Balance Information

Previous Bill 624.55
Payments Applied 0.00
Credits Applied 0.00

Total Past Due Balance 04/20/2016 \$624.55

Current Charges

Local Service Charges 0.00
Data Service Charges 0.00
Circuit Charges 0.00
Equipment for Services 0.00
Long Distance Charges 0.00
Equipment Rental and Installation Charges 0.00
Other Usage Charges 0.00
Other Charges and Credits -360.60
Fees and Surcharges -27.82
Taxes -29.25

CURRENT CHARGES -\$417.67

TOTAL AMOUNT DUE \$206.88

Important Messages

Attention: Your account is now past due.

Did you overlook your previous bill? Please remit payment of the past due balance immediately to avoid any disruption in your service. Any requested changes to service or orders for additional service will be held until your account is current. If your payment has already been remitted, thank you and please disregard this notice. If you have any questions regarding your account, please contact us at 1-877-235-8552.

Late Fee

A 1.5% late payment charge will apply to any balances not paid by the due date.

2016 Customer Rate Increase

Thank you for being a valued Windstream customer. We'd like to inform you that your June and subsequent billing statements may contain a rate increase not to exceed 8% that applies to certain voice and data services and will vary based on your unique configuration. This is necessary to maintain and enhance next generation technology solutions. We sincerely appreciate your business and look forward to continually expanding our technology solutions to meet your ongoing needs. If you have questions regarding these changes, please contact Windstream at the number listed on this billing statement.

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For Customer Care,
please call 800-600-5050
or visit us at WindstreamBusiness.com

City: _____ State: _____ Zip: _____

Current Charges: A summary of your account activity since your last invoice.

[illegible]

Customer Information:
informs you of changes to your account, new products, and service enhancements.

nyx-119460

Notice to OHIO Customers

Nonpayment of toll or unregulated charges may result in disconnection of toll or unregulated services and may be subject to collection actions, but will not result in disconnection of local service. For service related inquiries, call Customer Response Center (1-800-600-5050) 24 hours a day, 7 days a week. If your complaint is not resolved after you have called Windstream, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays or at <http://www.PUCO.Ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).





Detail of Services, Local

	Qty	Price	Total
<u>Additional Charges</u>			
March 22, 2016 through April 10, 2016			
Account Detail Charge	1	0.00	
			\$0.00
Total Additional Charges			\$0.00

VoIP and Data Bundle

March 22, 2016 through April 10, 2016			
D Channel	1	Included	
			\$0.00
Total VoIP and Data Bundle			\$0.00

Total Local Services **\$0.00**

Other Charges and Credits

Mar 22 - Apr 10	Access Recovery Charge Credit	-2.00
Mar 22 - Apr 10	Access Recovery Charge Credit	-2.00
Mar 22 - Apr 10	Access Recovery Charge Credit	-2.00
Mar 22 - Apr 10	Access Recovery Charge Credit	-10.00
Mar 22 - Apr 10	Bandwidth Credit	-113.59
Mar 22 - Apr 10	Data Equipment Maintenance Charge Credit	-7.67
Mar 22 - Apr 10	IP Address Charge Credit	-2.64
Mar 22 - Apr 10	Emergency Services Fee Credit	-0.55
Mar 22 - Apr 10	Emergency Services Fee Credit	-0.55
Mar 22 - Apr 10	Emergency Services Fee Credit	-0.55
Mar 22 - Apr 10	Emergency Services Fee Credit	-7.09
Mar 22 - Apr 10	Interstate Service Fee (ISF) Credit	-3.31
Mar 22 - Apr 10	NuPack Credit	-38.22
Mar 22 - Apr 10	Long Distance Blocks Credit	-91.00
Mar 22 - Apr 10	B Channel Credit	-64.55
Mar 22 - Apr 10	Analog Line Credit	-4.96
Mar 22 - Apr 10	Analog Line Credit	-4.96
Mar 22 - Apr 10	Analog Line Credit	-4.96

Total Other Charges and Credits **-\$360.60**

Detail of Taxes

Federal Excise Tax	-2.05
Sales Tax	-27.20

Total Taxes **-\$29.25**

Detail of Fees and Surcharges

Federal Universal Service Fund Fee	-22.54
Regulatory Assessment Surcharge	-1.37
Regulatory Assessment Surcharge (VOIP)	-3.91

Total Fees and Surcharges **-\$27.82**

Total Current Charges **-\$417.67**



301 N Main St.
Greenville, SC 29601-2153

Address Service

EXHIBIT

K

Remittance Information

Notice Date: 22-Apr-16
Account Number: 216186
Amount Past Due: \$206.88
Case Number: 041416-01784
Phone Number:
Amount Enclosed: \$

Please put your account number on your check and make payable to:
WINDSTREAM COMMUNICATIONS
Please remit payment to the address listed below.

Important Information

4250000842 PRESORT 842 1 MB 0.416 P1C4



STAND ENERGY CORPORATION
1077 CELESTIAL ST STE 110
CINCINNATI OH 45202-1629

WINDSTREAM COMMUNICATIONS
P.O. BOX 9001950
LOUISVILLE, KY 40290-1950



00000000216186600002068844



301 N Main St. Suite 5000
Greenville, SC 29601-2153

APR 28 2016
Notice Date: 22-Apr-16
Account Number: 216186
Amount Past Due: \$206.88
Case Number: 041416-01784
Phone Number:

Disconnection Notice

Scheduled Service Interruption Date: 6-May-16

Dear Valued Customer,

Thank you for your business. Our records indicate, however, that payment on your above referenced account is currently overdue. To avoid disconnection of your Windstream Communications services on the above date for nonpayment of the overdue balance, you must pay the past due amount of \$ 206.88 by 5-May-16. If you have already sent us your payment, kindly disregard this letter.

Please pay promptly to avoid late payment penalties and fees. Failure to pay this amount may adversely impact your credit score with various credit agencies. You can preserve your credit rating by remitting your payment today for the amount stated.

If payment is not received within five days after service disconnection, the telephone numbers will no longer be available after 5:00 pm on the fifth day. Additional contract termination fees may apply. If payment is received after the service disconnection date, a \$50.00 restoration fee will apply and we may require a new or additional deposit. The restoration of your services may take up to 24 hours.

Please contact us at 1-877-235-8552 if you have questions regarding this notice, to discuss a payment plan, or to make payment arrangements.

Thank you for your prompt attention to this matter and we look forward to a continued relationship.

Sincerely,

Windstream Communications

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The information below pertains only to customers in these states:

Alabama Customers - In the event of a billing dispute, you should first contact Windstream Communications. If you are not satisfied with the result, contact the Alabama Public Service Commission at 1-800-392-8050.

Arkansas Customers - You may qualify to pay your bill in installments and avoid disconnection, but you must contact Windstream Communications at 1-877-235-8552 by close of business on the last day your payment is due and ask for a delayed payment agreement. If you are unable to resolve your issue, contact the Arkansas Public Service Commission at 501-682-1718 or toll free at 1-800-482-1164 or via mail at P.O. Box 400, Little Rock, AR 72203-0400.

Kansas Customers - Disconnection may be avoided if you can demonstrate special circumstances which prevent payment, and if you make satisfactory payment arrangements with NuVox for undisputed charges. If you wish to discuss a payment plan or dispute your charges, please contact NuVox at 1-877-235-8552. If you are not satisfied with the result, contact the Kansas Corporation Commission's Consumer Protection Office at 1.800.662.0027.

Ohio Customers* - If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Windstream Communications, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826 or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays, or visit www.puco.ohio.gov.

Oklahoma Customers* - You must contact Windstream Communications to resolve your inquiries prior to contacting the Oklahoma Corporation Commission. The total amount due may include charges for non-regulated services which would not cause interruption of services. If you are unable to resolve your issue, contact Oklahoma Corporation Commission at 1-405-521-2331 in the Oklahoma City local calling area or at 1-800-522-8154.

*Non-payment of long distance will not result in disconnection of local services. Non-payment of local will not result in disconnection of long distance. Non-payment of unregulated services will not result in disconnection of local or long distance service.