

The following information has been assembled due to problems experienced by Willow Valley Residents having Internet accounts with D&E Communications, in hopes it will provide assistance to others experiencing similar problems.

The following was copied from the December 28 – January 3, 2010 Weekly Insider back page:

D&E Communications

D&E Communications currently provides DSL service for **North Residents**. D&E Communications was recently purchased by Windstream Communications (www.windstream.com) based in Little Rock, Ark. They intend to maintain the D&E presence in Ephrata, however the acquisition has resulted in a few changes. Residents desiring to contact Windstream either to obtain new DSL service or to request customer support for existing DSL service should call 1-800-880-4570. If you desire to contact them by email, their address is wci.mdu.customer.care@windstream.com. At present, there is no information regarding any change to the cost for DSL service, however Windstream's DSL service plans are under review. Existing DSL customers should pay close attention to their monthly statements as there may be changes regarding account numbers or Windstream's address for remitting payment.

The following was provided by Manor North Resident, Charlie Trumbo:

As most of you probably know, Dejazzd was purchased by Windscreen Communications. Earlier this month, all records were transferred to Windstream. On Monday, December 14, everything on my computer work fine. Tuesday morning, the 15th, I could not get to the Internet. It was easy to recognize this was not a problem with my computer, since all four lights on the modem were not lit. Three lights glowed a bright green while the fourth light, the Internet connection, was a brilliant red. At times, the red light would go out, but then it would come back on again as I tried various methods to resurrect a connection.

Lacking any success, I called the old Dejazzd number, only to learn I was now connected to a service center in Florida. Over the course of the next two days, I made twelve phone calls, and spent over eight hours on the phone with various technicians who had no idea of what caused the problem.

The technical people insisted that my records were not complete and kept transferring me to the business office. The business office said the problems were with the technical people and transferred me back. During the last transfer, I somehow was connected to the old Dejazzd office in Brownstown. Here, I finally found somebody who understood my problem, and really wanted to help. They elevated my problem to a higher level, and I received a phone call within about half an hour. Although the gentleman who called was more than willing to assist me, he was not technically informed enough with the Dejazzd modem and operating system to do any good. He freely admitted he did not know what kind of modem I was using. He finally agreed to send a local service technician to my home. (This gentleman did call back the next day to make sure the service tech had arrived and solved the problem) It took the local technician (an old Dejazzd employee), almost 2 hours to fix the problem, although he immediately knew what it was. His problem in fixing it was similar to what I had had encountered in making the people in Arkansas understand the Dejazzd mode of operation. The fact that I pay no phone bill (I pay Willow Valley) and pay them only for an internet connect fee, just is beyond their comprehension. The local technician no longer has the authority to make the necessary alterations to the modem, which simply refused to recognize the internet connection, even though

the signal was present going into the modem. The final solution as I understand it was to change the modem to a PPOE from a PPOA. In addition, during the transfer my password was compromised and reverted to a similar one I have not used for over 3 years. The difference was simply the addition of a 1 on the end, which was somehow eliminated during the transfer. Finally the proper adjustments were made in Arkansas and the local tech was able to configure the modem successfully. I became a "happy camper".

Today, I know of five people here North, who had similar problems, i.e., no internet connection, all of which were only solved by having a technician visit their home. I feel you must insist that a local technician is necessary, although one would hope that as time passes, information can be relayed to the Windstream service centers so that they have enough information to solve the problem after one phone call.

The server Center in Brownstown still has a phone, which is 877-253-0115. The two girls that I talk to, Mandy and Vickie, were excellent in helping solve my problem. They too, called back several times to be certain my problem was solved.

The following was sent via email to those with Dejazzd.com email accounts:

IMPORTANT UPDATE TO YOUR DEJAZZD.COM E-MAIL ACCOUNT

Dear Valued Customer,

We hope you're enjoying Windstream's Internet service and features. In the coming weeks, we will be converting the e-mail system to serve you even better.

On December 14th, dejazzd.com was automatically redirected to windstream.net. Check out our new features at windstream.com/homepagefeatures. You now have instant access to **enhanced search capabilities** and **free online games**. Plus, you'll be able to:

- Customize your home page.
- View your account status.
- Make changes to your account by using "Manage Your Account."

Your E-mail Account & Access Information

Your existing @dejazzd.com e-mail account will continue to work. You will not need to make any changes to your e-mail client and you will continue to receive e-mail at your current addresses. **Beginning January 4th, to access your e-mail, visit webmail.windstream.net**. Or, click on "EMAIL" on the top navigation bar on windstream.net. You will need to log in using your full address (e.g. johndoe@dejazzd.com).

Messages in the Inbox, Sent and Drafts folders that are older than 90 days will be deleted. You can save older messages by moving them to a storage folder. Please see below for instructions on working with storage folders.

How to Create a New Storage Folder

1) Click on the **Mail** tab. 2) Click **Manage Folders**. 3) Click **New**. 4) If a yellow bar appears at the top of your browser, click and select "temporarily allow scripted windows." 5) Type in a name for that folder (eg. business, family, etc.). 6) Click **OK**.

How to Move Messages to a Storage Folder:

1) Click on the subject of a message to open it. 2) Click **Move message to folder**. 3) Select the new folder you created.

Windstream Security Suite

While you are enjoying your new Internet features, we invite you to register for Windstream Security Suite at windstream.com/residential/internet-security-suite. Try it for **FREE** for the first month. After your first month of free Internet protection, Windstream Security Suite is available to residential customers for \$2.99 per month. Powered by McAfee Inc., the leading Internet security technology company, our security suite protects your computer wherever you go online, so you can shop, surf the Web, pay bills, and more without worry.

Your New Technical Support Information

Customer satisfaction is our top priority, and we are working to make this a smooth transition. You will continue to receive high-quality products, services and customer support you can depend on. If you have questions regarding these changes or for 24/7 technical assistance, please call us at the numbers listed below:

State College customers: **1.800.326.9559**
Static IP customers: **1.866.990.3282**
All other customers: **1.888.292.3827**

Thank you for being a valued customer. We appreciate your business.

Sincerely,

Windstream Customer Service