

Windstream SMS Terms and Conditions

Effective Date: August 23, 2024

By signing up for or agreeing to receive text messages from Windstream, Kinetic, Windstream Enterprise, or Windstream Wholesale, (collectively “Windstream”) you agree to these SMS Terms, as well as the applicable Windstream Terms & Conditions and Privacy Policy, which are incorporated herein by reference and can be viewed at the links provided here.

Incorporated Terms:

- Terms & Conditions
 - Kinetic Consumer: <https://www.windstream.com/residential/terms-and-conditions>
 - Kinetic Business: <https://business.windstream.com/terms-conditions/>
 - Windstream Enterprise: <https://www.windstreamenterprise.com/legal/service-terms-and-conditions/>

- Privacy Policy
 - Kinetic: <https://www.windstream.com/about/legal/privacy-policy>
 - Windstream Enterprise: <https://www.windstreamenterprise.com/legal/privacy-policy/>
 - Windstream Wholesale: <https://www.windstreamwholesale.com/privacy-policy/>

Messages You Can Expect:

Windstream will send messages regarding:

- Windstream Service Notifications – Text messages related to Customer Service, Service Orders, Billing, Repair, and Outage notifications.
- Windstream Marketing Notifications - Text messages with promotional and personalized marketing information, these messages are sent from a long code.

Opt-In:

By opting-in to Windstream’s Text Messaging alerts, you authorize Windstream to use autodialer or non-autodialer technology to send text messages to the cell phone number you provided. Your consent is not a condition of purchasing any services or products.

Opt-Out

You can opt out of receiving text messages from Windstream at any time by replying with the keyword “STOP” to any message from us. Upon opting out, you will receive a confirmation message and no further messages will be sent. If you want to join again, just sign up as you did the first time and we will start sending text messages to you again.

For Help

If you are experiencing issues with our messages you can reply with the keyword HELP for more assistance, or you can get help directly by calling:

- Kinetic Consumer: 800-347-1991
- Kinetic Business: 800-241-0100
- Windstream Enterprise: 800-600-5050
- Windstream Wholesale: 866-375-6040

Message Frequency & Charges

As always, message and data rates may apply for any messages sent to you from us and to us from you. You can expect to receive on average four (4) messages per month, however this may vary depending on your account activity or communications with Windstream. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

Privacy

Your privacy is important to us. Your mobile number and any other personal information provided will be used in accordance with our Privacy Policy (linked above).

Delivery Limitations

Notifications sent via SMS may not be delivered to you if your phone is not in range of a transmission site, or if sufficient network capacity is not available at a particular time. Even within a coverage area, factors beyond the control of your wireless carrier may interfere with message delivery, including customer equipment, terrain, proximity to buildings, foliage, and weather. You acknowledge that urgent alerts may not be timely received and that your wireless carrier does not guarantee that alerts will be delivered.

Representations:

You represent that you are the account holder for the mobile telephone number(s) that you used to subscribe to the program.

Modifications to Terms and Conditions:

Windstream reserves the right to modify these Terms and Conditions at any time. Changes will be effective immediately upon posting the revised Terms and Conditions.

Contact Us:

If you are a residential customer and you have questions or comments, please visit: <https://www.windstream.com/support>

If you are a small business customer and you have questions or comments, please visit: <https://business.windstream.com/support/>

If you are an enterprise or medium size business customer and you have questions or comments, please visit: <https://www.windstreamenterprise.com/contact-us/>.

If you are a wholesale customer and you have questions or comments please visit: <https://www.windstreamwholesale.com/contact-us/>.