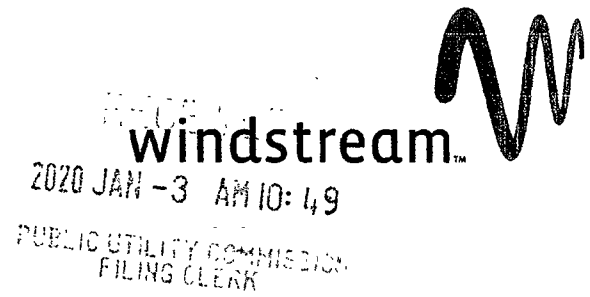


Control Number: 30240



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January 2, 2020

VIA FedEx

Public Utility Commission of Texas
Central Records
1701 N. Congress, Suite 8-100
Austin, TX 78701

RE: TX - Workforce Diversity Plan – Project Number 30240
12-Month Period Ended September 30, 2019

Dear Sir/Madam:

Pursuant to Substantive Rule §26.85(e), enclosed for filing are four (4) copies of the Windstream Services companies' Annual Progress Report on the Implementation of the Five-Year Plan to Enhance Supplier and Workforce Diversity.

The Windstream Service companies include:

1. Texas Windstream, LLC
2. Windstream Sugar Land, LLC
3. Windstream Communications Kerrville, LLC
4. Valor Telecommunications of Texas, LLC dba Windstream Communications Southwest

If you have any questions regarding this filing, please contact the undersigned.

Sincerely,
Becky West
Staff Manager – Regulatory Compliance
Windstream
becky.west@windstream.com

WORKFORCE AND SUPPLIER DIVERSITY FORM
WORKFORCE DIVERSITY

Occupational Categories	NUMBER OF TEXAS FULL-TIME EMPLOYEES FOR REPORTING YEAR												
	Combined Total	Company Totals		Caucasian		African American		Hispanic		Asian		American Indian	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Officials and Managers	69	61	8	52	5	1		3	1	1	1	1	
Professionals	94	70	24	48	16	5	4	6	1	8	3		
Technicians	147	143	4	105	4	18		16				1	
Sales Workers	70	47	23	37	17	5	1	5	4		1		
Office and Clerical	11	3	8	3	4		1		1		2		
Craft Workers (Skilled)	200	200	0	159		8		29		1		2	
Operatives (Semi-skilled)	0	0	0										
Laborers (Unskilled)	0	0	0										
Service Workers	1	1	0	1									
Previous Year Totals	602	537	65	426	47	38	7	55	5	14	6	4	0
This Year Totals	592	515	66	405	46	37	6	59	7	10	7	4	0

NOTE: Double-click on embedded Excel chart to open. Click on a cell or use arrow keys to select an occupational category and ethnic group to update workforce diversity numbers. Do not enter information in Combined Total and Company Totals columns or the This Year Totals row as these will update automatically. Cells left blank will be counted as zero. Click anywhere outside of chart to exit.

WORKFORCE AND SUPPLIER DIVERSITY FORM
HUB/SMALL BUSINESS PROCUREMENT AS A PERCENTAGE OF TOTAL COMPANY PROCUREMENT

Actual % = [Total HUB(1) procurement + Total Small Business(2) procurement]/Total Company procurement	Actual % for Previous FY	Actual % for Current FY	Percentage Change
Construction Contracts (3)	0.02%	0.0200%	0.00%
Commodities Contracts (4)	1.43%	0.6000%	-58.04%
Other Services (5)	0.03%	0.0100%	-66.67%
Professional Services Contracts (6)	1.44%	0.3000%	-79.17%
Major Equipment (7)	0.02%	0.0100%	-50.00%
Other (8)	1.23%	3.0000%	143.90%

(1) **HUB** -- Pursuant to Texas Government Code § 481.191(4), HUB means: (A) a corporation formed for the purpose of making a profit in which at least 51 percent of all classes of the shares of stock or other equitable securities is owned by one or more persons who are members of certain groups, including black Americans, Hispanic Americans, women, Asian Pacific Americans, and American Indians; (B) a sole proprietorship formed for the purpose of making a profit that is 100 percent owned, operated, and controlled by a person described by Paragraph (A) of this subdivision; (C) a partnership formed for the purpose of making a profit in which 51 percent of the assets and interest in the partnership is owned by one or more persons described by Paragraph (A) of this subdivision. Those persons must have proportionate interest and demonstrate active participation in the control, operation, and management of the partnership's affairs; or (D) a joint venture in which each entity in the joint venture is a historically underutilized business under this subdivision.

(2) **Small Business** -- Pursuant to Texas Government Code § 481.191(6), Small Business means a corporation, partnership, sole proprietorship, or other legal entity that: (A) is domiciled in this state; (B) is formed to make a profit; (C) is independently owned and operated; and (D) employs fewer than 100 full-time employees.

(3) **Construction** -- Construction done by general contractors and special trade contractors which includes new work, additions, alterations, reconstruction, installations, repairs, remodeling, renovating, and repair of office buildings. Heavy construction other than buildings such as pipelines, communication and power lines, sewer and water mains, asphalt and concrete construction of roads, trenching, cable laying, conduit construction, land clearing and leveling.

(4) **Commodities** -- All materials, goods or tangibles purchased to conduct business, not including fuel or purchased power contracts and major equipment purchases and rentals.

(5) **Others Services** -- All specialty work, special circumstances that required contract labor, special consultants or other non-defined services. Examples include audio/visual, staffing services, landscaping, forestry, tree trimming, art and decorative services, janitorial, travel/lodging, automotive repair, and photography.

(6) **Professional Services** -- Contracted professional services which include legal, consulting, health, engineering, accounting, advertising/marketing, architectural, real estate, computer services, research and analysis, education/training, insurance, surveying services, weather services, environmental, financial, etc.

(7) **Major Equipment** -- Includes all major equipment purchases and rentals including but not limited to transmission and distribution equipment, power plant equipment, substation equipment, heavy construction equipment, fleet requirements, etc.

(8) **Other** -- Any commodity or service not covered by the above categories.

WORKFORCE AND SUPPLIER DIVERSITY FORM COMPANY INITIATIVES

- (1) Describe the specific initiatives, programs, and activities undertaken under the plan during the preceding year:**

Human Resources:

Employee training was conducted for new hires.

Windstream has policies in place to identify qualified candidates for positions without regard to race, color, religion, sex, age, national origin, military status, disability, sexual orientation or gender identity.

Windstream provides training and development to employees and managers.

Windstream utilized a service to ensure that job openings are sent to websites that target minorities, females, veterans, persons with disabilities and state job services agencies.

Windstream uses affirmative action recruiting strategies, shares its recruiting program with field locations and attempts to identify minority and female candidates for senior management.

Windstream sends notice of recruitment and job fair attendance to minority groups on college campuses.

In 2015, Windstream created a new talent acquisition position specifically designated solely on the recruiting and hiring of veterans of the U.S. Armed Forces. This has significantly increased the number of veterans in Windstream's workforce. In 2019, for the second consecutive year, Windstream was recognized by the Department of Labor's HIRE Vets Medallion Program. Windstream received the gold award in 2018 and the platinum award in 2019, which is the program's highest level of recognition. The award recognizes leadership in recruiting, employing, and retaining our nation's military veterans. Following the success of Windstream's veteran hiring initiative, this program was subsequently designated as also being responsible for diversity and inclusion initiatives.

In 2019, Windstream formed a Diversity and Inclusion committee and created the new position of Consultant-Diversity and Inclusion, to focus on furthering diversity and inclusion efforts in recruiting and throughout the workplace.

Procurement:

**WORKFORCE AND SUPPLIER DIVERSITY FORM
COMPANY INITIATIVES**

- (2) Make an assessment of the success of each of the specific initiatives, programs, and activities listed above:**

Human Resources:

Overall, Windstream's recruiting, training and affirmative action plans have aided in hiring greater percentages of women and minorities in its 2018-2019 affirmative action plan year than in the previous 2017-2018 plan year.

Procurement:

- (3) Describe the initiatives, programs, and activities the utility will pursue during the next year to increase the diversity of its workforce and contracting opportunities for small and historically underutilized businesses:**

Human Resources:

Windstream will continue to use its Diversity Hiring Report to identify strengths and weaknesses in its utilization of labor across the population demographics.

Windstream will continue its affirmative action recruiting strategies, will share its recruiting program with field locations, and continue to identify minority and female candidates for senior management positions.

Windstream will continue to develop its diversity and inclusion program with the newly created position and responsibilities. Windstream will continue to emphasize the importance of diversity to management.

WORKFORCE AND SUPPLIER DIVERSITY FORM COMPANY INITIATIVES

Windstream will continue to provide training to its managers and employees.

Procurement:

(4) State the specific progress made under the plan filed by the utility:

Human Resources:

Windstream has hired greater percentages of women and minorities in its 2018-2019 affirmative action plan year than in the 2017-2018 plan year.

Procurement and Human Resources personnel are available to help locate women and minority groups to use as recruiting sources for activities to promote community / supplier diversity.