



Consolidated Communications Wholesale Customer Communication Product & Process Notification

Notification Date: **March 24, 2020**
Effective Date: **March 24, 2020**
Subject: **COVID-19 Order Process**
Notification #: **PRC 0246**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **All Regions**
Contact: **Consolidated Change Management**
at ConsolidatedCMP@consolidated.com

Dear Consolidated Communications Wholesale Customer,

Consolidated Communications is making changes to help support our customers with their critical Carrier Ethernet service requests related to the COVID-19 pandemic.

The following terms and processes are effective immediately, but are subject to change at any time. Please note, this process is not a promotion. This plan is to support our customers where bandwidth increases, or new service requests, are critical during COVID-19 response efforts.

	Ethernet Bandwidth Upgrades	New Ethernet Service Requests
Contracted Rates	Temporary bandwidth upgrades will utilize the customer's existing contracted Ethernet Service Schedule. Applicable PNUM is required on submitted ASR to ensure correct billing.	New service request MRCs, NRCs and term requirements will bill in accordance with the customer's contracted Ethernet Service Schedule. Applicable PNUM is required on submitted ASR to ensure correct billing.
Expedite Fees	Consolidated will credit expedite fees and NRCs on COVID-19 bandwidth upgrade requests that don't require a network augment.	Consolidated will credit expedite fees on COVID-19 new Ethernet service requests. However, an aid to construction NRC may be necessary to enable delivery.

Termination Fees	Consolidated will waive Early Termination Liability (ETL) penalties for bandwidth downgrades back to the original bandwidth level subscribed to by the carrier. ETL penalties will not be waived for circuit termination or downgrades below the bandwidth to which the carrier originally subscribed prior to the COVID-19 upgrade.	New service request term requirements will bill in accordance with the customer's contracted Ethernet Service Schedule.
Bandwidth Limitations	The expedite process is limited to Ethernet service requests up to 1 Gigabit (GbE). Please contact your CCI Senior Account Manager for assistance with other requests. All new service requests are subject to customary review and confirmation of network availability.	
Order Process	In order to sufficiently track orders that need to be expedited, the customer must populate the Project field of the ASR with "COVID-19," as shown below. Expedited bandwidth upgrades will be processed in the same manner as all other Change Orders. See the existing Expedite Process .	
Timelines	Timeline is on an Individual Case Basis and incumbent upon availability.	The work and timeline required to enable the new service request will be negotiated to meet both the customer's and Consolidated's workload availability.

Please follow ASR examples below when submitting COVID-19 requests.

COVID-19 ASR Expedite Remarks

PROJECT = **COVID-19** (No spaces)

EXP = **Y**

ASR REMARKS =

1. **Existing Service Bandwidth Upgrade: COVID-19 TEMPORARY BANDWIDTH UPGRADE**
2. **New Service Request: COVID-19 NEW SERVICE REQUEST**

ADMINISTRATIVE [Required]

CCNA	PON	VER	ASRNO	SPA	ICSC			
	EXPEDIE EXP	01			EC20			
CC	UNE	QA	CBD	DDD	FDT	PROJECT	CCI	
	--Select--	--Select--		03/24/2020		COVID-19	--Select--	
CNO	PPTD	NOR	LUP	BSA	REQTYP	ACT	ACTI	EU
				--Select--	ED	C		
QSA	WST	LATA	EVC1	SEI	PVCI	NPVC	RTR	
	--Select--		--Select--	Y	--Select--		F	
QNAI	TQ	EXP	EDA	AENG	ALBR			
		Y	--Select--	--Select--	--Select--			
AGAUTH	DATED	CUST	LA	LADATED				
--Select--			--Select--					
NAG								
--Select--								

Populate the Project Field with COVID-19 and Y in the expedite field

PSLI	CKR	UNIT	PIU	PLU		
--Select--		C	100			
WSI_P	WSI_S	LTP	ECCKT	QTY	BAN	
--Select--	--Select--			01	E	
ASG	BIC	BIC_TEL	BIC_ID			
	--Select--					
TSC	ISTN	ACTL	APOT			
RORD	RPON	LAG				
		--Select--				
CCVN	ASC_EC	TSP	SAN	GOV	SPEC	PREV_PON
	--Select--			--Select--		

ASR Remarks Change Order: COVID-19 Temporary Bandwidth Upgrade

ASR Remarks New Order = COVID-19 NEW SERVICE REQUEST