

Coronavirus Update



Consolidated Communications Carrier Customer Communication Our Team is Here for You

Notification Date: **April 15, 2020**
Subject: **Coronavirus Update - Our Team is Here for You**
Notification #: **PRC 0248**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **All Regions**
Contact: **Consolidated Change Management at**
ConsolidatedCMP@consolidated.com

Dear Consolidated Communications Carrier Customer:

Every day, our employees are working hard to meet your needs and ensure our communities stay connected during this global pandemic.

- **The Health and Safety of Our Employees and Customers is Our Number One Priority.**
We are providing on-site support to our customers unless circumstances or events prohibit us from doing so and are taking every possible precaution to protect our employees and customers; this includes providing field employees with all available personal protective equipment (PPE).
[Read more about our company preparedness and response on our website.](#)
- **Our Reliable Network Keeps Your Customers and Communities Connected.**
We know our CLEC, ISP, carrier and reseller customers are reliant on our [network](#) to meet the needs of their own customers. We continue to proactively monitor and augment our network capacity to help us manage increased traffic and ensure contracted service performance levels are maintained.
- **We're Here For You.**
As a provider of critical services, our teams are ready to respond and able to help. Should you need capacity upgrades to handle increased volume or expedited service requests, we are here to assist you. Please follow the process communicated in [PRC 0246 – COVID-19 Order Process](#) or contact us at CarrierWSC@consolidated.com.

More information about our response to COVID-19 can be found at [consolidated.com/covid-19](https://www.consolidated.com/covid-19).

Thank you for trusting Consolidated Communications to keep you connected. We value and appreciate your business.

Sincerely,

Bob Udell

President and Chief Executive Officer
Consolidated Communications

Delivered by - Consolidated Communications
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