

Consolidated Communications Wholesale Customer Communication Here Now and on the Road Ahead

Notification Date: **May 27, 2020**
Subject: **Coronavirus Update - Here Now and on the Road Ahead**
Notification #: **PRC 0250**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **All Regions**
Contact: **Consolidated Change Management**
at ConsolidatedCMP@consolidated.com

Dear Consolidated Communications Carrier Customer:

Over the past two months, we endured a great deal, but the Consolidated team has never been more committed to ensuring our communities stay connected.

- **Our Number One Priority Is Always the Health and Safety of Our Employees and Customers**

We are providing essential services and 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 and keep them safe.

[Read more about how we're responding and the precautions we are taking.](#)

- **Our Reliable Network Keeps Communities Moving Forward**

We understand the importance of our [network](#) strength to meet the evolving needs of our CLEC, ISP, carrier and reseller customers and are continuously managing network traffic to ensure the delivery of stable and reliable services to your own customers.

We are proud to help keep people connected, businesses running, students learning, and doctors and nurses caring for patients.

- **Our Support Team is Here for You**

As a provider of critical services, our teams are here and can help. If you need capacity upgrades to handle increased volume or expedited service requests, please follow the process communicated in [PRC 0246 – COVID-19 Order Process](#) or contact us at CarrierWSC@consolidated.com.

The latest information on our response to COVID-19 and the other ways we're working with customers and communities can be found at [consolidated.com/covid](https://www.consolidated.com/covid).

Thank you for trusting Consolidated Communications to keep you connected, now and in the future.

We value and appreciate your business and are committed to being here when you need us.

Sincerely,

Bob Udell

President and Chief Executive Officer
Consolidated Communications

Delivered by - Consolidated Communications
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