



## Consolidated Communications Wholesale Customer Communication Service Availability Notification

Notification Date: **August 11, 2020**  
Effective Date: **August 15, 2020**  
Subject: **System Maintenance Notification - 8/15**  
Notification #: **SAM-08112020-01**  
Target Audience: **IXC, CLEC, Wireless, Reseller**  
Area Impacted: **Maine, New Hampshire, Vermont**  
Contact: **Consolidated Change Management**  
at [ConsolidatedCMP@consolidated.com](mailto:ConsolidatedCMP@consolidated.com)

---

### Details:

Consolidated Communications NNE Region will be performing Backend Systems Maintenance starting Saturday August 15, 2020 at 10:00 PM ET and completing by Sunday August 16, 2020 at 7:00 AM ET. During this maintenance window the following applications may be impacted: Pre-Order, Ordering, and TA functionality via the VFO Web GUI/UOM/XML.

LSR/ASR orders and Trouble Administration (TA) tickets will queue up and progress once the system is restored. If you require an update on an existing trouble ticket or need to open an urgent trouble ticket during the scheduled maintenance period please call the CF NOC at 866-972-8220.

If you have any questions, please contact Consolidated Change Management at [ConsolidatedCMP@consolidated.com](mailto:ConsolidatedCMP@consolidated.com)

Delivered by - Consolidated Communications  
121 South 17th Street  
Mattoon, Illinois 61938