



Consolidated Communications Wholesale Customer Communication Process Notification

Notification Date: **August 17, 2023**
Effective Date: **August 21, 2023**
Subject: **Wholesale Carrier Disputes**
Notification #: **PRC 0264**
Attachments: **WCD Dispute Form, Dispute Process User Guide**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **All Regions**
Contact: **Consolidated Account Manager**

Dear Consolidated Communications Carrier Customers,

This notice is a reminder regarding the process for filing Carrier billing disputes with Consolidated Communications. In an effort to continue an efficient and streamlined process for effective dispute resolution the following requirements will be set forth.

In order for a dispute to be accepted and reviewed, Carrier billing disputes must be filed on the attached preformatted spreadsheet and uploaded on the link in the Wholesale Customer Portal at <https://wcp.consolidated.com/>.

Effective August 21st, 2023, disputes will no longer be accepted via email. All previously issued disputes if filed on preformatted spreadsheet, will be accepted and reviewed. All others will be returned to addressee.

For any questions regarding this process please reach out to your Account Manager at Consolidated Communications.

[WCD Claims Upload Template](#)

[Billing Dispute Resolution Process User Guide](#)

This notification provided by Consolidated Change Management
at ConsolidatedCMP@consolidated.com

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