

Consolidated Communications Wholesale Customer Communication System Availability Notification

Notification Date: **December 10, 2020**
Effective Date: **December 12, 2020**
Subject: **System Maintenance Notification 12/10**
Notification #: **SAM-12102020-01**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **Maine, New Hampshire, Vermont**
Contact: **Consolidated Change Management**
at ConsolidatedCMP@consolidated.com

Details:

Consolidated Communications NNE Region will be performing Backend Systems Maintenance starting Saturday December 12, 2020 at 10:00 PM ET and completing by Sunday December 13, 2020 at 8:00 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