



**Consolidated**<sup>®</sup>  
communications

## Consolidated Communications Wholesale Customer Communication System Outage Notification

Notification Date: **June 20, 2020**  
Effective Date: **June 20, 2020**  
Subject: **System Outage Notification - UPDATE**  
Notification #: **SON-06202020-01**  
**SON-06192020-01 System Outage Notification**  
Related Letters: **SON-06192020-02 - UPDATE**  
**SON-06192020-03 - UPDATE**  
Target Audience: **IXC, CLEC, Wireless, Reseller**  
Area Impacted: **All Regions**  
Contact: **Consolidated Change Management**  
at [ConsolidatedCMP@consolidated.com](mailto:ConsolidatedCMP@consolidated.com)

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### Details:

**Systems have been restored for Maine, New Hampshire and Vermont activity. We continue to work on restoring functionality for the remaining Consolidated regions.**

At this time Consolidated Communications is experiencing intermittent connectivity issues.

The following applications may be impacted: Telephones, Consolidated.com web site, Pre-Order, Ordering, and TA functionality via the VFO Web GUI/UOM/XML. Orders and tickets will queue up and flow when systems are restored.

We continue working to resolve the issues and will send out updates as they become available.

This communication is provided by the Consolidated Change Management Process (CMP) , reachable at [ConsolidatedCMP@consolidated.com](mailto:ConsolidatedCMP@consolidated.com)