

Consolidated Communications Wholesale Customer Communication Industry Notification - Accessible Letter

Notification Date: **September 15, 2020**
Subject: **Trouble Admin "Late Bonding" Work Around**
Notification #: **SYS 0417 - Trouble Admin "Late Bonding" Work Around**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **Maine, New Hampshire, Vermont**
Contact: **Consolidated Change Management**
at ConsolidatedCMP@consolidated.com

Dear Wholesale Customer,

Consolidated Communications has uncovered an issue in Virtual Front Office (VFO) with regards to Late Bonding trouble administration tickets. VFO is not automatically sending the "Retrieve Trouble Info" request. The cause has been identified and will be fixed at a future date TBD. In the meantime, there is a temporary work around where users can manually update the trouble administration record after it moves into the Late Bonding state.

If you open a new trouble ticket and the State changes to "Late Bonding," please submit a "Retrieve Trouble Info" request to get the updated information on the ticket. A future release will correct this issue and send the "Retrieve Trouble Info" request on your behalf.

For detailed work around instructions please click the link below:

[Detailed Trouble Admin "Late Bonding" Work Around](#)

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