



Consolidated Communications Wholesale Customer Communication Industry Notification - Accessible Letter

Notification Date: **September 23, 2021**
Effective Date: **September 24, 2021**
Subject: **New Call Forwarding instructions**
Notification #: **SYS 0431 - New Call Forwarding instructions**
Related Letters: **TRF 0029 & 0032 - NEW Abbreviated 988 Dialing in the US**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **NH, VT**
Contact: **Consolidated Change Management**
at ConsolidatedCMP@consolidated.com

Details:

This notice is being sent to notify Consolidated Communications Wholesale Customers that due to the NEW abbreviated 988 dialing in NH and VT, there are new requirements for submitting any type of call forwarding orders. All orders requesting call forwarding must be formatted as 1+ the 10 digit number.

Example: 1NPANXXLINE (ie. 1603555XXXX). This includes:

- RCF Lines
- Voicemail
- Fixed Call forwarding
- Variable Call Forwarding:
 - End Users must be notified when programming the number they are forwarding to, they must dial 1+ the 10 digit number for it to be formatted correctly in our switch.

If you have any questions, please contact Consolidated Change Management
at ConsolidatedCMP@consolidated.com

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