

Coronavirus Preparedness



Consolidated Communications Wholesale Customer Communication Industry Notification - Accessible Letter

Notification Date: **March 13, 2020**
Effective Date: **March 13, 2020**
Subject: **Coronavirus (COVID-19) Preparedness**
Notification #: **PRC - 0245**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **Maine, New Hampshire, Vermont**
Contact: **Consolidated Change Management at ConsolidatedCMP@consolidated.com**

Dear Consolidated Communications Customer:

Consolidated Communications' emergency operations team is actively monitoring the outbreak of the Coronavirus (COVID-19) and taking every possible preparation to ensure business continuity and maintain services and support without any interruption. The purpose of this communication is to provide information about the steps Consolidated has taken to minimize the impact to our customers and ensure the safety of our employees.

- **Business Resiliency:** Our Company plans for a wide variety of emergencies, including pandemic events, and will continue to refine our contingency and business continuity plans as needed to ensure contracted service performance levels are maintained. Our NOC has geographic diversity and is staffed to meet demands during any event. Our redundant, diverse, fully owned-and-managed network also stands ready to shift traffic to meet demands. Recognizing increased work from home usage, we are actively augmenting and managing our network capacity.
- **Customer Support:** Our teams are here to assist you and can answer calls, log tickets and troubleshoot remotely should this be necessary. You may also continue to use the [VFO Portal](#) and our additional [online resources](#).
- **Travel:** Consolidated has eliminated all non-essential business air travel to reduce the risk of possible exposure for employees.

The most up-to-date information on Consolidated's response to this global pandemic can be found at [consolidated.com/COVID-19](https://www.consolidated.com/COVID-19).

For assistance with your business needs, or to learn more about our internal planning in response to this event, please contact CarrierWSC@consolidated.com. We value and appreciate your business.

Sincerely,

Bob Udell,

President and Chief Executive Officer
Consolidated Communications

Delivered by - Consolidated Communications
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