



Consolidated Communications Wholesale Customer Communication Industry Notification - Accessible Letter

Notification Date: **November 14, 2023**
 Effective Date: **November 15, 2023**
 Subject: **Changes coming to the Consolidated Virtual Front Office (VFO)**
 Notification #: **SYS 461**
 Related Letters: **SYS 460**
 Target Audience: **IXC, CLEC, Wireless, Reseller, ISP**
 Area Impacted: **All Regions**
 Contact: **Consolidated Change Management at**
ConsolidatedCMP@consolidated.com

Details,

Synchronoss is in the process of adding a couple of enhancements to VFO:

1. RPON indicator in the Access Module is now reflected in the export to excel file in VFO.
2. Now when users create new passwords, there is a password token code generated to increase security. Outlined below are how the new Password Token Code works with the existing security process.

RPON Indicator in the Access Module:

When a user selects to export to excel the Order List and there are PONs with the RPON indicator, these PONs will show "TRUE" in the new RPON column:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
1	Receiver C	Trading Pa	Customer	Pon	Ver	Sup	Status	Trantyp	Svctyp	Reqtyp	Act	State	DDD	Owner	Date Sent/	Received	FOC DD	CD Date	Ord	MULTI	RPON	
2	ABC1	ABC Teleco	Carrier	RECVS142	1		Confirmed		SA-2 Point	SD	N	NY	11/30/2023	hamulti1	09/25/2023	21:12			CoNFIRMED	TRUE	TRUE	
3	ABC1	ABC Teleco	IXC	SEARCHTE	1		Confirmed		SA-2 Point	SD	N	SH	10/22/2023	brw	09/22/2023	12:18					TRUE	TRUE
4	ABC1	ABC Teleco	Carrier	SEARCHTE	1		Confirmed		SA-2 Point	SD	N	SH	10/22/2023	brw	09/22/2023	12:10			HARI32432		TRUE	TRUE
5	ABC1	ABC Teleco	IXC	ASRZAAPZ	1		Confirmed		SA-2 Point	SD	N	NY	09/20/2023	brw	09/20/2023	15:11	09/20/2023		12345			
6	ABC1	ABC Teleco	CLEC	ASRZAAPZ	1		Confirmed		SA-2 Point	SD	N	NY	09/20/2023	brw	09/20/2023	15:11	09/20/2023		12345			
7	ABC1	ABC Teleco	IXC	ASRZAAPZ	1		Confirmed		SA-2 Point	SD	N	NY	09/20/2023	brw	09/20/2023	15:11	09/20/2023		12345			
8	ABC1	ABC Teleco	CLEC	ASRZAAPZ	1		Confirmed		SA-2 Point	SD	N	NY	09/20/2023	brw	09/20/2023	15:11	09/20/2023		12345			
9	ABC1	ABC Teleco	Carrier	ASRZAAPZ	1		Confirmed		SA-2 Point	SD	N	NY	09/20/2023	brw	09/20/2023	15:11	09/20/2023		12345			
10	ABC1	ABC Teleco	IXC	ASRZAAPZ	1		Confirmed		SA-2 Point	SD	N	NY	09/20/2023	brw	09/20/2023	15:11	09/20/2023		12345			
11	ABC1	ABC Teleco	CLEC	ASRZAAPZ	1		Confirmed		SA-2 Point	SD	N	NY	09/20/2023	brw	09/20/2023	15:11	09/20/2023		12345			

Password Token Code: New user set up by an administrator:

When a new profile is created by an administrator, you will be sent your initial password and a password

token code. When signing in for the first time you will use the initial password to get to a password reset screen. When setting up a new password the token will need to be added on the same screen:

Password Token Code: User Forgets their Password or Chooses to Change their Password:

When a user forgets their password, and clicks “Forgot Password,” they will be asked the security questions previously setup, and a verification code will be sent by email which needs to be entered by the user in the application, this is business as usual. Once the user gets to the screen to create a new password, another email is generated with a Password Token Code. The user **must** remain on that screen while checking their email as the Password Token Code will need to be entered on that same screen.

Your token has been sent to your email address on file with subject "VFO Email for Password Token Code". Please do not close this window until after entering the Password Token code.

The screenshot shows a web application window titled "Login" with a lock icon. The main heading is "Please reset your Password". Below this, there are three input fields: "New Password", "Confirm New Password", and "Password Token Code". A "Password Rules" link is located to the right of the "New Password" field. At the bottom of the form are two buttons: "Cancel" and "Update Password". The footer of the window displays the "Virtual Front Office" logo and the text "Powered by synchronoss".

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

Delivered by - Consolidated Communications
2116 South 17th Street
Mattoon, Illinois 61938