



Consolidated Communications A Better Partner & Customer Experience

Consolidated Communications provides our partners with the highest probability of winning in the markets we serve. We have a dense fiber network and the market recognition to open doors and provide a complete fiber communications solution for the customer. We want to grow aggressively in the small and mid-market enterprise space. Some of the most notable companies in the regions we serve trust our team to keep them connected, and we are building on that success.

By supporting our partners throughout the customer lifecycle, we deliver a positive customer experience and maximize revenue. We place our customers' needs first by delivering on our commitments and building long term relationships with customers, partners and the communities in which we live and serve.

From sales to service delivery to ongoing support, we're the best choice to help you win and keep customers.



Rapid onboarding, accessible tools and dedicated channel managers:

- Simple agent agreement
- Partner portal - check commissions, get quotes, submit orders, manage existing contracts and proposals, access collateral
- Partner support guide and product training
- On-Net, Near-Net and Off-Net lists and maps
- Assistance with uncovering opportunities, deal expansion and sale closure
- NEW – Access to pricing in Connectbase for Technology Service Distributors (TSDs)



A network that can't be beat and a desire to boldly build to reach new opportunities:

- Densest fiber network in our service areas with access to thousands of businesses in 20+ states
- Carrier-grade, redundant network meets the most stringent service level agreements
- 99.999% core network availability
- Require multi-site connectivity or mix of On-Net, Near-Net & Off-Net access? We can tailor a solution.



Flexible product portfolio, from the most basic to the most advanced:

- Help your customers solve communications and networking challenges, secure network infrastructure and provide collaboration tools for hybrid work models with ease.



Unique approach to complex solution design, delivery and onboarding:

- Our Strategic Solutions Engineers (SSEs) are a core part of our implementation team to design and deliver complex services such as SD-WAN, Cloud Security, DDoS Mitigation, Cloud Wi-Fi and Tier II post installation support.



Clear expectations and communication:

- We keep you informed and involved
- First bill reviews provide clarity and understanding as needed



National scale and resources:

- 24/7 in-footprint Network Operations Centers and U.S.-based technical support
- Proactive network monitoring
- Automated updates on reported outages
- Clear escalation paths, when needed
- Account Center end-user portal for real time customer info and support



Invested in your success:

- Quarterly business reviews and plans
- Channel manager assistance with renewals and upsell opportunities
- Focus on customer-driven product innovation
- Performance-based co-marketing program, awarded quarterly
- Partner advisory board meets quarterly with corporate executives



Partner ONE | Channel Partner Program

Join Consolidated's Partner ONE Program and get the support you need to increase your revenues and build your business.

