



Consolidated Communications Wholesale Customer Communication Service Availability Notification

Notification Date: **March 20, 2020**
Effective Date: **March 21, 2020**
Subject: **System Maintenance**
Notification #: **SAM-03202020-01 - Back End System Maintenance -
Reminder**
Related Letters: **SAM-03172020-02 - Back End System Maintenance**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **Maine, New Hampshire, Vermont**
Contact: **Consolidated Change Management**
at ConsolidatedCMP@consolidated.com

Details:

Consolidated Communications NNE Region will be performing Backend Systems Maintenance starting Saturday March 21, 2020 at 10:00 PM ET and completing by Sunday March 22, 2020 at 9:00 AM ET. During this maintenance window the following applications may be impacted: Pre-Order, Ordering, and TA functionality via the VFO Web GUI/UOM/XML.

ASR orders, LSR orders and Trouble Administration (TA) tickets will queue up and progress once the system is restored. If you require an update on an existing trouble ticket or need to open an urgent trouble ticket during the scheduled maintenance period please call the CF NOC at 866-972-8220.

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