

Consolidated Communications Wholesale Customer Communication Process Notification

Notification Date: **May 4, 2020**
 Effective Date: **May 4, 2020**
 Subject: **LSR Process for COVID-19 Saturday Due Dates**
 Notification #: **PRC 0249**
 Target Audience: **IXC, CLEC, Wireless, Reseller**
 Area Impacted: **Maine, New Hampshire, Vermont**
 Contact: **Consolidated Change Management**
 at ConsolidatedCMP@consolidated.com

Dear Consolidated Communications Wholesale Customer,

Consolidated Communications is making changes to help support our customers with their critical Residential POTS and DSL service requests related to the COVID-19 pandemic.

The following terms and processes are effective immediately, but are subject to change at any time. Please note, this process is not a promotion. This plan is to support our customers where new service requests are critical during COVID-19 response efforts. **This is for ABN and EBN orders for Residential installations only.** The full process is available on the Wholesale section of Consolidated.com (under Ordering-Related Documents) at:

<https://www.consolidated.com/wholesale/resources/customer-documentation/local-resources>

	New Service Saturday Due Date Requests
Contracted Rates	New service request MRCs, NRCs and term requirements will bill in accordance with the customer's contracted Residential Service Schedule.
Termination Fees	New service request term requirements will bill in accordance with the customer's contracted Residential Service Schedule.
Limitations	The Saturday Due Date process is limited to single line Residential POTS and DSL installations (ABN and EBN only). All new service requests are subject to customary review and confirmation of network availability.
Order Process	In order to sufficiently track orders requesting a Saturday due date, the customer must populate the Project field of the LSR with "COVID-19" (as shown below).

Timelines	The Saturday due date requested must be within the Standard Interval for the product requested (Expedites will not be worked on Saturday).
------------------	---

Please follow LSR examples below when submitting COVID-19 Saturday due date requests.

COVID-19 Saturday Due Date Remarks

PROJECT = **COVID-19** (No spaces)

LSR REMARKS = **COVID-19 NEW SERVICE REQUEST FOR SATURDAY MM/DD DUE DATE**

DTSENT 2020050415:16:36	DDD 05/09/2020	APPTIMEDDD	DDDO				
NOR	APPTIMEDDDO	DFDT	PROJINDR C	PROJECT COVID-19	CHC --Select--		
REQTYP AB	P --Select--	SLI S	ACT N	SUP --Select--	EXP --Select--	APPTRESID	CC
REMARKSSECTION [Optional Conditional]							
REMARKS COVID-19 NEW SERVICE REQUEST FOR SATURDAY 5/9 DUE DATE							

This notice provided by the ConsolidatedCMP available at: ConsolidatedCMP@consolidated.com