



Consolidated Communications Wholesale Customer Communication System Outage Notification

Notification Date: **March 11, 2020**
Effective Date: **March 11, 2020**
Subject: **VFO Outage**
Notification #: **SON-03112020-03 - RESOLVED**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **All Regions**
Contact: **Consolidated Change Management**
at ConsolidatedCMP@consolidated.com

Details:

THIS ISSUE HAS BEEN RESOLVED: VFO is now available.

*VFO Trouble Administration - an issue has been found in Virtual Front Office (VFO). To resolve this issue, VFO will be brought down entirely at 12:30 EDT and is **expected to be back up at 2:00 pm EDT**. A follow up notice will be sent when VFO service is restored.*

Tickets submitted from VFO have been received and if the Circuit ID is found the ticket is being worked. After the system is back up, the updates to the VFO tickets will start being updated. E-bonded TA tickets were not impacted by this issue.

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

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