



## Consolidated Communications Wholesale Customer Communication System Availability Notification

Notification Date: **May 17, 2024**  
Effective Date: **May 18, 2024**  
Subject: **Planned System Maintenance 5/18**  
Notification #: **SAM-05172024-01**  
Target Audience: **IXC, CLEC, Wireless, Reseller, ISP**  
Area Impacted: **East Region (ME,NH,VT)**  
Contact: **Consolidated Change Management**  
at [ConsolidatedCMP@consolidated.com](mailto:ConsolidatedCMP@consolidated.com)

### Details:

Consolidated Communications East Region (NNE) will be performing Backend Systems Maintenance starting Saturday May 18, 2024 at 6:00 PM ET and completing by Monday May 20 at 6:00 AM ET. During this maintenance window the following applications will be impacted: ASR/LSR Pre-Order and Ordering via the VFO Web GUI/UOM/XML. ASR and LSR orders will queue up and progress once the system is restored on Monday morning.

The Trouble Administration (TA) module will be unavailable from Saturday May 18 at 9:00 PM ET until Sunday May 19 at 9:00 AM ET. Trouble Administration (TA) tickets will queue up and progress once the system is restored on Sunday morning. 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](mailto:ConsolidatedCMP@consolidated.com)