

# Coronavirus Update



## Consolidated Communications Carrier Customer Communication Committed to Keeping You Connected

Notification Date: **March 31, 2020**  
Subject: **Coronavirus Update**  
Notification #: **PRC 0247**  
Target Audience: **IXC, CLEC, Wireless, Reseller**  
Area Impacted: **All Regions**  
Contact: **Consolidated Change Management**  
at [ConsolidatedCMP@consolidated.com](mailto:ConsolidatedCMP@consolidated.com)

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Dear Consolidated Communications Carrier Customer:

Over the past few weeks, new developments with COVID-19 have forced us all to make numerous changes to our daily lives. Together, we find ourselves in an extraordinary time.

Now more than ever, we understand the critical importance of staying connected and want you to know we're here to help.

- **Protecting our Employees and Customers:**  
The health and safety of our employees, customers and partners remains our number one priority, and we've implemented numerous preventative measures to ensure their health and safety. Our technicians are trained and taking additional precautions when providing on-site support to customers and all employees who can be working remotely. You can expect the same responsive, high level of service you're used to without interruption. [Read more about our company preparedness and response on our website.](#)
- **A Reliable Network To Keep Your Customers Connected:**  
Understanding the increased demand for stable and reliable services, we're proactively monitoring and augmenting our network capacity and ensuring contracted service performance levels are maintained. Our [network](#) is built to meet the challenge of higher demands.
- **We're Here For You:**  
As a provider of critical services, our teams are ready to respond and able to help. Should you

need capacity upgrades to handle increased volume or expedited service requests, we are here to assist you. Please contact us at [CarrierWSC@consolidated.com](mailto:CarrierWSC@consolidated.com) or use the [VFO Portal](#).

More information about our response to COVID-19 can be found at [consolidated.com/covid-19](https://consolidated.com/covid-19).

Thank you for trusting Consolidated Communications to keep you connected. We value and appreciate your business.

Sincerely,

Bob Udell

President and Chief Executive Officer  
Consolidated Communications

Delivered by - Consolidated Communications  
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