



Consolidated Communications Wholesale Customer Communication Industry Notification - Accessible Letter

Notification Date: **April 30, 2021**
Effective Date: **May 1, 2021**
Subject: **Carrier Monthly Invoicing**
Notification #: **SYS 0423**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **All Regions**
Contact: **Consolidated Change Management at**
ConsolidatedCMP@consolidated.com

To all affected Carrier Customers:

This notice is being sent to inform you of important changes Consolidated Communications is making to the monthly invoicing process for our Carrier customers.

You have been identified as a Carrier customer of Consolidated Communications Enterprise Services (CCES) who currently receives monthly invoices via our commercial invoicing system, PRISM. PRISM has multiple billing dates and does not provide industry standard formats for carrier billing. Consolidated will be migrating your Carrier Ethernet and dark fiber services in the PRISM system to our Carrier Access Billing (CABs) platform. This change will standardize all invoicing into a single billing date for all customers.

As early as your May 1, 2021 invoice, you may receive your initial CABs invoice in the standard BOS BDT/CABS with 40 Series CSR format. If your company is currently receiving invoices today via this process, it will continue to be delivered as it is today under your existing CCES BAN or via a new CCES BAN that will be created for your company. Any partial months billing at the time of migration will be prorated on your first Prism invoice after the migration of your circuits from Prism to CABS is completed.

We are confident this project will enhance your billing experience and provide industry standard formats.

Feel free to contact our billing department carrierbilling@consolidated.com or your assigned Carrier Account Executive.

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

Delivered by - Consolidated Communications
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