



## **Consolidated Communications Wholesale Customer Communication Industry Notification - Accessible Letter**

Notification Date: **January 17, 2019**  
Effective Date: **April 15, 2019**  
Subject: **VFO integration**  
Notification #: **SYS 0393-01172019 - VFO integration**  
Target Audience: **IXC, CLEC, Wireless, Reseller**  
Area Impacted: **Maine, New Hampshire, Vermont**  
Contact: **Consolidated Change Management**  
**at [ConsolidatedCMP@consolidated.com](mailto:ConsolidatedCMP@consolidated.com)**

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On July 3, 2017, Consolidated Communications Inc. acquired FairPoint Communications. Since that time, it has been business as usual with regional Wholesale systems working independently. Consolidated Communications is now ready to merge the front end systems for Production tentatively on April 15, 2019 and CLEC Test tentatively on February 18, 2019.

This will enhance the Synchronoss Virtual Front Office (VFO) user experience by making it easier to manage all Consolidated Communications transactions from one URL with one user ID.

### **System Cutover Weekend**

The production merger will tentatively begin on Friday evening April 12, 2019. Specific details regarding cutover weekend will be shared as we get closer to the merger date.

Please note, that although the front end systems are combining on cutover weekend, the same functionalities will be retained. Consolidated Communications Legacy regions will still only support ASR ordering. The Consolidated Communications NNE region will still support ASR and LSR preordering and ordering, as well as Trouble Administration ticketing.

### ***Combined Consolidated Communications NNE and Legacy VFO Users***

New URLs for VFO access to be communicated in a future notification.

More details for all VFO users will be shared as we get closer to the date of the system merger.

***Consolidated Communications NNE Region E-bonded Carriers***

More information will be shared in a separate notification based on how you are connecting to Consolidated Communications NNE Region today.

***Legacy Consolidated Communications and NNE E-bonded Carriers***

More information will be shared in a separate notification based on how you are connecting to Consolidated Communications today.

If you have any questions, please contact Consolidated Change Management at [ConsolidatedCMP@consolidated.com](mailto:ConsolidatedCMP@consolidated.com)

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