



Consolidated Communications Wholesale Customer Communication Industry Notification - Accessible Letter

Notification Date: **August 21 , 2023**

Effective Date: **September 25, 2023**

Subject: **VFO TA for West Regions**

Notification #: **SYS 0457**

Target Audience: **IXC, CLEC, Wireless, Reseller, ISP, ILEC**

Area Impacted: **West Regions (CA,IA,IL,MN,ND,PA,SD,TX,WI)**

Contact: **Consolidated Change Management at**
ConsolidatedCMP@consolidated.com

Details:

This notice is being sent to notify Consolidated Communications Wholesale Customers that effective September 25, 2023, our Synchronoss VFO will include the West regions in our Trouble Administration (TA) module for ASR circuits. If you are already set up for creating tickets in the TA module, use your current username and password for access.

In the VFO TA create ticket screen, there is a network ID used to identify the region in which the circuit is located. Currently FPR is utilized for the East regions. With this change we will add Network ID = CCI for West regions.

If your company is currently set up as TA ebond in the East, we will contact you directly for configuration in the West (if applicable).

More details to follow in the upcoming notices.

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

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