



Consolidated Communications Wholesale Customer Communication Industry Notification - Accessible Letter

Notification Date: **September 22, 2023**
Effective Date: **September 25, 2023**
Subject: **VFO TA for West Regions**
Notification #: **SYS 0459**
Related Letters: **SYS 0457, SYS 458**
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.

The Quick Reference guide for creating trouble tickets on our external web site has been updated to include instructions for the West region and can be found at:

<https://www.consolidated.com/wholesale/resources/customer-documentation/trouble-administration>

If you have any questions or need a VFO login, please contact Consolidated Change Management at ConsolidatedCMP@consolidated.com