



Consolidated Communications Wholesale Customer Communication Industry Notification - Accessible Letter

Notification Date: February 13, 2019
Effective Date: April 15, 2019
Subject: POTS to Metaswitch Conversion - REVISED
Notification #: SYS 0396 - POTS to Metaswitch Conversion
Related letters: SYS 0395 - POTS to Metaswitch Conversion
Target Audience: IXC, CLEC, Wireless, Reseller
Area Impacted: Maine, New Hampshire, Vermont
Contact: Consolidated Change Management at ConsolidatedCMP@consolidated.com

Dear Consolidated Communications Wholesale Customer:

Consolidated Communications strives to be on the cutting edge of evolving technology. Effective April 15, Consolidated will start to serve POTS services via Metaswitch in the NNE region to provide greater flexibility using Next Gen Networking technology. Any address in Maine, New Hampshire or Vermont served by Consolidated Communications is subject to this conversion as we roll out the new technology across the region starting with residential end users.

Introduction of this new switch may impact Wholesale Package and Resale POTS accounts:

1. There will be a new identifier on a CSR Preorder response to indicate if the end user will be served by the new Metaswitch. Specifically, users will see a new feature labelled "Meta" followed by a value of either Y or N.
 - Y will indicate that the end user is served out of the new Metaswitch.
 - N will indicate that the end user is not served out of the new Metaswitch.
 - (For an example of Meta = N on a CSR Preorder response [Click here.](#))

2. Any end user served out of the new Metaswitch will be placed on a different voicemail platform, requiring a different voicemail access number.
 - (Note: The new Metaswitch voicemail access number will be sent in a future accessible letter and will be also be posted on the Wholesale website prior to Metaswitch availability on 4/15.)

~~Hot cuts will not be supported for end users provisioned on the Metaswitch.~~ CORRECTION – The introduction of this new switch does not change the existing Hot Cut process.

More details to follow in future Accessible Letters.

For any questions related to this posting please contact ConsolidatedCMP@consolidated.com

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