



**Consolidated<sup>®</sup>**  
communications

## Consolidated Communications Wholesale Customer Communication Network Notification

Notification Date: **March 15, 2019**  
Effective Date: **April 15, 2019**  
Subject: **VFO Integration - URL Correction**  
Notification #: **SYS 0398-03152019 - VFO Integration**  
Related letters: **SYS 0397-03132019 - VFO Integration**  
**SYS 0393-01172019 - VFO Integration**  
Target Audience: **IXC, CLEC, Wireless, Reseller**  
Area Impacted: **All Regions (NNE and Legacy)**  
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 on April 15, 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. New URL for VFO access for all regions details below:

**New URL - Corrected to show actual URL:**

<https://vfoprod-consolidated.activationnow.com>

**Consolidated Communications Legacy Region** - New URL will be effective 4/15/2019. Legacy region will still only support ASR ordering. **NOTE:** Legacy VFO users will not be able to use the new URL until the migration is complete on 4/15/19.

- Please start to use the new URL **when it becomes available on 4/15** and bookmark it. The user ID and password you are currently using on the old URL

will work on the new URL. The old Legacy URL will become read only after the migration is complete on 4/15.

**Consolidated Communications NNE (ME, NH, VT) Region** - The new URL is available today. NNE region will still support ASR and LSR preordering and ordering, as well as Trouble Administration ticketing.

- Please start to use the new URL now and bookmark it. The user ID and password you are currently using on the old URL will work on the new URL. The old FairPoint URL will still be available for a limited time but please use the new one.

**E-bonded Customers:**

More information has been 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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