Coronavirus Preparedness



Consolidated Communications Wholesale Customer Communication Process Notification

Notification Date: May 4, 2020 Effective Date: May 4, 2020

Subject: LSR Process for COVID-19 Saturday Due Dates

Notification #: **PRC 0249**

Target Audience: IXC, CLEC, Wireless, Reseller
Area Impacted: Maine, New Hampshire, Vermont
Consolidated Change Management

Contact: at Consolidated CMP@consolidated.com

Dear Consolidated Communications Wholesale Customer,

Consolidated Communications is making changes to help support our customers with their critical Residential POTS and DSL service requests related to the COVID-19 pandemic.

The following terms and processes are effective immediately, but are subject to change at any time. Please note, this process is not a promotion. This plan is to support our customers where new service requests are critical during COVID-19 response efforts. **This is for ABN and EBN orders for Residential installations only**. The full process is available on the Wholesale section of Consolidated.com (under Ordering-Related Documents) at:

https://www.consolidated.com/wholesale/resources/customer-documentation/local-resources

	New Service Saturday Due Date Requests
Contracted	New service request MRCs, NRCs and term requirements will bill in accordance
Rates	with the customer's contracted Residential Service Schedule.
Termination	New service request term requirements will bill in accordance with the
Fees	customer's contracted Residential Service Schedule.
Limitations	The Saturday Due Date process is limited to single line Residential POTS and
	DSL installations (ABN and EBN only). All new service requests are subject to
	customary review and confirmation of network availability.
Order Process	In order to sufficiently track orders requesting a Saturday due date, the customer
	must populate the Project field of the LSR with "COVID-19" (as shown below).

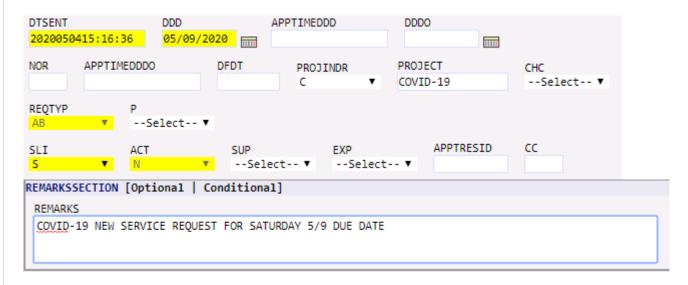
Timelines	The Saturday due date requested must be within the Standard Interval for the
	product requested (Expedites will not be worked on Saturday).

Please follow LSR examples below when submitting COVID-19 Saturday due date requests.

COVID-19 Saturday Due Date Remarks

PROJECT = **COVID-19** (No spaces)

LSR REMARKS = COVID-19 NEW SERVICE REQUEST FOR SATURDAY MM/DD DUE DATE



This notice provided by the ConsolidatedCMP available at: ConsolidatedCMP@consolidated.com

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