



Consolidated Communications Wholesale Customer Communication Industry Notification - Accessible Letter

Notification Date: **September 19 , 2023**
Effective Date: **September 25, 2023**
Subject: **VFO TA for West Regions**
Notification #: **SYS 0458**
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 you have any questions or need a VFO login, please contact Consolidated Change Management at ConsolidatedCMP@consolidated.com

Delivered by - Consolidated Communications
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