



Fidium - formerly Consolidated Communications Wholesale Customer Communication

Industry Notification - Accessible Letter

Notification Date: **June 15, 2026**
Effective Date: **June 15, 2026**
Subject: **Carrier Disconnection Intervals & Process**
Notification #: **SYS - 0482**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **All Regions**
Contact: **Fidium Account Manager**

Details:

Fidium is implementing updates to carrier disconnection interval requirements and submission processes. These updates are intended to improve request processing consistency and operational efficiency.

These changes apply to all regions and are effective June 15, 2026.

Key Changes

1. Carrier Disconnection Interval Requirement

- All disconnection requests must include a minimum interval of 30 calendar days from the request date to the requested disconnection date.
- Requests submitted with fewer than 30 calendar days' notice will be rejected and returned for correction.

2. Disconnection Submission Process – Carriers Without a CCNA

- Email submissions will no longer be accepted.
- All requests must be submitted through the Fidium online form:

<https://www.fidiumwholesale.com/wholesale-contact-us/carrier-disconnect>

- Carriers are required to:
 - Complete all required fields
 - Submit requests with a minimum 30-calendar-day interval
- Failure to follow this process may result in processing delays or request rejection.

3. Disconnection Submission Process - Carriers With an active CCNA

- No change to process/Carriers with an active CCNA should continue to submit disconnection requests via VFO or eBond.

Action Required

Carriers should review and update their internal processes to ensure compliance with:

- The 30-day minimum interval requirement
 - The 30-calendar-day interval requirement applies to all carriers
- The updated manual disconnection submission method (if applicable)

If you have any questions, please contact your Account Manager.

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