



Fidium - formerly Consolidated Communications Wholesale Customer Communication Industry Notification

Notification Date: September 22, 2025

Effective Date: September 22, 2025

Subject: Rebranding from CCI to Fidium Wholesale

Notification #: SYS 0477

Target Audience: IXC, CLEC, Wireless, Reseller, ISP

Area Impacted: All Regions

Contact: Fidium Change Management at FidiumCMP@fidium.com

Welcome to Fidium Wholesale – Fiber Built for Scale and Speed

We're evolving to better serve you. Beginning now, your wholesale and carrier services with Consolidated Communications will carry the Fidium name. This change unites the same expansive network, high-performance connectivity, and trusted relationships you rely on today under a modern brand identity that reflects our growing scale, innovation, and customer focus.

As part of this transition, our company's legal entity will change to Fidium Enterprise Services, LLC. This ensures all services are aligned under the Fidium brand moving forward.

With Fidium, you keep the same reliable services, pricing, and dedicated account support you count on today — now backed by expanded investments in reach, resiliency, and future-ready infrastructure.

What this means for you:

- Your current contracts, services, pricing and account support remain the same. No changes to current agreements are required. New service agreements will be issued on Fidium letterhead.
- You can now reach us at [1.844.FIDIUMWHSL \(1.844.343.4869\)](tel:1844FIDIUMWHSL) and online at FidiumWholesale.com. Any bookmarks you have to Consolidated Wholesale Customer Resources web pages will automatically redirect to the corresponding FidiumWholesale.com Resource pages.
- You'll continue to **use the same portals, logins, and support channels**. Tools will be updated to reflect Fidium branding but maintain the same functionality you use today.
- Trading Partner names are changing:
 - FairPoint is becoming **Fidium NNE**
 - Consolidated is becoming **Fidium West**
 - CCI Enterprises is becoming **Fidium VoIP**
- Over time, we'll introduce new capabilities and tools designed to strengthen your customer experience.

Visible updates you may notice:

- Payments through your bank may show Fidium as the payee, and starting with December bill cycles, invoices will also have the Fidium logo.
- Correspondence will come from Fidium representatives.
- New service agreements will be issued on Fidium letterhead.

Thank you for your continued partnership. We're proud to support your growth as Fidium Wholesale, delivering the scale, reliability, and future-focused connectivity your business demands.

This notification provided by Fidium Change Management. For any Questions please contact your wholesale account manager.

Delivered by - Fidium
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