



Fidium - formerly Consolidated Communications Wholesale Customer Communication Accessible Letter

Notification Date: November 11, 2025
Effective Date: November 11, 2025
Subject: Rebranding from Consolidated to Fidium
Notification #: SYS 0478
Related letters: SYS 0477
Target Audience: IXC, CLEC, Wireless, Reseller, ISP
Area Impacted: All Regions
Contact: Fidium Change Management at FidiumCMP@fidium.com

Fidium Wholesale: Fiber Built for Scale and Speed

We're evolving to better serve you. As of Sept. 22, 2025, your wholesale and carrier services formerly with Consolidated Communications now carry the Fidium name. As part of this transition, our company's legal entity has changed to Fidium Enterprise Services, LLC. This ensures all services are aligned under the Fidium brand moving forward.

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.

What this means for you:

- Correspondence now comes from Fidium.
- **Starting with December bill cycles, invoices will also have the Fidium logo. For contract questions, please reach out to your dedicated account manager.**

- Your current contracts, services, pricing and dedicated account support remain the same. No changes to current agreements are required. New service agreements and amendments will be issued on Fidium letterhead.
- You'll continue to **use the same portals, logins, and support channels**. Tools have been updated to reflect Fidium branding where appropriate but maintain the same functionality. Any bookmarks you have to Consolidated Wholesale Customer Resources web pages automatically redirect to the corresponding **FidiumWholesale.com Resource** pages.
- Trading Partner names are changing:
 - FairPoint will be changed to **Fidium NNE**
 - Consolidated will be changed to **Fidium West**
 - CCI Enterprises will be changed to **Fidium VoIP**
- **No changes to payment remittance.** Payments through your bank may show Fidium as the payee.
- Over time, we'll introduce new capabilities and tools designed to strengthen your customer experience.

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.

For resources and support, you can now reach us at **1.844.FIDIUMWHSL (1.844.343.4869)** and online at **FidiumWholesale.com**.

This notification provided by Fidium Change Management at FidiumCMP@fidium.com

Delivered by - Fidium
2116 South 17th Street
Mattoon, Illinois 61938