



1 Davis Farm Rd
Portland, ME 04103

Industry Notification – Accessible Letter

Date:	January 16, 2018	Number: PRC 0237-01162018
Effective Date	Mid-February, 2018	Category: Company Name and Logo
Subject:	FairPoint becoming Consolidated Communications	
Related Letters:		
Attachments:	N/A	
Target Audience	IXC, CLEC, Wireless, Resellers	
Area Impacted:	N/A	
Wholesale Customer Response deadline:	N/A	
Contact:	Send all Questions to: FairPointcmp@FairPoint.com	
Conference Call/Meeting:	N/A	



INTRODUCING
Consolidated Communications!

Dear FairPoint Communications Wholesale Customer:

As you know, FairPoint is becoming Consolidated Communications. The implementation of our new brand will start in mid-February and we are committed to making the transition a seamless experience. Your service agreements will remain in place along with your dedicated account support.

Here's what you can expect starting mid-February:

New name and logo – We're updating process documentation, escalation lists, customer portals and other materials with the Consolidated Communications name and logo. Historical documents will continue to use the FairPoint branding since they represent our company at a previous point in time.

New website - Go to www.Consolidated.com/wholesale to access information about our services and the Wholesale Customer Resources (accessible letters, wholesale forum presentations, historical reports, etc.). You'll notice a new look on our portals; however, your username and password will not change.

You may continue to access FairPoint Wholesale Customer Resources at <http://www.FairPoint.com/home/wholesale/resources.html>.

Although our name and logo are changing, our commitment to excellent service and support for our customers will not waiver. There are no flash cutovers of systems or changes to your bill, so rest assured that your service and support will continue uninterrupted.

If you have any questions about these upcoming changes, you may contact your dedicated Account Manager.

Any questions related to this posting please contact FairPointcmp@FairPoint.com.