



Consolidated Communications Wholesale Customer Communication Product & Process Notification

Notification Date: **October 18, 2019**
Effective Date: **October 18, 2019**
Subject: **Consolidated Legacy Region Network Provisioning Center**
Notification #: **PRC 0243 - CCI Legacy Test and Turn Up Vectoring**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **Consolidated Communications Legacy Region**
Contact: **Consolidated Change Management**
at ConsolidatedCMP@consolidated.com

Dear Consolidated Communications Wholesale Customer:

Please be advised that Consolidated Communications has implemented a change to the vectoring options when dialing into our Network Provisioning Center toll free number. This number supports the Legacy CCI states of California, Illinois, Iowa, Kansas, Minnesota, Missouri, North Dakota, Pennsylvania, South Dakota, and Texas.

Network Provisioning Center - 888-452-7105

- **If you need to check status of your order, please press 1 for Network Provisioning.**
- **If you need to speak to Activations for test and turn up, including MAC testing, please press 2.**
 - *If you are calling concerning a DS0, DS1, DS3 or Trunking; please press 1.*
 - *If you are calling concerning Ethernet, please press 2.*
- **If your service has been activated but experiencing trouble, please press 3 to open a trouble ticket with the NOC.**

Please listen to the prompts carefully to ensure you are connected to the group supporting your region. A job aide with a complete breakdown of the vectoring options is available on our web site, in the Other Regions folder of Customer Documentation:

<https://www.consolidated.com/wholesale/resources/customer-documentation>

This message provided by Consolidated Change Management reachable
at: ConsolidatedCMP@consolidated.com

Delivered by - Consolidated Communications
121 South 17th Street
Mattoon, Illinois 61938