



Consolidated Communications Wholesale Customer Communication Tariff Notification

Notification Date: **October 18, 2019**
Effective Date: **October 3 - 31, 2019**
Subject: **OSDA Daily Usage Files**
Notification #: **TRF 0024 - OSDA Daily Usage Files**
Related letters: **TRF 0019 - Discontinue Busy Line Verification and Interrupt**
Target Audience: **IXC, CLEC, Wireless, Reseller**
Area Impacted: **Maine, New Hampshire, Vermont**
Contact: **Consolidated Change Management at**
ConsolidatedCMP@consolidated.com

Consolidated Communications Wholesale Customer:

On October 3rd Consolidated Communications completed the transition of its Operator and Directory Assistance Services business to Terabyte Holdings, L.L.C. which is an independently owned and operated company doing business as Consolidated Call Center Services.

- Operator and Directory Assistance services are now flowing through the Consolidated Call Center Services team:
 - Operator is still accessed by dialing zero.
 - Directory Assistance is still accessed by dialing 411 or your area code followed by 555-1212.
- The rates charged by Consolidated Call Center Services are currently the same as what Consolidated Communications previously billed.
- Consolidated Communications will continue to provide billing services as it does today on behalf of Consolidated Call Center Services.
- DUF (Daily Usage File) processing remains unchanged. However, OSDA calls made between 10/3 and 10/31 will not appear on the DUF feeds until 11/1. After 11/1 OSDA calls will resume their normal schedule and continue to appear in the Daily Usage Files.

- If you experience any issues with your DUF file, please contact the Wholesale Help Desk:

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

This communication provided by Consolidated Change Management reachable
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