Consolidated Communications

NNE Wholesale Customer Portal (WCP)

Administrator User Guide

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![Consolidated communications logo]

Introduction

The Wholesale NNE Customer Portal (WCP) provides Consolidated Communication's Wholesale NNE customers with the ability to request User IDs and Passwords for users within their company with a need to access the WCP. As the WCP Administrator for your Company, you   will be responsible to request IDs and passwords for your users. User accounts will be activated on February 2, 2009.
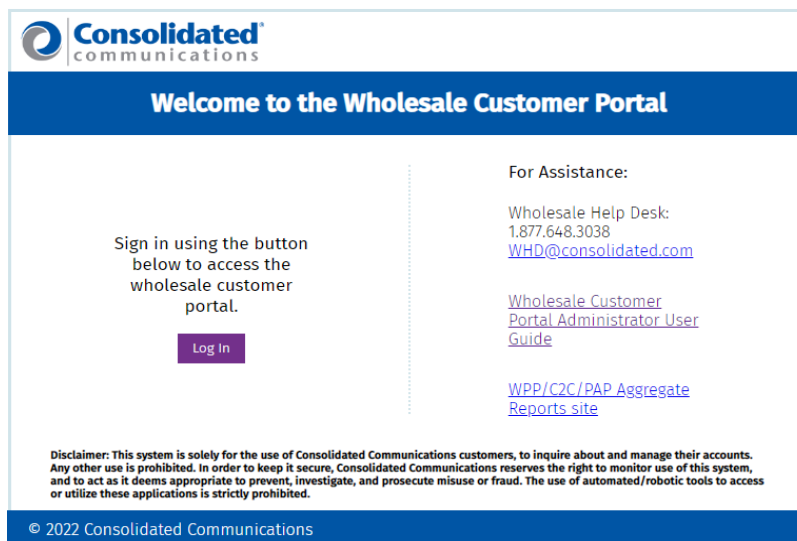
In order to perform this function, the WCP Administrator must have access to the WCP. WCP Administrator accounts will be activated on January 23, 2009. This information will come to you in two separate email messages, one containing your ID and a second containing your Password. Upon receiving your ID and password, you can access the WCP at http://wcp.Consolidated.com.

Registering for a WCP Account

Before users of the NNE Wholesale Customer Portal (WCP) can access this website, they must apply for a User ID and password from Consolidated. To do that, users must contact the representative of their company designated as their WCP Administrator. The WCP Administrator is responsible for building in new User IDs and passwords for their users. If you are the WCP Administrator and need access, please send an email to WHD@consolidated.com to request access.
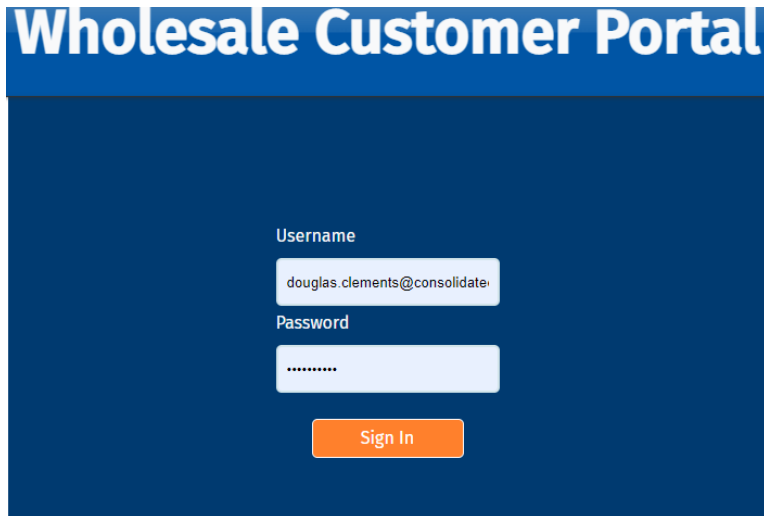
How do I log in to WCP?

Step 1: To log in to WCP, open a web browser and in the address bar enter the address http://wcp.Consolidated.com and clickenter. Once the page opens, click the Log In button.

![Screenshot of Welcome to the Wholesale Customer Portal login page. Consolidated communications logo at top. Left side reads "Sign in using the button below to access the wholesale customer portal." with a "Log In" button. Right side "For Assistance: Wholesale Help Desk: 1.877.648.3038 WHD@consolidated.com. Wholesale Customer Portal Administrator User Guide. WPP/C2C/PAP Aggregate Reports site." Disclaimer text at bottom: "This system is solely for the use of Consolidated Communications customers, to inquire about and manage their accounts. Any other use is prohibited. In order to keep it secure, Consolidated Communications reserves the right to monitor use of this system, and to act as it deems appropriate to prevent, investigate, and prosecute misuse or fraud. The use of automated/robotic tools to access or utilize these applications is strictly prohibited." © 2022 Consolidated Communications]
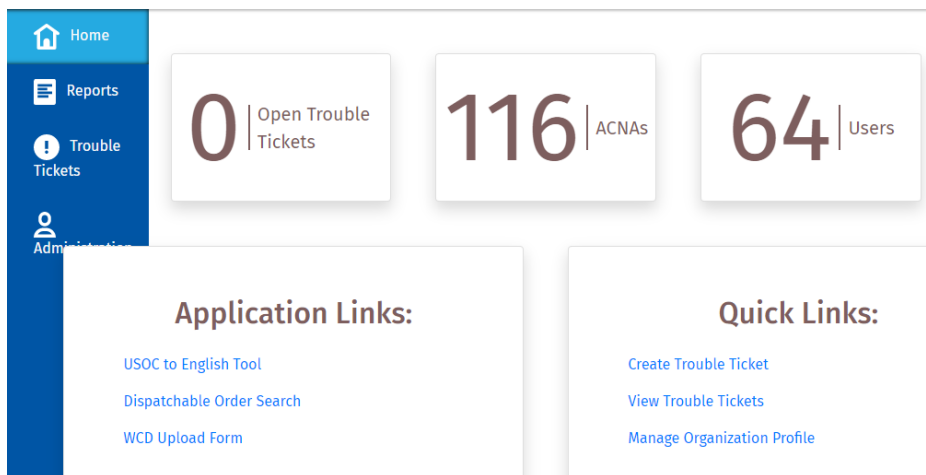
Step 2: Enter your company email address in the Username field and enter your password. Click Sign In.

This will take you to the landing page.

How do I request a User Id and Password?

If you want access to Consolidated Communications NNE Wholesale Customer Portal (wcp.Consolidated.com), contact your company's WCP administrator to create a user profile for you.

If you are a WCP Administrator, follow below process to build a User Id and Password for your users and send an invite to the WCP. Follow these steps:

Admin Process for Adding New Users

Adding a new representative to the Portal:
1. Log in to the WCP at https://wcp.consolidated.com
2. Click on Administration (on the left side)
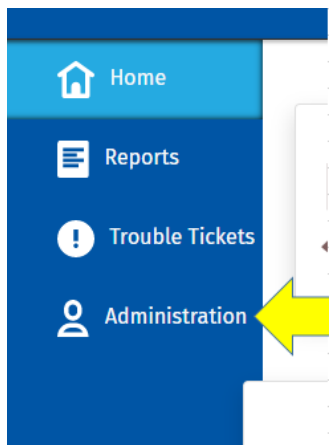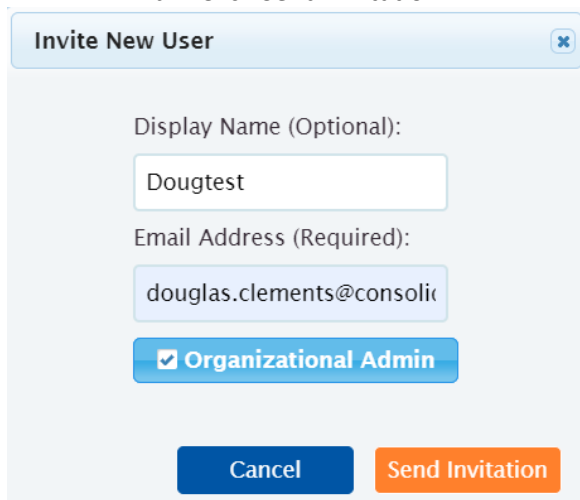
3. Under Manage Users: Right click in the blank area under the profiles in the "Existing Users" window – Click on popup saying "Add a New User"
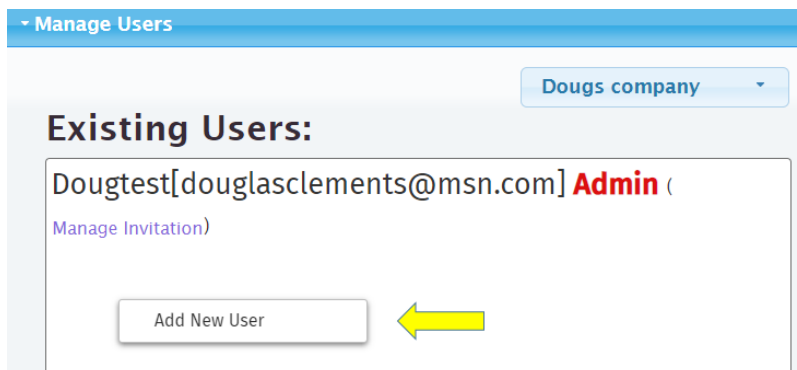
4. You can hover over one of the profiles in the "Existing Users" window. This will give you the option of adding a new user, toggling admin on/off for the highlighted user, or removing the highlighted user.
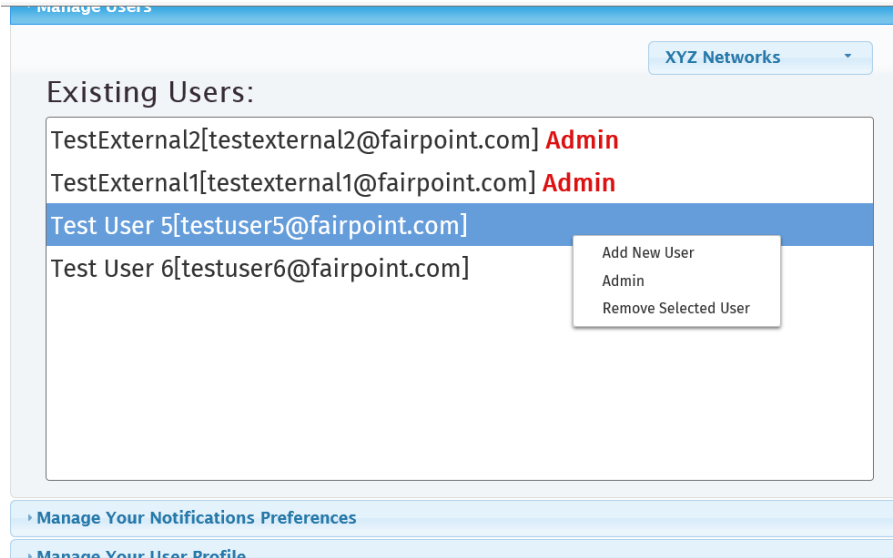
5. To add a new user, click on "Add New User"
6. Build new user in using their company email address
    a. Click "Organization Admin" if employee needs admin capabilities to add new users
    b. Click Send Invitation

7. An email invitation is sent to the employee being added.
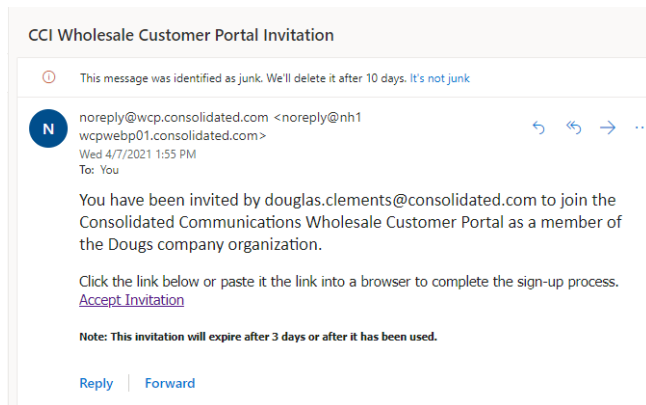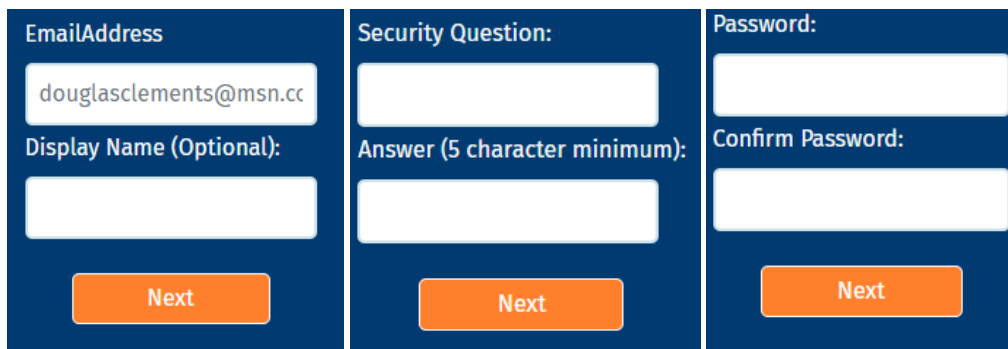Sample email below:

CCI Wholesale Customer Portal Invitation

ⓘ   This message was identified as junk. We'll delete it after 10 days. It's not junk

N   noreply@wcp.consolidated.com <noreply@nh1
wcpwebp01.consolidated.com>
Wed 4/7/2021 1:55 PM
To: You

You have been invited by douglas.clements@consolidated.com to join the
Consolidated Communications Wholesale Customer Portal as a member of
the Dougs company organization.

Click the link below or paste it the link into a browser to complete the sign-up process.
Accept Invitation

Note: This invitation will expire after 3 days or after it has been used.
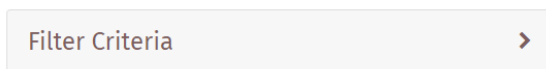
Reply | Forward

8. When employee clicks on "Accept Invitation", they are directed to a page to set up their display
name, security question and password.
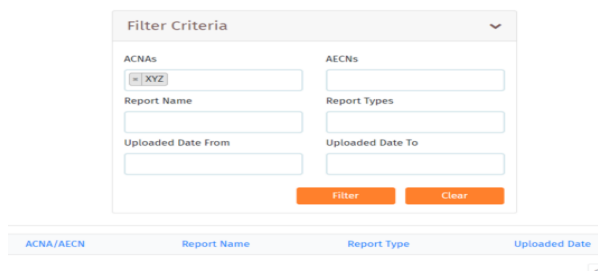
9. When employee clicks Finish on the next page, they will be redirected to the login page to log in.
10. Tip for viewing reports for companies with more than one ACNA:
    a. When you log in and click Reports in the left menu, you will see a list of reports for all of
       the ACNAs for the organization you is part of.
    b. If you are looking for a report for a specific ACNA, you can use the Filter Criteria to
       narrow results.

    c. Notice the results show only the reports for the ACNA XYZ

# Who do I contact if I have a problem?

For questions concerning these procedures, please contact the Wholesale Help Desk at whd@Consolidated.com or 877-648-3038.
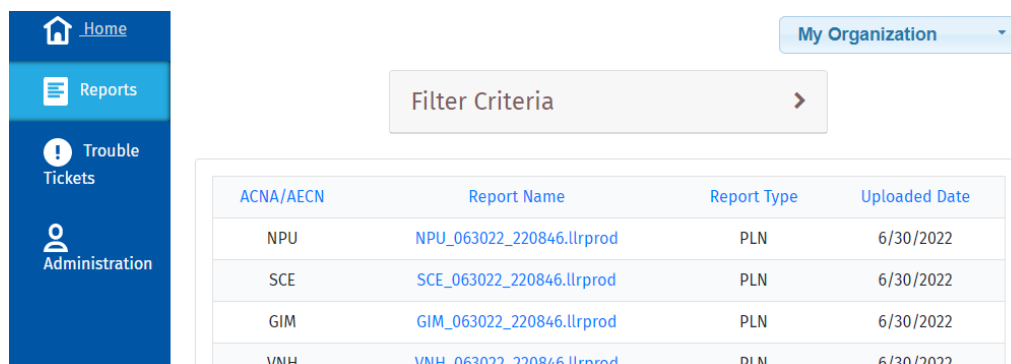
Accessing a report

Now that your users have an account on the portal, the next step in the process is to access a report.

Step 1: **Open the application.** Open the WCP homepage by logging into http://wcp.consolidated.com.

Step 2: **Go to the Reports page.** From the left-hand menu, click on the link "Reports"
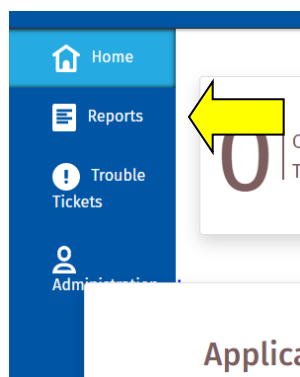
Step 3: Choosing the report. Now that you are on the reports page, you will see the reports for all of your ACNAs listed. Click on the report you want to view/download by simply clicking on the blue link for the report. The report is downloaded in .txt format.
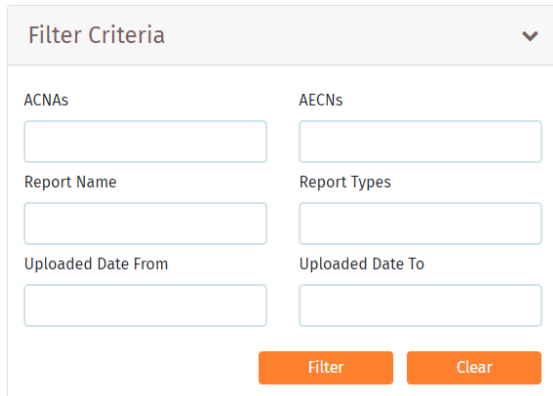
Step 4: <u>Filter for a specific ACNA/AECN</u>. If your company has more than one ACNA/AECN, you can filter for a specific ACNA/AECN by clicking on the "Filter" box. This will open up for advanced filtering.

- Line Loss reports are stored by 3 digit ACNA
- WPP reports are stored by the 4 digit AECN

Enter the ACNA/AECN you want a report for and click "Filter".
You will only see reports for the ACNA/AECN you filtered for.

Filter Criteria ⌄

ACNAs	AECNs
Report Name	Report Types
Uploaded Date From	Uploaded Date To

Filter   Clear

Creating a trouble ticket

All authorized users of Consolidated's NNE Wholesale Customer Portal (wcp.Consolidated.com) has the ability to create a trouble ticket. To do this, log in to the portal and follow these steps:

Step 1: Open the trouble ticket application. From the homepage, click on the "Trouble Tickets" link

🏠 Home
📋 Reports
❗ Trouble Tickets
👤 Administration

Applica
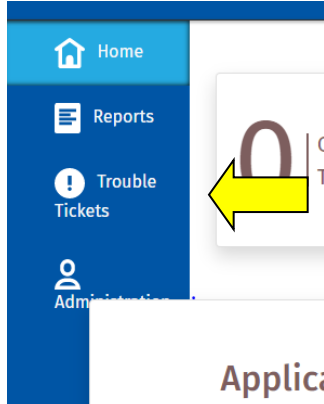
Step 2: Create a trouble ticket. Scroll to the bottom of the page and click on "Create Ticket".

Create Ticket

Step 3: Complete the Trouble Ticket Form.

After submitting the form click "Save" at the bottom right of the form to submit the ticket. The system will bring you to a confirmation page. The confirmation page will show a complete list containing all of your trouble tickets. Once Consolidated receives the ticket, the Wholesale Help Desk will work to resolve it.

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Viewing a Trouble Ticket

After submitting a ticket, follow below process to view ticket status and comments.

Step 1: Click on Trouble Tickets.
From the homepage, click on Trouble Tickets in the left-handed menu. The system will return all of the tickets for your organization.

Step 2: Viewing a specific ticket.
Locate the ticket you want details on and click on the ticket number highlighted in blue to the left of the ticket description.

Step 3: Ticket Details.

From here, you can view ticket status and any resolution notes or clarifying questions from the Consolidated Communications representative working on the ticket.

Status

| Resolved ▾ |

Category

| Reports ▾ |

Subject

no issue

Description

no issue

Comments

Add any additional relevant information/comments here.

Activity Log

(Friday, July 1, 2022 12:38 PM) **Doug Clements – Front** (douglas.clements@consolidated.com): Added Comment: There is no issue - resolving ticket
(Friday, July 1, 2022 12:38 PM) **Doug Clements – Front** (douglas.clements@consolidated.com): Updated Ticket Description: no issue
(Friday, July 1, 2022 12:38 PM) **Doug Clements – Front** (douglas.clements@consolidated.com): Updated Ticket Status: New -> Resolved
(Friday, July 1, 2022 12:28 PM) **Doug Clements – Front** (douglas.clements@consolidated.com): Additional Comments:
(Friday, July 1, 2022 12:28 PM) **Doug Clements – Front** (douglas.clements@consolidated.com): Description: test
(Friday, July 1, 2022 12:28 PM) **Doug Clements – Front** (douglas.clements@consolidated.com): Subject: no issue
(Friday, July 1, 2022 12:28 PM) **Doug Clements – Front** (douglas.clements@consolidated.com): Status set to New
(Friday, July 1, 2022 12:28 PM) **Doug Clements – Front** (douglas.clements@consolidated.com): Ticket created.