Local Services Ordering Support Contact and Escalation List

Ziply Fiber Wholesale

Kirkland, WA

Effective: 05/01/2020

Revised: 12/29/2020

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Local Services Ordering Support Contacts

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Local Services Ordering Support Contacts

Contacts and Hours of Operations Matrix

Area	Center	Number / Email	Hours of Operation
LSR Ordering	Local Carrier Services Center (LCSC)	888-488-0068	(M-F) 8:00 a.m. – 5:00 p.m. Pacific Time
Local Broadband Ordering	Carrier Services Support Team (CSST)	888-488-0068 - Option 1 wholesale.local.broadband@ziplyfiber.com	(M-F) 8:00 a.m. – 5:00 p.m. Pacific Time
General LSR Inquiries	LSR Support Team	wholesale.lsr.support@ziplyfiber.com	(M-F) 8:00 a.m. – 5:00 p.m. Pacific Time
LSR Post-FOC Provisioning Escalations (Missed Due Dates, Expedites, Out of Service)	LSR Escalations *Missed Due Dates, Expedites and Out of Service Only*	wholesale.lsr.escalations@ziplyfiber.com	(M-F) 8:00 a.m. – 5:00 p.m. Pacific Time
LSR Coordinate Hot Cuts and Unbundled Service Order Activity	Carrier Services Support Team (CSST)	888-488-0068 - Option 1	(M-F) 8:00 a.m. – 5:00 p.m. Pacific Time
Concurrence (SPID 0615)	LNP Center	425-822-3644 LNP.concurrence@ziplyfiber.com	(M-F) 8:00 a.m. – 5:00 p.m. Pacific Time
Profile Management	LSR Profile Management Team	wholesale.lsr.profiles@ziplyfiber.com	(M-F) 8:00 a.m. – 5:00 p.m. Pacific Time
LSR Repair / Maintenance	Commercial Customer Support Center – CCSC	Visit Repair for more information	24 Hours 7 Days a week
System Availability Schedule	OSS Change Management	Wholesale@ziplyfiber.com	(M-F) 8:00 a.m. – 5:00 p.m. Pacific Time

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Local Services Ordering Support Contacts

LSR Ordering Contact and Escalation List

Ziply Fiber requests 24 hours before escalating original request. Ziply Fiber requests 4 hours between escalation levels unless we miss commitment on return call or actions promised.

When contacting the Local Carrier Services Center using our contact number (888-488-0068), please provide the representative with:
- Valid LSR Purchase Order Number (PON).
- Urgency level of the escalation.

Please allow the representative a reasonable amount of time to resolve the issue.

LSR Contact Information		
Contact	Title	Contact Info
Level 1		
LSR Ordering	Service Representative	888-488-0068
Level 2		
LSR Support Team	Support Desk Representative	wholesale.lsr.support@ziplyfiber.com
Level 3		
Patricia Fetters	Manager	206-304-7395 Patricia.fetters@ziply.com
Level 4		
Sadachanh (Spy) Sinantha	Director	773-720-0649 sadachanh.sinantha@ziply.com

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LNP Requests Rejected Due to PLOC Freeze

When an end user customer account has an active Local Service Provider Freeze (PLOC), LNP Requests will be rejected with the following message: **Local SVC Provider Freeze in Effect, Not Eligible for migration.** If an LNP Request has been rejected for active PLOC, and the CLEC has reason to believe the reject is in error, please Email the LSR Support Team at: wholesale.lsr.support@ziplyfiber.com with the following information:

- PON, Telephone Number Porting, Retail Confirmation Number for PLOC Freeze Removal, Date End User Customer Contacted Retail Group

The LSR Support Team will review the end user customer account notes and order:

- If request of PLOC Freeze removal request can be confirmed, the LSR Support Team will escalate to the retail group to remove the PLOC freeze. Once complete, a reply will advise the CLEC to resubmit PON.

If request of PLOC Freeze removal request cannot be confirmed, a reply will advise CLEC that the end user customer must contact the retail group to request the removal of the PLOC (Local Service Provider Freeze).

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Local Services Ordering Support Contacts

LSR Post-FOC Provisioning Escalation Contact List (Missed Due Dates, Expedites and Out of Service)

Please utilize the following guidelines when submitting escalation e-mails:

- Include the PON in the subject line.
- If an out of service condition exists, include Out of Service or OOS along with the PON in the subject line.
- Out of service escalations will receive status within two (2) hours.

NOTE: Change requests or new installs not worked as expected are not considered an out of service condition, these are missed due dates.

LSR Contact Information		
Contact	Title	Contact Info
Level 1		
LSR Provisioning Issues	Escalation Team	wholesale.lsr.escalations@ziplyfiber.com
Level 2		
Audrey Reyes	Senior Order Specialist	360-502-6945 audrey.reyes@ziply.com
Level 3		
Patricia Fetters	Manager	206-304-7395 patricia.fetters@ziply.com
Level 4		
Sadachanh (Spy) Sinantha	Director	773-720-0649 sadachanh.sinantha@ziply.com

EXPEDITE DUE DATE REQUEST

Earlier due date requests require the submission of a supplement LSR with the Expedite (EXP) field populated once a Firm Order Confirmation has been received from the initial request.

- If returned due date is not acceptable, proceed to 1st level escalation.
- The representative will contact the appropriate provisioning team to inquire if an earlier due date can be accommodated.

NOTE: Ziply Fiber does not guarantee that a request to expedite a due date can be granted.

*If escalation is not a Missed Due Date, Expedite or Out of Service (Post-FOC), please refer to the LSR Ordering Contact Escalation List on page 4.

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Local Services Ordering Support Contacts

LSR LNP Coordinated Activity Contact and Escalation List

Ziply Fiber requests 4 hours between escalation levels unless we miss commitment on return call or actions promised.

LSR Contact Information		
Contact	Title	Contact Info
Level 1		
Carrier Services Support Team	Customer Service Rep	888-488-0068 - Option 1
Level 2		
Audrey Reyes	Senior Order Specialist	360-502-6945 Audrey.reyes@ziply.com
Level 3		
Patricia Fetters	Manager	206-304-7395 Patricia.fetters@ziply.com
Level 4		
Sadachanh (Spy) Sinantha	Director	773-720-0649 sadachanh.sinantha@ziply.com

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Local Services Ordering Support Contacts

LNP Center and Escalation List – SPID 0615

The Local Number Portability (LNP) Center is responsible for the resolution of NPAC message fallout between Ziply Fiber and the New Network Service Provider (NNSP). Before contacting the LNP Center, the NNSP should verify receipt of the Firm Order Confirmation (FOC).

LNP Center Contact Information		
Contact	Title	Contact Info
Level 1		
Local Number Portability Center	Local Number Portability Center	425-822-3644 LNP.concurrence@ziplyfiber.com
Level 2		
Dawn Manthie	Manager	509-939-1620 Dawn.manthie@ziply.com
Level 3		
Jason Morgan	Manager	206-226-1613 Jason.morgan@ziply.com

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Local Services Ordering Support Contacts

LSR Profile Management Contact and Escalation List

The LSR Profile team cares for all CLEC Profile Management requests.

Ziply Fiber requests 24 hours before escalating original request. Ziply Fiber requests 4 hours between escalation levels unless we miss commitment on return call or actions promised.

LSR Profile Management Contact Information		
Contact	Title	Contact Info
Level 1		
LSR Profile Management	Profile Management	wholesale.lsr.profiles@ziplyfiber.com
Level 2		
Patricia Fetters	Manager	206-304-7395 Patricia.fetters@ziply.com
Level 3		
Sadachanh (Spy) Sinantha	Director	773-720-0649 sadachanh.sinantha@ziply.com

Change Log

Date	Page #	Change
05/05/2020	3	Remove FTR SPIDs from LNP Concurrence in Matrix
10/16/2020	3, 4, 5, 6, 7 and 8	Replaced Frontier contacts with Ziply contacts.
12/29/2020	3, 7	Updated LNP Center phone number