



## Carrier Customer Bulletin

**Date of Notice:** November 16, 2020  
**Notice Number:** NWFZF-20-0029  
**Subject:** Annual 2020 CLEC User Forum (CUF) Recap  
**Target Audience:** CLEC, Reseller  
**Effective Date:** 11/12/2020

ZiPLY Fiber hosted its 1<sup>st</sup> Annual CLEC User Forum on Thursday, November 12, 2020. ZiPLY Fiber presented the information contained in the presentation available online at the following link: [2020 CLEC User Forum Presentation](#)

A recap of the CUF round table questions is provided below.

Question	Answer
Who to contact for general questions	Wholesale.ziPLYfiber.com is the first stop for all CLEC-related questions. General email for all other inquiries = <a href="mailto:Wholesale@ziPLYfiber.com">Wholesale@ziPLYfiber.com</a>
Clarification on official company name	ZiPLY Fiber is our brand name. All contracts and legal documents between CLECs and ZiPLY Fiber will reference Northwest Fiber, LLC d/b/a ZiPLY Fiber.
Request for ZiPLY Account Rep contact information	Confirmation of account rep was provided to the requestor during the call. If unsure about rep assignment, please email <a href="mailto:wholesale@ziPLYfiber.com">wholesale@ziPLYfiber.com</a>
Availability of meeting minutes	Minutes will be posted to the CUF page on <a href="http://wholesale.ziPLYfiber.com">wholesale.ziPLYfiber.com</a> and a formal customer-facing bulletin will be sent to confirm availability of minutes.
Request to discuss options, if any, related to bundled/unbundled UNE's. Asked for acct. rep info.	Sent email to requestor after the call with rep information.
Requesting a review current wholesale agreement w/ZiPLY rep.	ZiPLY rep information was provided to requestor following the call.
Is there something that correlates how ZiPLY's capital investment in the build-out of our 13 core markets benefits CLECs business & local communities.	Inquiry into ZiPLY Marketing. Also informed ZiPLY sales rep of request. Status pending.
Request for future CUFs to be held earlier in the day to accommodate folks in other time zones	ZiPLY to consider when scheduling future sessions.

Upon completion, the 2021 CUF schedule will be available online at:  
<https://wholesale.ziplyfiber.com/wholesale/clec-user-forum>

If you would like to subscribe to future CUF notifications, please complete and submit the form available online at: <https://wholesale.ziplyfiber.com/wholesale/notifications-and-news/subscribe-to-notifications>

If you have questions regarding the information provided in this notice, please email [WholeSale@ziplyfiber.com](mailto:WholeSale@ziplyfiber.com)