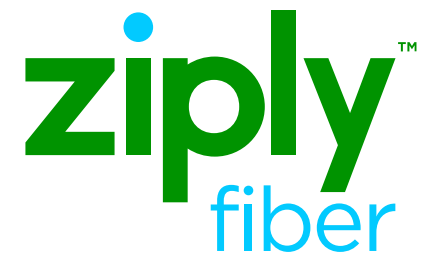


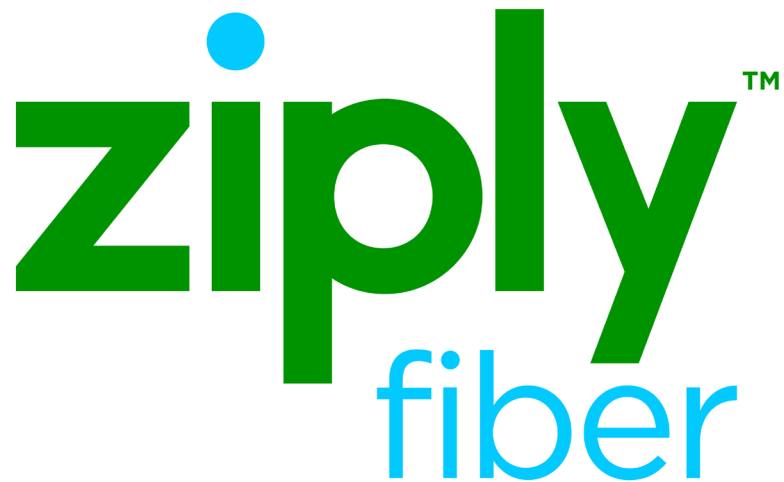
CLEC User Forum

<https://wholesale.ziptyfiber.com/wholesale/clec-user-forum/clec-user-forum-presentations>

May 6, 2021



1 Year Young



Washington
Oregon
Idaho
Montana

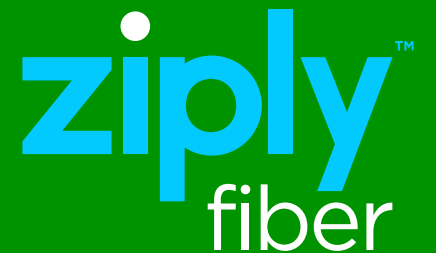
Milestones:

- 05/01/2020 ZiPLY Fiber acquires business from Frontier
- 11/01/2020 ZiPLY Fiber officially separates from Frontier
- 05/01/2021 One Year Anniversary

2020 CLEC User Forum

AGENDA

- **Overview**
- **Local Wholesale Service Operational Support Teams**
- **Local Wholesale Service Center**
- **Roundtable**



CLEC User Form Overview

- The purpose of the CLEC User Forum (CUF) is to provide a forum that allows for business-to-business discussion focused on improving communications and processes between Ziplly Fiber wholesale operations and its CLEC customers.
- These discussions are for local wholesale operational issues that are not resolved through normal business channels and/or impact more than one CLEC.
- The forum is meant to open dialog between Ziplly Fiber and the CLECs, allowing us to work together to identify and implement practical solutions that provide operational benefits to all parties.

We value this opportunity to partner with you and appreciate your involvement in this Forum.

Local Wholesale Service Operational Support Teams



Carrier Wholesale Specialists

- Jim Abbott – Director Customer Ops
- Trish Wright / Michael Songbird
- Kim Henington / Nicklas Mattisson
- Lisa Hardaway / Jason Koval
- Sloan Wallace/ Jerome Gomez,
Victor Smith
- Wholesale.carrierservices@ziplyfiber.com

Local Wholesale Service Center

- Sadachanh (Spy) Sinantha - Director
- Patricia Fetters
- Audrey Reyes
- Sarah Zepeda
- <https://wholesale.ziptyfiber.com/wholesale/contacts-and-escalation-lists/local>

wholesale@ziptyfiber.com

Local Wholesale Service Center



<https://wholesale.ziptyfiber.com/wholesale/contacts-and-escalation-lists/local>

WHOLESALE OPERATIONS WEBSITE

- ▼ Welcome
 - Get Connected
- ▼ Systems and Online Tools
 - System Availability
 - Network Availability
 - Trouble Administration
- ▼ Contacts and Escalation Lists
 - Access
 - Local**
 - Repair
- ▼ Access Services
 - Reference Documents
- ▼ Local Services
 - Reference Documents
 - Collocation and Licensing
 - CARE

Wholesale / Contacts and Escalation Lists / Local

Local Center Contacts

Local Wholesale Service Center

Hours of operation are 8 am – 5 pm M-F Pacific Time. The Local Wholesale Service Center is responsible for processing all wholesale Local Service Requests (LSRs) including the following:

- Receiving and logging all orders
- Processing Local Service Order Requests
- Processing Local Service Responses and Notifications
- Providing a single point of contact for questions relating to specific Wholesale Local Service Order requests
- Providing a single point of contact for Local Service Order Processing and Escalations

Center Holiday Schedules

[2021 Blocked Due Dates](#)

[2021 Holiday Schedule](#)

Local Wholesale 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

NOTE: Ziplly Fiber requests 24 hrs before escalating original request. Ziplly Fiber requests 4 hrs between escalation levels unless we miss commitment on return calls or actions promised.



WHOLESALE OPERATIONS WEBSITE

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 - Reference Documents
 - ▼ **Local Services**
 - Reference Documents
 - Collocation and Licensing
 - CARE
 - Billing
- ▼ Tariffs
 - Idaho
 - Montana
 - Oregon
 - Washington
 - FCC Tariffs
- OSS Interface Change Management
- CLEC User Forum
- ▼ Notifications and News
 - Subscribe to Notifications

Wholesale / Local Services

Local Services

This site is designed to provide CLECs and Resellers with the information they need about Local wholesale services. This is a starting point for service providers to understand Local practices and processes. A [glossary](#) of wholesale terms is available to provide definition of terms you may see throughout this site.

**VFO
ORDERING AND
PREORDING SYSTEM**

Service areas include former Frontier Communications (Flag = F) and former Citizens Companies (Flag = L). To identify the service area by exchange name, please refer to the Exchange and Access Line Matrix below.

[Exchange and Access Line Matrix](#)

Identifies Service Area Flag, Tariff, Access Line Codes and Voice Mail Access Numbers by Exchange

[SPID-QCN Reference](#)

Includes Company Information by Service Area

Pre-Order Information

[Customer Service Record \(CSR\) Inquiry Process](#)

[Manual Loop Qual Pre-Order Process](#)

[Service Order Request Inquiry \(SOR\) Job Aid](#)

- Oregon
- Washington
- FCC Tariffs
- OSS Interface Change Management
- CLEC User Forum
- ▼ Notifications and News
 - Subscribe to Notifications

Pre-Order Information

[Customer Service Record \(CSR\) Inquiry Process](#)

[Manual Loop Qual Pre-Order Process](#)

[Service Order Request Inquiry \(SOR\) Job Aid](#)

[VFO Loop Qualification Bulk Loader Job Aid](#)

[VFO LSR Preorder Dropdown Field and Response Code Values Job Aid](#)

Order Information

Select the Service Area for the order information specific to the area you are ordering in. To identify the specific Local Service Area by exchange name, please refer to the Exchange and Access Line Matrix above.

SERVICE AREA
FLAG - F

SERVICE AREA
FLAG - L

DIRECTORY
SERVICES

LSR ORDER
SAMPLES

Broadband Services

WHOLESALE ADVANTAGE
BROADBAND

Local Wholesale Services – Current Areas of Focus



- LSR Order training – request through Service Center
- Coming Changes – Contacting the Service Center

ZiPLY Fiber - Wholesale Operations Website



- CUF

<https://wholesale.ziPLYfiber.com/wholesale/clec-user-forum>

- Notifications & News

<https://wholesale.ziPLYfiber.com/wholesale/local-services>

- Subscribe to Notifications

<https://wholesale.ziPLYfiber.com/wholesale/notifications-and-news/subscribe-to-notifications>

Roundtable

ZIPLYFIBER.COM

<https://ziplyfiber.com/wholesale/home>

<https://wholesale.ziplyfiber.com/>

Thank you!

