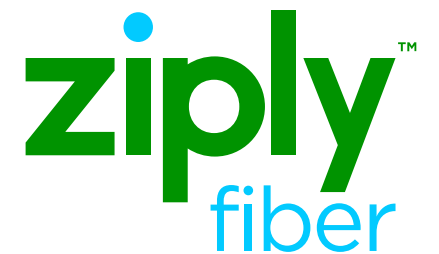


CLEC User Forum

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

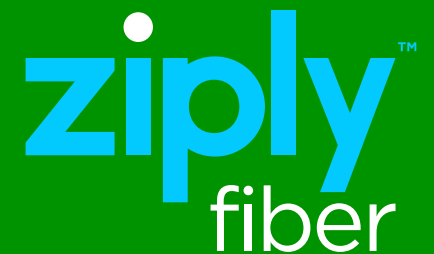
November 18, 2021



2021 CLEC User Forum

AGENDA

- **Overview**
- **Local Wholesale Service Operations**
- **Carrier Account Support Teams**
- **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 Services – Operations

➤ LSR Ordering

- PON in Jeopardy Status
 - *Customer has 30 days to respond or 'sup' the PON, otherwise the order will be cancelled.*
- Blocked Due Dates
 - Weekends & Holidays
- Cancelling DB-N orders
 - *Needs to be done before DD*
 - *Will be rejected if request is received by Ziplly on DD*

➤ VFO:

- Microsoft recently announced the official retirement of Internet Explorer 11 on **June 15, 2022.**
 - *EOL support is March 31, 2022*
 - *Vendor Synchronoss has certified VFO Microsoft Edge.*
 - ***VFO users can begin to use Edge at any time.***

Problems/Questions – wholesale@ziplyfiber.com

Local Wholesale Services – Operations

➤ Order reference documents & job aids

<https://wholesale.ziptyfiber.com/wholesale/order-services/local>

➤ Holiday Schedule

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

➤ Contacting the LSR Service Center, M-F 8:00am – 5:00pm Pacific

- Order Status: wholesale.lsr.support@ziptyfiber.com
- Escalations: wholesale.lsr.escalations@ziptyfiber.com
- Other: wholesale@ziptyfiber.com
- 888-488-0068

➤ Contacting Repair, 24/7

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

- Broadband = 866-947-5995
- LSR/all other = 888-488-0072 Option 1

ZiPLY Fiber – Carrier Account Teams



Every customer is important to ZiPLY Fiber and is assigned a designated Account Team, responsible for providing CLECs overall support and management.

Account Management

- **Michael Morris**
 - Jerome Gomez
 - Victor Smith
 - Jason Koval
 - Michael Songbird
 - Garrick Newman
 - Mitch Olson
 - Shelly Burton

Carrier Service Specialists

- **Jim Abbott**
 - Sloan Wallace
 - Lisa Hardaway
 - Trish Wright
 - Kim Henington

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>

- **Account Management**

wholesale.carrier.services@ziPLYfiber.com

- **General Inquiries**

wholesale@ziPLYfiber.com

Roundtable

ZIPLYFIBER.COM

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

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

Thank you!

