



Carrier Customer Bulletin

Date of Notice: May 1, 2020
Notice Number: NWF-20-0006
Category: Acquisition
Target Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: ZiPLY Fiber Acquisition of Frontier Northwest Four States Complete
Effective Date: May 1, 2020

Welcome to ZiPLY Fiber Wholesale!

ZiPLY Fiber is pleased to announce the Northwest Four States Acquisition Cutover occurred on May 1, 2020. Effective with Cutover, the operation of Frontier's Washington, Idaho, Oregon and Montana ILEC wireline services has transferred to ZiPLY Fiber. Wholesale and Internet Services ordering and maintenance for Washington, Idaho, Oregon and Montana ILEC services is now supported by ZiPLY Fiber.

ZiPLY Fiber Contact and other support information is provided below.

Maintenance/Repair

Effective May 1, 2020, all trouble reports for Washington, Idaho, Oregon and Montana ILEC services should be submitted to ZiPLY Fiber electronically. Please visit the [Repair Contacts and Escalation Lists](#) page of our website for information on initial trouble ticket submission including a link to the ZiPLY Fiber VFO, trouble ticket status requests and contacts.

Access Ordering

Effective May 1, 2020, all Access pre-order and order transactions for Washington, Idaho, Oregon and Montana ILEC services should be submitted to ZiPLY Fiber. For information on Access services with ZiPLY Fiber including a link to the ZiPLY Fiber VFO, please visit the [Access Reference Documents](#) page of our website. Contact information is also available on the [Access Contacts and Escalation Lists](#) page.

Local Ordering

Effective May 1, 2020, all Local pre-order and order transactions for Washington, Idaho, Oregon and Montana services should be submitted to ZiPLY Fiber. For information on Local services with ZiPLY Fiber including a link to the ZiPLY Fiber VFO, please visit the [Local Services](#) pages of our website. Contact information is also available on the [Local Contacts and Escalation Lists](#) page. If your company also handles directory listings in Washington, Idaho, Oregon and Montana, please refer to the [Directory Services](#) page of our website for more information.

Broadband Services

Effective May 1, 2020, all Broadband Services order transactions for Washington, Idaho, Oregon and Montana should be submitted to ZiPLY Fiber. For information on Broadband services with ZiPLY

Fiber, please visit the [Broadband Services](#) pages of our website. Contact information is also available on the [Broadband Services Contacts and Escalation Lists](#) page.

Operational Support Systems (OSS)

As previously [communicated](#), prior cutover Frontier replicated its existing OSS and ownership of the replicated OSS has now transferred to Ziplly Fiber. Under the Transitional Services Agreement (TSA) Frontier will continue to support and maintain the replicated OSS on behalf of Ziplly Fiber. Information on the replicated OSS is available from the [Systems and Online Tools](#) page of our Wholesale Operations Website. As part of the replication, all users established with the Frontier OSS at close, will have identical user credentials to the Ziplly Fiber Virtual Front Office (VFO) and Customer Wholesale Portal (CWP) applications.

If you would like to be added to the Ziplly Fiber distribution list for notification of system issues and system availability exceptions, please visit the [Subscribe to Notifications](#) page to subscribe.

If you have questions regarding the information provided in this notice, please email wholesale@zipllyfiber.com.