



Carrier Customer Bulletin

Date of Notice: July 1, 2020
Notice Number: NWFZF-20-0013
Target Audience: Local Wholesale Customers
Subject: 3Q 2020 OSS Interface Change Management Meeting Minutes
Effective Date: July 1, 2020

ZiPLY Fiber's OSS Interface Change Management quarterly meeting was held on Wednesday, July 1, 2020. The following information was reviewed.

Prior Month Activities

System Availability Exceptions are available online at:
<https://wholesale.ziPLYfiber.com/wholesale/oss-interface-change-management/system-availability>.

ZiPLY Fiber is providing notification of a system issue impacting external users of the Virtual Front Office (VFO).

Issue:

At 8:00 a.m. on May 1st, 2020 Eastern Time, notification was received that external users attempting to access the ZiPLY Fiber VFO (<https://vfo.nwfapi.com/>) are unable to access the GUI and are receiving 'Site can't be reached' page error. At that time, crisis teams engaged and researched to identify the issue.

Note: The issue did not impact internal users who had full functionality at this time.

Update: Then at approximately 9:00 a.m. Eastern Time the firewall issue preventing external access to the ZiPLY Fiber VFO was resolved allowing external users to access and login to the VFO GUI. It has been determined that the earlier issue for LSR transactions via EDI was still causing impact to bonded customers.

Root Cause: Missing configuration in production firewall to allow external traffic through to ZiPLY VFO.

Earlier Issue: At 6:00 a.m. Eastern Time it was identified that inbound LSR transactions via EDI were receiving 'connection refused' errors. At 8:30 a.m. Eastern Time the LSR-EDI issue was resolved. At 3:30 p.m. Eastern Time, all resolution activity for the VFO connectivity and LSR-EDI issues was completed.

Root Cause: Preorder interfaces were still in process of being restored (from suspended state). Once restoration was complete, all transactions flowed without issue.

Upcoming Activities

Release notifications are available online at: <https://wholesale.ziptyfiber.com/wholesale/oss-interface-change-management>.

Please note, that prior to acquisition, Frontier provided [notification](#) of the discontinuance of analog loops per the Federal Communications Commission (FCC) Forbearance Order (August 2019, FCC 19-72) granting relief from Unbundled Network Element (UNE) DS0 loop requirements and the avoided cost resale requirement under Section 251(c)(4) of the Communications Act of 1934 as amended.

Consistent with the FCC's Forbearance Order, Ziplly Fiber will implement a Type 1, Severity 2 Change Request to update the current version of Local Service Request (LSR) Business Rules Version 9.30.20.1. The LSR Business Rule changes will prohibit the submission of LSRs for new and migration of analog loops. Error codes and messages are shown in the following table:

Form	Field Name	Field No.	New Error Code	New Error Message	Service Area Impacted
LSR	NC – Network Channel Code	062	NWFLSR438	ANALOG LOOP PRODUCT NOT AVAILABLE	Flag = F
LSR	NC – Network Channel Code	062	NWFLSR439	ANALOG LOOP PRODUCT NOT AVAILABLE	Flag = L

The LSR form and the LSR Business Rules At-A-Glance Version 9.30.20.1 references have been updated to reflect the addition of the new rules as noted above. These references are available to view from the Business Rules page of the Frontier Wholesale Operations Website at: <https://wholesale.ziptyfiber.com/wholesale/local-services/business-rules>.

A recap of the open forum questions is provided below.

Question	Answer
What is the expected occurrence of Ziplly Fiber's Change Management Meetings?	The Ziplly Fiber Change Management Meeting Schedule is available online at: https://wholesale.ziptyfiber.com/wholesale/oss-interface-change-management . As provided online, meetings will be held at 1:00 p.m. Pacific Time on the first Wednesday of each quarter. If there is a need for additional meetings outside of this schedule, notification will be published and distributed. The next meeting will be on October 7, 2020.

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