



Carrier Customer Bulletin

Date of Notice: September 1, 2020
Notice Number: NWFZF-20-0021
Category: Access Ordering
Target Audience: Carrier, IXC, Wireless, ISP
Subject: Access Ordering Processes During this Stage of COVID-19 Pandemic
Effective Date: 09/01/2020

As we continue to adjust in light of the COVID-19 Pandemic, ZiPLY Fiber provides this notice of the following updates effective September 1, 2020:

Special Construction Bids (Quotes) via ZiPLY Fiber's Business Decision Tool ("BDT")

- Customer must accept BDT bids for construction within 60 days of bid receipt by Customer
- For pending and new orders, if Customer does not accept the BDT bid within 60 days, ZiPLY Fiber will cancel the associated order(s)

Due Date Change Charge

- ZiPLY Fiber will resume charging for Due Date changes

Clarification/Notice Request (C/NR) Process

- ZiPLY Fiber will resume the standard time intervals for C/NRs:
 - First C/NR to Customer on Day 0
 - Second C/NR to Customer on Day 10
 - Third C/NR to Customer Day 20
 - FTR cancel complete on Day 31
- If Customer timely notifies ZiPLY Fiber of special circumstances relating specifically to COVID, ZiPLY Fiber will continue to hold an order in jeopardy without cancellation, to the extent the special circumstances continue to apply, for a reasonable time

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