



## Carrier Customer Bulletin

**Date of Notice:** February 17, 2021  
**Notice Number:** NWFZF-21-0034  
**Target Audience:** CLECs  
**Subject:** Carrier Performance Reports  
**Effective Date:** February 17, 2021

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ZiPLY Fiber is providing notification of an issue that impacted our CLEC customers.

C2C Aggregate and C2C CLEC Specific performance reports for November 2020 and December 2020 have not been posted to ZiPLY Fiber's Customer Wholesale Portal (CWP) due to corrupt files and related data issues resulting from the transfer of business from Frontier to ZiPLY Fiber.

ZiPLY Fiber's Executive team has been apprised of the issue and our IT team is actively working to resolve this problem. Updates will be provided and [posted](#) to our operations website as they become available.

If you have questions regarding the information provided in this notice, please email [wholesale@zplyfiber.com](mailto:wholesale@zplyfiber.com).