



Carrier Customer Bulletin

Date of Notice: March 15, 2021
Notice Number: NWFZF-21-0040
Target Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Reason For Outage Impacting OSS, VFO and EP Applications
Effective Date: March 15, 2021

ZiPLY Fiber is providing notification about the system outage on March 4, 2021 impacting access to ZiPLY Fiber's OSS Systems.

ZiPLY Fiber's OSS systems still reside in Frontier's data center in Ft. Wayne, IN. The outage we experienced on March 4, 2021 was related to a hardware failure in a system in the FT Wayne data center which then caused access issues to many of our tools. ZiPLY Fiber's OSS systems were restored on March 5, 2021 however residual issues remained impacting some LSR activity. As of March 9, all issues were deemed fully resolved and all transactions processing successfully.

We apologize for the inconvenience this caused you and your customers. ZiPLY Fiber is committed to improving our systems and tools. Our plans to address these issues include moving our servers to our own data centers where we will build in redundancy and back-up capability.

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