



Carrier Customer Bulletin

Date of Notice: April 14, 2021
Notice Number: ZFNWF-21-0044
Audience: CLEC/ISP
Subject: VFO – LSR Order/Pre-Order
Effective Date: April 14, 2021

ZiPLY Fiber is providing notification of a system issue impacting our CLEC customers when performing LSR order and pre-order activity.

Issue Description:

- LSR ORDER: Responses are not consistently being sent back from VFO on LSR orders
- LSR ORDER: Order status in VFO may be inaccurate on some orders
- PRE ORDER: Search functionality is intermittent and timing-out

We are actively working to identify and repair these issues. Updates will be provided as they become available.

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