



Carrier Customer Bulletin

Date of Notice: April 16, 2021
Notice Number: ZFNWF-21-0045
Audience: CLEC/ISP
Subject: RESOLVED: VFO – LSR Order/Pre-Order
Effective Date: April 16, 2021

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

INITIAL: 4/14/2021

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.

UPDATE: 4/16/2021

The system issues impacting LSR Order and Pre Order processing have been resolved. If you continue to experience problems, please notify wholesale@ziplyfiber.com immediately. If you require assistance with any LSR orders that were placed between 4/14/2021 and 4/16/2021, please contact our LSR support team at wholesale.lsr@ziplyfiber.com.

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