



Carrier Customer Bulletin

Date of Notice: May 11, 2021
Notice Number: ZFNWF-21-0050
Audience: CLEC/ISP
Subject: VFO – LSR Pre-Order
Effective Date: May 11, 2021

ZiPLY Fiber is providing notification of a system issue impacting our CLEC customers when performing LSR Pre-Order activity.

Issue Description: Certain LSR Pre-Order transaction types are failing resulting in the following error message appearing in the **prespd** field of the Pre-Order Response Record: "System Error - Please call the System Administrator". We are actively working to identify and repair this issue. Updates will be posted at the following link as they become available.

<https://wholesale.ziPLYfiber.com/wholesale/systems-and-online-tools/system-availability>

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