



Carrier Customer Bulletin

Date of Notice: May 11, 2021
Notice Number: ZFNWF-21-0050A
Audience: CLEC/Reseller
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>

Update 5/12/2021: ZiPLY Fiber's IT teams are continuing to troubleshoot the issue. No ETR is available at this time.

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