



## Carrier Customer Bulletin

**Date of Notice:** May 14, 2021  
**Notice Number:** ZFNWF-21-0050B  
**Audience:** CLEC/Reseller  
**Subject:** VFO – LSR Pre-Order  
**Effective Date:** May 11, 2021

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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.

**Update 5/14/2021:** ZiPLY Fiber's IT teams have identified and resolved the issue. Please let us know if you continue to experience problems.

Contact information for ZiPLY Fiber's LSR Order center can be found at the following link:

<https://wholesale.ziPLYfiber.com/wholesale/contacts-and-escalation-lists/local>

If you have questions regarding the information provided in this notice, please email [wholesale@ziPLYfiber.com](mailto:wholesale@ziPLYfiber.com).