



Carrier Customer Bulletin

Date of Notice: August 26, 2021
Notice Number: NWFZF-21-0059
Target Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: OSS System Maintenance Notification
Effective Date: August 28, 2021

ZiPLY Fiber is providing notification of OSS system maintenance impacting the following applications:

- Virtual Front Office (VFO) Local (LSR/ISP) Module
- Virtual Front Office (VFO) Access (ASR) Module
- Virtual Front Office (VFO) Trouble Administration (TA) Module
- E-Bonded Applications – EDI, UOM, tML

These applications will be unavailable during the following times:

Start: Friday, August 27, 2021 – 11:00pm PST
End: Monday, August 30, 2021 – 5:00am PST

NOTE:

Trouble Tickets must be reported directly to the repair center while the systems are unavailable. For contacts and escalations information, please visit:

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

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