



Carrier Customer Bulletin

Date of Notice: September 8, 2021
Notice Number: NWFZF-21-0060
Target Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: OSS System Maintenance Notification
Effective Date: September 10, 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, September 10, 2021 – 8:00pm PST
End: Monday, September 12, 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.