



## Carrier Customer Bulletin

**Date of Notice:** September 8, 2021  
**Notice Number:** NWFZF-21-0060A  
**Target Audience:** Carrier, IXC, Wireless, CLEC, Reseller, ISP  
**Subject:** Corrected: 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 13**, 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](mailto:wholesale@ziPLYfiber.com).

\*NOTE: Previous bulletin shows End: Monday, **September 12**, 2021 – 5:00am PST