



## Carrier Customer Bulletin

**Date of Notice:** May 22, 2023  
**Notice Number:** NWFZF-23-0129  
**Target Audience:** Carrier, IXC, Wireless, CLEC, Reseller, ISP  
**Subject:** OSS System Maintenance Notification  
**Effective Date:** May 25, 2023

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

Virtual Front Office (VFO) – LSR/ASR/TA modules  
E-Bonded Applications – EDI, UOM, tML

These applications will be unavailable during the following times:

Start: Thursday, May 25, 2023 – 8:00pm Pacific  
End: Thursday, May 25, 2023 – 11:00pm Pacific

**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).