



## Carrier Customer Bulletin

**Date of Notice:** January 16, 2024  
**Notice Number:** NWFZF-24-0151  
**Target Audience:** Carrier, IXC, Wireless, CLEC, Reseller, ISP  
**Subject:** OSS System Maintenance Notification  
**Effective Date:** January 17, 2024

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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: Wednesday, January 17, 2024 – 8:00pm Pacific  
End: Wednesday, January 17, 2024 – 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:

[wholesale repair-contact-and-escalation-list-for-asr-and-lsr](#)

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