



Carrier Customer Bulletin

Date of Notice: September 4, 2025
Notice Number: NWFZF-25-0189
Target Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: ZiPLY Fiber – OSS Migration/VFO GUI and Ebonded Carriers
Effective Date: October 24, 2025 – October 27, 2025

As announced in notice [NWFZF-25-0188](#), ZiPLY Fiber is migrating to a hosted VFO (Virtual Front Office) and EP (Exchange Path) platform environment. This migration will take place from **October 24 at 5:00 PM PT** through **October 26 at 11:59 PM PT**. Please review the timeline and important details below.

Impacted applications/services:

- Virtual Front Office (VFO) <https://vfo.nwfapi.com/> – LSR/ASR/TA modules
- E-Bonded Applications – EDI, UOM, tML

Migration Timeline:

Date/Time	Activity	Description
10/24/2025; 5:00pm Pacific	Start Migration/Transaction Cut-off*	All production transactions must be stopped by this cut-off time.
10/26/2025; 11:59pm Pacific	End Migration	
10/27/2025; 12:00am Pacific	Begin connectivity testing for E-bonded carriers and CLECs	Test connectivity with the new URL for Webservice (SOAP HTTPs), or via VPN for EDI only.
10/27/2025; 4:00am Pacific	Resume all transactions	Begin submitting transactions in the new production environment.

***NOTE:** All active transactions and in-flight orders will be moved as part of the migration

Action Required:

- If you are e-bonded with ZiPLY Fiber and have not yet submitted the hosted environment **Connectivity Form**, please contact us immediately at wholesale@ziplyfiber.com.
- If your company e-bonds through a third-party provider (e.g., TransUnion, RazorFlow), please confirm that they are coordinating with ZiPLY Fiber on your behalf.

Other:

- Following this migration, ZiPLY Fiber's VFO URL will be automatically redirected to the new production VFO URL.
- There will be no change to your ZiPLY Fiber VFO login information, i.e., Username and Password remain unchanged.

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