



HOT CUT PRETEST

Contact and Escalation List

Zipty Fiber Wholesale

Kirkland, WA

Effective: 1/22/2021

Revised: 1/22/2021

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Hot Cut Pretest Contact for All Regions (ASR Transactions Only)

The Ziply Provisioning Center provides external Carriers a direct contact for pretesting of Design Service Circuits associated to a Hot Cut Order. Typically, these are referred to as a pretest prior to the actual CFA Roll/Hot Cut. Carriers wishing to pretest, prior to the actual cut, should contact the 1st level technician below.

Ziply requires the call be placed three business days prior to the confirmed Due Date (DD - 3). Once the pretest call is made and the due date is DD - 3, Ziply will provide a call back within 24 hours.

NOTE:

- For TDM Hot Cut pretests call 888-488-0066, option 8
- For normal daily TDM Hot Cut scheduling, call 888-488-0066 option 3, option 3.
- Ethernet Hot Cuts are scheduled by the PMS and will be provided a specific bridge number to call.

Hours of Operation: Monday thru Friday – 24 hours

Ziply requests 24 hours from the initial request for a Pretest prior to escalating to the next level.

Contact	Title	Contact Info
First Request		
Provisioning Center	1 st Level Technician	888-488-0066
Second Request		
Provisioning Center	2 nd Level Technician	888-488-0066
Third Request		
William Ellis	3 rd Level Supervisor	William.ellisii@ziply.com



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Change Log

Date	Page #	Change
10/29/2020		Updated to remove reference to Frontier support during transition period.
1/22/2021	3	Added clarifying dialing information for specific testing

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