



LNP Cancellation by End User Request

ZiPLY Fiber' mission is to be the leader in providing communications services to residential and business customers in our markets. In an effort to ensure we are meeting our customer needs, ZiPLY Fiber has an established process to assist our customers requesting to remain on the ZiPLY Fiber platform.

As service providers, our CLEC customers understand the importance of ensuring no service interruptions to end users throughout the LNP process. At times, after an LNP request has been made, the end user decides they no longer want to change their service provider. The end user may contact their current service provider to request cancellation of their pending LNP request only to be referred to the CLEC. The timing sometimes works against the end user and the LNP cancellation may not be communicated, in time, to prevent service failure.

In the event an end user contacts a ZiPLY Fiber retail representative requesting to cancel an LNP to another service provider, the following steps will be taken to ensure the service is not interrupted.

- SOA subscription associated with the LNP request will be cancelled
- Porting CLEC's LSR will be placed in Jeopardy with notification of end user cancellation request
- Service Order will remain in CWA status for 30 days pending Jeopardy response
- Porting CLEC has 30 days to submit a SUP 1 to cancel, or a SUP 2 requesting a new due date to reestablish the SOA subscription

This process allows ZiPLY Fiber and our CLEC Customers to work together to ensure that the end user customer has freedom to choose their service provider without any service interruptions.