



Carrier Customer Bulletin

Date of Notice: March 16, 2023
Notice Number: NWFZF-23-0123
Target Audience: Carrier, IXC, CLEC, Reseller
Subject: Discontinuation of Wholesale Advantage Broadband Service (WABB)
Effective Date: April 15, 2023

Effective April 15, 2023, the Wholesale Advantage Broadband Service (WABB) will be discontinued and grandfathered. ZiPLY Fiber's Wholesale Fiber Internet Service (WFI) replaces WABB for your broadband needs. Customers who have the Wholesale Advantage Broadband Agreement are eligible to transition to the WFI Service by executing a new Agreement with ZiPLY Fiber. For more information on the WFI Service, please see Attachment A of this notification.

Effective April 15, 2023:

- Customer shall not order or renew WABB and ZiPLY Fiber may reject WABB orders.
- ZiPLY Fiber will no longer install WABB.
- For in-service Grandfathered WABB:
 - **All existing services will remain in place**
 - No renewal of Grandfathered WABB
 - No speed changes (up and/or down)
 - No Change, move, and/or recordkeeping orders
 - Only request for disconnects will be accepted
 - If Customer disconnects a circuit before the end of the service term, the contract under which the disconnected service was ordered will control whether and to what extent early termination charges apply.

If you have any questions regarding the issues addressed in this notice, please contact your ZiPLY Fiber Account Manager.

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

Attachment A

ZiPLY Fiber Wholesale Fiber Internet Service Description:

- Wholesale Fiber Internet Service is a high-capacity internet access service targeted to end customers in existing ZiPLY Fiber lit buildings. WFI is equipped with the flexibility to handle any bandwidth need:
 - Convenient bandwidth packages of 100Mb, 500Mb, and 1Gb
 - Priced to fit growing small and medium sized businesses
 - Symmetrical up and down speeds
- WFI is a shared internet access service targeted to commercial users. Lit buildings are equipped to support multiple users from a single internet facility in each building. Customers connect to this service for Internet access at high speeds on a first come, first served basis.
- WFI is sold in fiber lit buildings within our WFI network footprint. This solution requires a copper handoff via CAT5/6 cabling of 10/100/1000 Mbps to the client's equipment from a centrally located ZiPLY Fiber Ethernet switch.
 - Note: ZiPLY Fiber's demarcation point is the telco room that serves the floor or suite. The customer is responsible for the CAT5 wiring from the suite to ZiPLY Fiber's demarcation point.
- Service Term. Service may be ordered on a month-to-month basis (a "MTM Service Term") or on a one (1) or two (2)- year basis.
- Ordering Procedures: <https://wholesale.ziPLYfiber.com/wholesale/order-services/local/wfi>