

Industry Notification – Accessible Letter

Date:	November 11, 2009	Number: SYS 0179-11112009
Effective Date	November 11, 2009	Category: System
Subject:	Invalid Error Message on Cancellation of Port Out Orders	
Related Letters:		
Attachments:	N/A	
Target Audience	IXC, CLEC, Wireless, UNE	
Area Impacted:		
Wholesale Customer Response deadline:	N/A	
Contact:	Send all Questions to: WSC at 1-866-925-8971 option 6	
Conference Call/Meeting	N/A	

Dear FairPoint Communications Wholesale Customer:

This notice is being sent to advise FairPoint Communications Wholesale Customers that the FairPoint IT team has discovered an issue with cancellations to Port Out orders. Since the 10/29 deployment, 250 orders with Request Type 'CB' and a Type 1 supplement have received an invalid error message stating that an unexpected error occurred in the system. Incident 12546 has been opened to address this issue. IT is currently working to determine the root cause and will target the resolution for this item in the 11/19 deployment.

Until this issue can be resolved, please call the WSC at 1-866-925-8971 option 6 and ask them to manually cancel the order in the system.