

Industry Notification – Accessible Letter

Date:	November 11, 2009	Number: SYS 0180-11112009
Effective Date	November 11, 2009	Category: System
Subject:	Invalid Reject Message on Supplement Orders - Update	
Related Letters:	SYS 0153-09282009	
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 inform our Wholesale Customers of an update regarding the issue with an invalid reject message stating “System is currently busy. Please resubmit the order after sometime” (from notification SYS 0153-09282009). This was an intermittent issue impacting supplement orders only. Oracle has identified a root cause for the issue and is working to resolve it. Until this is delivered by Oracle, the IT team has identified a system work around (Incident 11034) which will be deployed in the 11/19 build. This workaround will allow the supplement orders to be processed by the system without returning this error.

Until the issue is resolved on 11/19, if you receive this error message please call the WSC at 1-866-925-8971 option 6 and ask them to manually process the supplement.