



1 Davis Farm Road
Portland, ME 04103

Industry Notification – Accessible Letter

Date:	September 28, 2009	Number: SYS 0152-09282009
Effective Date	September 28, 2009	Category: Systems
Subject:	Invalid Business Rule loop error message stating "AFT IS REQUIRED"	
Related Letters:		
Attachments:		
Target Audience	IXC, CLEC, Wireless, UNE	
Area Impacted:	Maine, New Hampshire, Vermont	
Wholesale Customer Response deadline:	N/A	
Contact:	Wholesale Help Desk at WHD@FairPoint.com	
Conference Call/Meeting		

Dear FairPoint Communications Wholesale Customer:

This notice is being sent to inform our Wholesale Customers of an issue with an invalid business rule loop error message stating "AFT IS REQUIRED" and when populated "AFT IS PROHIBITED." The order gets caught in a circular loop that prevents the carrier from validating the order prior to submission. We have seen this issue on DB/V orders where the last character of the TOS = R. FairPoint IT has escalated the issue for a planned fix date.

Until the issues is resolved, if you receive this error message please submit the order bypassing validation (providing there are no other errors on the order). Then call the WSC at 1-866-925-8971 option 6 and ask them to manually process the order or escalate to IT for push through.

If you see any other request types impacted by this error please contact the Wholesale Help Desk to report the incident.

FairPoint will send out an updated notification as soon as the permanent fix date is available

Should you have any questions please feel free to reach out to the Wholesale Help Desk for additional information at WHD@FairPoint.com.