

Tech Bulletin: Identified VS1 High Speed Plan Activation Issue



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Hello,

We are experiencing issues with activation on the VS1 high speed plan router that prevents work order closure. Until this issue is resolved, we have approved FSM Admin to perform force completions on VS1 high speed plan work orders in pending complete as long as all other services are active.

If you complete a VS1 high speed plan install or upgrade and are unable to complete the work order, please place the order in pending complete. FSM Admin will be closing orders in batches, so please wait 24 hours before emailing about closure.

We are very sorry for the inconvenience and hope to get this resolved in the coming days. A follow-on notification will be sent once the fix is confirmed.