



Repair Contact and Escalation List for InfoSpeed & BTAS

Contents

<i>INFOSPEED/BTAS TROUBLE ADMINISTRATION</i>	2
<i>InfoSpeed / BTAS Repair Contact & Escalation List</i>	3
<i>Change Log</i>	4

Frontier Wholesale

Jurisdiction: All

Revised Date: 02/19/2021



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INFOSPEED/BTAS TROUBLE ADMINISTRATION

If you are a Frontier Wholesale Customer reporting a trouble for InfoSpeed or BTAS, all initial trouble ticket submissions or trouble ticket status requests must be submitted via Virtual Front Office – Trouble Administration Module (VFO-TA). VFO-TA allows you to enter trouble tickets, pass them to the Frontier provisioning systems for processing, and receive updated responses from Frontier.

Why use VFO for Trouble Administration?

- Increases efficiency
- Reduces time
- Visually monitor multiple tickets at once

To get connected, please complete and submit the Frontier Connectivity Access Form available online at: <https://wholesale.frontier.com/wholesale/carrier-services/getting-started/frontier-connectivity-access-form>.

For VFO-TA Training, please visit the VFO Online Training Video Library at: <https://wholesale.frontier.com/wholesale/systems-and-online-tools/vfo-training/vfo-online-training>.

Note: For Wholesale Broadband, FTTI and Bulk DSL services, electronic trouble ticket submission is not available. See contact list below.



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InfoSpeed / BTAS Repair Contact & Escalation List

<p>For initial Trouble Ticket submissions or Ticket status please use VFO.</p> <p>All contacts contained in this table are for the use of the service provider only.</p> <p>This information is not to be shared with subscribers.</p> <p>Please allow 24 hours after e-mailing before calling for ticket status and/or escalation.</p>	
InfoSpeed / BTAS service supported in all Frontier states	
Initial Trouble Ticket Entry	<p>VFO</p> <p>Only For VFO failure please email below and allow 24 hours for response.</p> <p>Frontier properties prior to 4/01/2016 (Legacy) - hsi.eticketing@ftr.com</p> <p>Frontier Acquired properties in FL, TX, CA (Acquired) - isp.eticketing@ftr.com</p>
1st Escalation Step	<p>Request trouble report be escalated or ticket status : 1-877-626-7220</p> <p>Option 5 (Acquired) or isp.eticketing@ftr.com</p> <p>8:00 AM – 11:00 PM (ET) Mon – Fri</p> <p>6:00 AM – 9:00 PM (ET) Sat - Sun</p> <p>Option 6 (Legacy) or hsi.eticketing@ftr.com</p> <p>8:00 AM – 9:00 PM (ET) Mon – Fri</p> <p>8:00 AM – 7:30 PM (ET) Sat - Sun</p>
2nd Escalation Step	<p>TX FSC NT Supervisors – Advanced Technical Services</p> <p>Office: 214-288-6103 (After hours)</p> <p>CTF_MCO_ESCALATIONS@FTR.COM (Normal business hours)</p>
3rd Escalation Step	<p>George Espersen III – Manager – Advanced Technical Services</p> <p>Office: 972-841-1408</p> <p>George.e.espersen@ftr.com</p>



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Change Log

Date	Page Number	Change
04/09/2015	2	Update 2nd and 4th level contact information
07/08/2015	2	Update 2nd thru 4th level contact information
01/21/2016	2	Updated 2nd Level
04/01/2016	2	Updated Initial and 1st level to include new properties
1/12/2017	2	Updated 2nd level
1/22/2017	2, 3	Added acquired escalation contacts
3/07/2017	2	Changed 2nd level email address
8/1/2017	2,3	Updated Legacy escalation path
2/13/2020	All	Update to add additional direction to VFO which is required first step to open InfoSpeed/BTAS Trouble Reports
2/19/2021	All	Update contacts effective 05/01/2020

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