



# Repair Contact List for Wholesale Broadband, FTTP & Bulk DSL

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Frontier Wholesale

Jurisdiction: All

Revised Date: 10/04/2023



## Repair Contact List for Wholesale Broadband, FTTP & Bulk DSL

### Wholesale BROADBAND, FTTP AND BULK DSL REPAIR Contact & Escalation List

<p>All contacts contained in this table are for the use of the <u>service provider only</u>. This information is <u>not</u> to be shared with subscribers/end users.</p> <p>For initial Trouble Ticket submissions or Ticket status please call: <b>Repair Desk 800-239-4430</b></p> <p>Please escalate to a higher step only after completing all lower steps.</p>		
1 <sup>st</sup> Level	Initial Trouble Ticket Entry	<p><b>Repair Desk 800-239-4430</b></p> <p>Provide the telephone number and end username and the nature and urgency of the problem to the service bureau representative; and obtain a ticket number.</p> <p>Before hanging up, be sure you have the following information:</p> <ul style="list-style-type: none"><li>• The name of the technician who entered the ticket.</li><li>• The ticket number.</li><li>• Any other information offered by the technician as to the anticipated resolution.</li></ul> <p>If an earlier commitment date is needed for repair tickets, request an escalation and the tech can reach out to dispatch for the specific area of the country where the trouble is occurring. The dispatch group will advise if they are able to expedite the request.</p>
2 <sup>nd</sup> Level	For Follow Up or Additional Escalation	<p>In most cases the resolution date provided at the time the ticket was open is our earliest available date.</p> <p>In instances where there are circumstances that would justify an expediated resolution date, engagement of our Technical Support Team will be required.</p> <p>Expedite circumstances:</p> <ul style="list-style-type: none"><li>• <b>Life-Threatening Medical circumstances</b> – Customers with the Medical Emergency – flag on account</li><li>• <b>Hazardous physical conditions</b> – Any hazardous or physical condition with Frontier equipment that may be harmful to others.</li></ul> <p>Contact:</p> <p>Technical Support <b>800-921-8106</b></p> <p>Available 24/7</p> <p>Request to be escalated to supervisor. The supervisor will assess the situation and take appropriate next steps to resolve.</p>



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### Change Log

Date	Page Number	Change
02/07/2020	2	New 6th Level contact
03/03/2021	2	Revised list for new level 3 escalation contact, removed additional levels
8/9/2023	3	Removed 3 <sup>rd</sup> level. Updated 2 <sup>nd</sup> level per VP. C. Williams request. Jap447
10/4/2023	3	Added additional verbiage to 2 <sup>nd</sup> Level Contact. Jap447

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