



# InfoSpeed / BTAS Repair Contact and Escalation List

## **Carrier Services**

Frontier Communications  
Rochester, NY 14646

Effective: 05/01/2020

## 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, FTTH and Bulk DSL services, electronic trouble ticket submission is not available. See contact list below.

## InfoSpeed / BTAS Repair Contact & Escalation List

**For initial Trouble Ticket submissions or Ticket status please use VFO.**

All contacts contained in this table are for the use of the service provider only.

This information is not to be shared with subscribers.

Please allow 24 hours after e-mailing before calling for ticket status and/or escalation.

InfoSpeed / BTAS service supported in all Frontier states

Initial Trouble Ticket Entry	VFO <u>Only For VFO failure</u> please email below and allow 24 hours for response.  Frontier properties prior to 4/01/2016 (Legacy) - <a href="mailto:hsi.eticketing@ftr.com">hsi.eticketing@ftr.com</a> Frontier Acquired properties in FL, TX, CA (Acquired) - <a href="mailto:isp.eticketing@ftr.com">isp.eticketing@ftr.com</a>
1 <sup>st</sup> Escalation Step	Request trouble report be escalated or ticket status : 1-877-626-7220 Option 5 (Acquired) or <a href="mailto:isp.eticketing@ftr.com">isp.eticketing@ftr.com</a> 8:00 AM – 11:00 PM (ET) Mon – Fri 6:00 AM – 9:00 PM (ET) Sat - Sun  Option 6 (Legacy) or <a href="mailto:hsi.eticketing@ftr.com">hsi.eticketing@ftr.com</a> 8:00 AM – 9:00 PM (ET) Mon – Fri 8:00 AM – 7:30 PM (ET) Sat - Sun
2 <sup>nd</sup> Escalation Step	TX FSC NT Supervisors – Advanced Technical Services Office: 214-288-6103 (After hours) <a href="mailto:CTF_MCO_ESCALATIONS@FTR.COM">CTF_MCO_ESCALATIONS@FTR.COM</a> (Normal business hours)
3 <sup>rd</sup> Escalation Step	George Espersen III – Manager – Advanced Technical Services Office: 972-841-1408 <a href="mailto:George.e.espersen@ftr.com">George.e.espersen@ftr.com</a>

## Change Log

Date	Page	Change
04/09/2015	2	Update 2 <sup>nd</sup> and 4 <sup>th</sup> level contact information
07/08/2015	2	Update 2 <sup>nd</sup> thru 4 <sup>th</sup> level contact information
01/21/2016	2	Updated 2 <sup>nd</sup> Level
04/01/2016	2	Updated Initial and 1 <sup>st</sup> level to include new properties
1/12/2017	2	Updated 2 <sup>nd</sup> level
1/22/2017	2, 3	Added acquired escalation contacts
3/07/2017	2	Changed 2 <sup>nd</sup> 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
02/19/2021	All	Update for contacts effective 05/01/2020

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