



Wholesale Broadband, FTTP and Bulk DSL Repair Contact and Escalation List

Carrier Services
Frontier Communications

Revised: 03/03/2021

WHOLESALE BROADBAND, FTTP AND BULK DSL REPAIR

Contact & Escalation List

All contacts contained in this table are for the use of the service provider only. This information is not to be shared with subscribers/end users.

For initial Trouble Ticket submissions or Ticket status please call:

Repair Desk 800-239-4430

Please escalate to a higher step only after completing all lower steps.

1 st Level	Initial Trouble Ticket Entry	<p>Repair Desk 800-239-4430</p> <p>Provide the telephone number and end user name 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"> • The name of the technician who entered the ticket. • The ticket number. • Any other information offered by the technician as to the anticipated resolution. <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> <p>Note: PPPoE and Static IP escalation requests should go to IHDSup (2nd level).</p>
2 nd Level	Repair Supervisor Team	<p>IHDSup@ftr.com</p> <p>A trouble ticket number with Frontier BTN (billing Telephone number) is a mandatory requirement. Email the Repair Supervisor Team with the ticket number, BTN, your contact information and the requested action. The team will respond, usually within two business hours of receipt subject to field's availability.</p> <p>Repair Supervisor Team Hours of Operation: Monday – Friday, 8 AM to 12 AM; Saturday – Sunday 8:30 AM to 8:30 PM Eastern.</p>
3 rd Level	Michelle Soto, Supervisor	<p>Michelle.soto@ftr.com 972-908-4657</p>

Change Log

Date	Change
02/07/2020	New 6 th Level contact
03/03/2021	Revised list for new level 3 escalation contact, removed additional levels

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