



Repair Contact and Escalation List

Carrier Services

Frontier Communications
Rochester, NY 14646

Revised: 03/17/2021

Effective: 04/01/2021

Ticket Entry/Status Contacts and Hours of Operations

Team	Contact	Hours of Operation
ASR, LSR for POTS/Line Share, UNE Maintenance Ticket Entry, Status, Testing	877-500-5514	24 Hours 7 Days a week
ASR Escalations	877-500-5514 Option 3	24 Hours 7 Days a week
ASR Chronic Ticket Entry and Status	877-500-5514 Option 4, 5	8:00 AM ET – 5:00 PM ET Monday - Friday

Frontier Communications Repair Services			
Escalation calls are to be directed to the Standard Escalation Hotline noted below. The Hotline is monitored 24x7. The Frontier Escalation Representatives are empowered to address and escalate trouble tickets. If necessary, Peer-to-Peer contact is available. Please have the correct level of management utilize the Peer-to-Peer contact list.			
Standard Escalation Hotline Commercial Customer Support Center Main number to report trouble is 1-877-500-5514 - Option 1 for CA, TX, FL, Option 2 for all other existing customers Escalation number 1-877-500-5514 - Option 1 for CA, TX, FL, Option 2 for all other existing customers, then Option 3			
Contact	Contact Telephone Number		
1st Level Escalation	1-877-500-5514 Option 3, 1		
2nd Level Escalation	1-877-500-5514 Option 3, 2		
3rd Level Escalation	1-877-500-5514 Option 3, 3		
4th Level Escalation	1-877-500-5514 Option 3, 4		
5th Level Escalation	1-877-500-5514 Option 3, 5		
Peer to Peer Chart			
1	Escalation Team	877-500-5514 Option 3, 1	24 x 7
2	Escalation Supervisor	877-500-5514 Option 3, 2	24 x 7
3	Manager	Nadine Justice Nadine.Justice@FTR.com (O)585-423-1813 (C)585-284-9745	Business Hours
4	Director	Matthew Freeman Matthew.Freeman@FTR.com (O)304-526-0404 (C)304-266-5471	Business Hours
5	Vice President	Marion Wyand Marion.Wyand@ftr.com (O) 585-777-3670 (C)585-364-9467	Business Hours

CHANGE LOG

Date	Page #	Change
1/25/2020	3	Updated contact numbers and peer to peer chart
6/10/2020	3	Updated contact numbers and peer to peer chart
6/17/2020	3	Update Chronic contact info
3/17/2021	3	Updated change in toll free for all groups and peer to peer chart Effective 04/01/2021

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