



Repair Contact List for Wholesale Broadband, FTTP & Bulk DSL

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Frontier Wholesale

Jurisdiction: All

Revised Date: 07/30/2024



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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 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"> • 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>
2 nd Level	For Follow Up or Escalation	<p>Technical Support 800-921-8106</p> <p>Available 24/7</p>
3 rd Level	Next level Escalation	<p>If unable to resolve at 2nd and 3rd level:</p> <p>Email to: Techsolutions@ftr.com</p>
4 th Level	Director Technical Support Organization	<p>Thomas Hixon</p> <p>Email: Thomas.hixon@ftr.com</p> <p>Mobile: 214-557-9888</p>
5 th Level	Vice President Technical Support Organization	<p>Chris Williams</p> <p>Email: Christopher.Williams2@ftr.com</p> <p>Mobile: 919-416-0211</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	2	Removed 3 rd level. Updated 2 nd level per VP. C. Williams request
7/30/2024	2	Added 3 rd , 4 th and 5 th escalation steps per VP C. Williams

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