Grandfathered Switched Ethernet Contacts for Ordering Issues

Contents

Frontier Wholesale

Jurisdiction: All
Effective Date: 10/18/2021
Revised Date: 01/19/2024

Overview

The purpose of the job aid is to assist with error resolution for embedded base circuits. When AT&T receives an Acknowledgment (ACK) fatal error or receives an interface level error and needs guidance, the job aid provides a Frontier contact and escalation list for additional assistance.

Grandfathered Switched Ethernet Contacts for Ordering Issues

Ordering and Escalation contacts for EOL Ordering issues

Level 1	
ASR Ordering Team	ATT-Ethernet_Assist@FTR.com
Level 2	
Marshall Brunson	Marshall.Brunson1@ftr.com
Level 3	
Pam Huber-Hauck	Pam.Huber-Hauck@FTR.com

Pre and Post FOC Status

Access Services Contacts (frontier.com)

Connectivity Issues

Get Connected for Access Services (frontier.com)

Change Log

Date	Page Number	Change
10/13/2021		Original Document
04/18/2022	3	Changed Escalation Level Contact Information
01/19/2024	3	Changed Escalation Contacts

DISCLAIMER: THIS DOCUMENTATION IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT OBLIGATE FRONTIER TO PROVIDE SERVICES IN THE MANNER DESCRIBED IN THIS DOCUMENT. FRONTIER RESERVES THE RIGHT AS ITS SOLE OPTION TO MODIFY OR REVISE THE INFORMATION IN THIS DOCUMENT AT ANY TIME WITHOUT PRIOR NOTICE. IN NO EVENT SHALL FRONTIER OR ITS AGENTS, EMPLOYEES, DIRECTORS, OFFICERS, REPRESENTATIVES OR SUPPLIERS BE LIABLE UNDER CONTRACT, WARRANTY, TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE OF FRONTIER), OR ANY OTHER LEGAL THEORY, FOR ANY DAMAGES ARISING FROM OR RELATING TO THIS DOCUMENT OR ITS CONTENTS, EVEN IF ADVISED OF THE POSSIBLITY OF SUCH DAMAGES.