

**COMMERCIAL SERVICE ASSURANCE**

**WHOLESALE**

**ESCALATION & CONTACT INFO**



**FRONTIER**

# Contact Info

ASR, LSR for POTS/Line Share, UNE services available 24 x 7 x 365

1-877-500-5514

- Option 1 – Ethernet
  - Option 1 – Ticket Create
  - Option 2 – Test Assist
  - Option 3 – Ticket Status
  - Option 4 – Escalations
  
- Option 2 – TDM (DS0, DS1, DS3/Sonet)
  - Option 1 – Ticket Create
  - Option 2 – Test Assist
    - Option 1 – DS0
    - Option 2 – DS1
    - Option 3 – DS3
    - Option 4 – Chronics
  - Option 3 – Ticket Status
  - Option 4 – Escalations

VFO is also available 24 x 7 x 365 for ticket entry, real time ticket status updates, and escalations.

Frontier's Trouble Administration allows Trouble Reports to be entered directly into Frontier's VFO application or sent electronically to Frontier's Gateway.

If you would like to get connected with VFO Frontier Trouble Administration, please visit the [Get Connected](#) page for more information.

# Escalation Peer to Peer Contacts

Escalation calls are to be directed to the Standard Escalation Hotline as listed in the Contact List. The Hotline is monitored 24x7x365. The Frontier Escalation Representatives are empowered to address and escalate trouble tickets.

If necessary, Peer-to-Peer contact is available below. Please have the correct level of management utilize the Peer-to-Peer contact list

## 1<sup>st</sup> Level

- Escalation Team
  - 1-877-500-5514 Option 4, 1

## 2<sup>nd</sup> Level

- Escalation Supervisor
  - 1-877-500-5514 Option 4, 2

## 3<sup>rd</sup> Level

- Nadine Justice – Sr Manager
  - 585-423-1813 Office | 585-284-9745 | Nadine.Justice@FTR.com

## 4<sup>th</sup> Level

- Matthew Freeman – Director
  - 304-526-0404 Office | 304-266-5471 Mobile | Matthew.Freeman@FTR.com

## 5<sup>th</sup> Level

- Rick Wagner – Vice President
  - 469-899-4213 Office | 945-253-4370 Mobile | Rick.Wagner@FTR.com