Frontier Communications’ Trouble Administration allows Trouble Reports to be entered electronically directly into Frontier’s Virtual Front Office application (VFO-TA), or sent electronically to Frontier’s Gateway (EBTA). This notice is to provide clarification of the process to cancel electronic tickets that are in an active dispatch status.

Cancellation of electronic Trouble Reports submitted via VFO-TA or EBTA, that have reached an active dispatched status of ‘Start Repair’ or ‘Craft Dispatched’, should be communicated verbally by contacting the respective Frontier Repair Center. Contact information is available online at: https://wholesale.frontier.com/wholesale/contacts-and-escalation-lists/repair.

To ensure VFO-TA and EBTA users are aware of this process, effective June 1, 2017, cancellation requests of electronic Trouble Reports that have reached an active dispatched status of ‘Start Repair’ or ‘Craft Dispatched’ will receive an Invalid Data Received Error with the following error message:

‘Frontier is unable to electronically cancel the ticket at this time due to a technician is currently dispatched. Please call Frontier repair if a cancel is needed.’

If you have questions regarding the information provided in this notice, please email carrier.notifications@ftr.com.