

CREATE ORDER REQUEST IN THE FRONTIER ENTERPRISE PORTAL

Overview

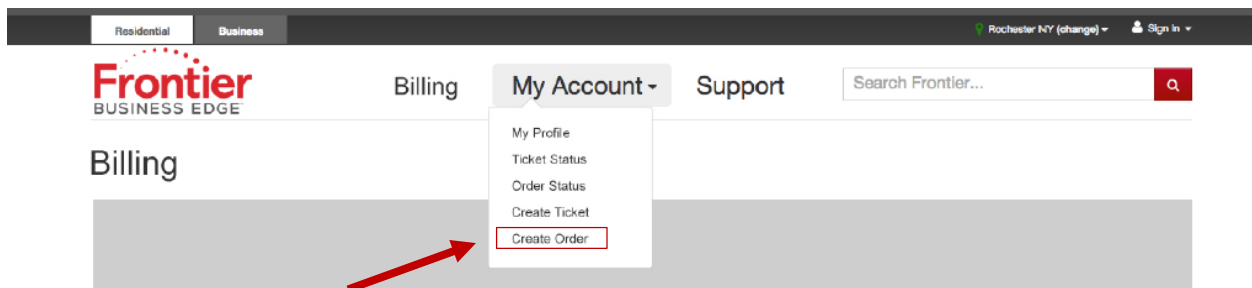
The Create Order Request tool allows you to request a new line, change, add to, move or disconnect an existing line.

Sign In

- Go to <https://frontier.com/login>
- Enter your Frontier ID.
- Enter your password.
- Click **Log in**. The Frontier Enterprise Portal Home page appears.

Create Order

1. Click **My Account** at the top of the page. A drop-down menu appears displaying the tools to which you are entitled.
2. Click **Create Order**. The *Orders* screen appears.



1. To Create an order request fill out the Business **Contact** information.

Service Order Request

All fields are required

Business Name	<input type="text" value="Business Name"/>
Telephone Number	<input type="text" value="xxx"/> - <input type="text" value="xxx"/> - <input type="text" value="xxxx"/>
Authorized Party requesting change	<input type="text" value="Shop Owner"/>
Contact Phone	<input type="text" value="xxx"/> - <input type="text" value="xxx"/> - <input type="text" value="xxxx"/>
Email	<input type="text" value="tom@outlaw.com"/>
Physical Address	<input type="text" value="123 Main St"/>
City	<input type="text" value="Rochester"/>
State	<input type="text" value="AL"/> <input checked="" type="checkbox"/>
Zip	<input type="text" value="14858"/>
Billing Address <input type="checkbox"/> Same as Physical	<input type="text" value="3585 Main St"/>
City	<input type="text" value="Rochester"/>
State	<input type="text" value="AL"/> <input checked="" type="checkbox"/>
Zip	<input type="text" value="14858"/>
Type Of Request	<input type="text" value="Move"/> <input checked="" type="checkbox"/>
Tax ID #	<input type="text" value="858595"/>
Products or Service (to be added/installed)	<input type="text" value="FIOS"/>
Due Date request (not guaranteed until confirmed)	<input type="text" value="01/01/2018"/>
Is this a TSP request?	Yes <input type="radio"/> No <input checked="" type="radio"/>

FAQs

- What is my account summary
 - How can I pay my bill automatically every month?
 - How do I enroll in paper billing?
- [*Go to help center](#)

Still Need Help?

- Chat Live Now
- Call us 1-800-621-8102<
- Help Center

2. Then fill out the service information.
 - **Type** of service request: Move, Add, Change or Disconnect.
 - **Tax ID** of the requesting business.
 - **Products** or services to be added or installed:
 - **Due Date** requested (actual, determined on confirmation).
 - **TSP Request** (Telecommunication Service Priority) Mandated by the Federal Communications Commission for certain businesses.

Is this a TSP request?

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Yes No TSP Code 22

3. Press **Continue**, and your request will be submitted.
4. Review the information and click **Create**.
5. A Customer Service representative will contact you within 24 hours with your Order Confirmation details. (Order Status will be updated after you are contacted by the representative.)

 Your order has been submitted.

You will be contact be a customer service representative with your confirmation details.

Done

Still need help? Call  **1.800.921.8102** or  **Live Chat**

Support

Contact customer service for any Frontier Enterprise Portal issues. They can assist you with product and general platform questions, errors, and password resets.

Contact your account team with any account specific questions on equipment or service, pricing information.

- Call toll-free at 1.800.921.8102