CREATE TROUBLE TICKET IN THE FRONTIER ENTERPRISE PORTAL [CIRCUIT]

Overview
The Create Ticket tool allows you to enter a trouble ticket for both phone lines and circuits.

Sign In
1. Go to https://frontier.com/login
2. Enter your Frontier ID.
3. Enter your password.
5. Click Log in. The Frontier Enterprise Portal Home page appears.

Create Trouble Ticket

1. Select My Account at the top of the page. A drop-down menu appears displaying the tools to which you are entitled.
2. From the My Account drop down list – choose Create Ticket

1. Choose Circuit for Type of service trouble. Enter the Circuit ID and press Continue.

• To find your circuit ID – Select Billing > Detail > Report-Circuit Detail
Upon successful selection of a circuit ID, status results will display.

1. **Open Ticket** exists.
   - Mange this ticket or contact Customer Service.
   - Press **Clear** to clear the form and select another circuit.

2. **Create** a trouble ticket.
   - Fill out the **Business Contact** information.
   - **Description** of the Issue.
   - **TSP** does the circuit have Telecommunication Service Priority?
   - **Type**

   | Alarm, Cannot Hear, Cannot receive data, Cannot send data, Circuit down, Cross talk, Errors, Facility Alarm, Getting all ones, Hollow, Hot levels, Impulse noise, Lines need tagging, low levels, Monitor circuit, No Dial tone, No loopback, Noisy, Outage, Power, Real estate, Simplex, SS7, Transport Table, Voice mail, Other |

   - **Circuit tested?** Has the circuit been tested?
   - **Power and Equipment verified?** Has the power and equipment for the circuit been verified?
   - **Dispatch requested?** Confirm that a technician can be dispatched to the trouble area.
   - **Access Availability?** Days of week, start and stop times.

   - Press **Continue**.
Create Trouble Ticket

Circuit ID: 1M/CLXX/813/356/1815/

Please complete the form below.

All fields are required

Circuit ID
Name of the person opening ticket
Phone number of person opening ticket
Terminating Address
  City
  State
  Zip
Local Contact Name
Local Contact Number
Local Contact Email
Customer Internal Ticket Number

IM/CLXX/813/356/1815/
A confirmation form will appear with a Ticket number. Please make a note of the number for future ticket status information.
3. If the Circuit ID is not listed, complete the form and press Submit to notify Frontier, then call Customer Service to report the trouble.

**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