

CREATE TROUBLE TICKET IN THE FRONTIER ENTERPRISE PORTAL [CIRCUIT]

Overview

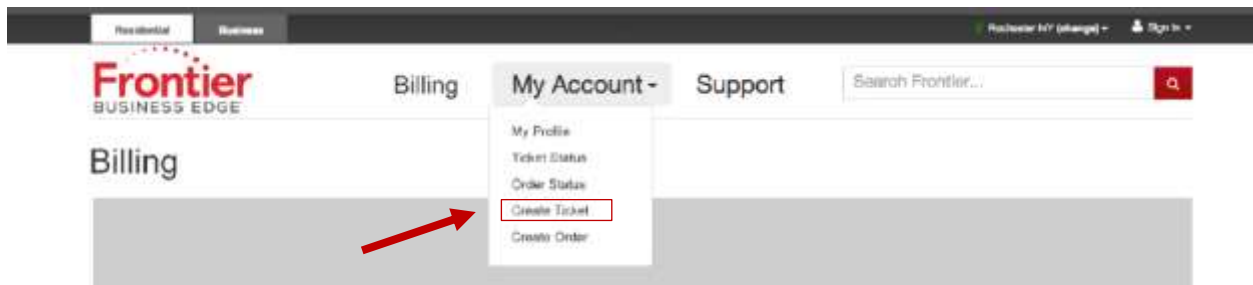
The Create Ticket tool allows you to enter a trouble ticket for both phone lines and circuits.

Sign In

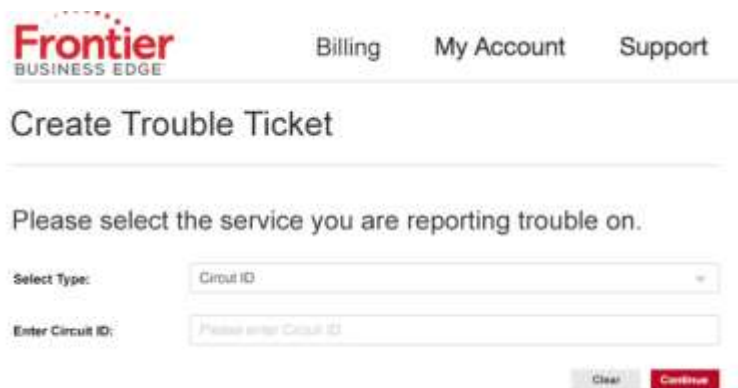
1. Go to <https://frontier.com/login>
2. Enter your Frontier ID.
3. Enter your password.
5. Click **Log in**. The Frontier Enterprise Portal Home page appears.

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**.

A screenshot of the 'Create Trouble Ticket' form in the Frontier Enterprise Portal. The form is titled 'Create Trouble Ticket' and has a sub-header 'Please select the service you are reporting trouble on.' Below this, there are two input fields: 'Select Type:' with a dropdown menu showing 'Circuit ID' selected, and 'Enter Circuit ID:' with a text input field containing 'Please enter Circuit ID'. At the bottom right of the form, there are two buttons: 'Clear' and 'Continue'.

- *To find your circuit ID –Select Billing > Detail > Report-Circuit Detail*

<input type="radio"/>	 Report-Charges by Line w/taxes_1308	Charges
<input type="radio"/>	 Report-Circuit Detail	Circuit
<input type="radio"/>	 Sort- All Calls over \$2	Usage

Upon successful selection of a circuit ID, status results will display.

1. Open Ticket exists.

- Mangle 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

Please complete the form below.

All fields are required

All fields are required

Circuit ID	<input type="text" value="1M/CLXX/813/356/1815/ /"/>
Name of the person opening ticket	<input type="text" value="Big Bird"/>
Phone number of person opening ticket	<input type="text" value="952"/> - <input type="text" value="898"/> - <input type="text" value="9191"/>
Terminating Address	<input type="text" value="123 Main St"/> <input type="button" value="x"/>
City	<input type="text" value="Burnsville"/>
State	<input type="text" value="MN"/> <input type="button" value="v"/>
Zip	<input type="text" value="55306"/>
Local Contact Name	<input type="text" value="Big Bird"/>
Local Contact Number	<input type="text" value="952"/> - <input type="text" value="898"/> - <input type="text" value="9191"/>
Local Contact Email	<input type="text" value="BigBird@gmail.com"/>
Customer Internal Ticket Number	<input type="text" value="BB060355"/>

Description of Problem
Circuit Down

Type of Trouble
Circuit Down

Premise Access Days
 Mon Fri
 Tue Sat
 Wed Sun
 Thur

Access Start Time
6:00am

Access End Time
10:00pm

Is this circuit TSP coded?
Yes No

Enter your two digit TSP code
4

Power And Equipment Verified?
Yes No

Has the circuit been tested?
Yes No

Is it OK to dispatch Tested?
Yes No

Cancel Continue

Under Type of Trouble, the following selections are available for the Customer to choose from:

-- Please select --
Alarm
Circuit Down
Can Not Hear
Can Not Receive Data
Can Not Send Data
Cross Talk
Errors
Getting All Ones
Hollow
Hot Levels
Impulse Noise
Lines Need Tagging
Low Levels
Monitor Circuit
No Dial Tone
Noisy
No Loop back
Other

- A confirmation form will appear with a Ticket number. Please make a note of the number for future ticket status information.

Create Trouble Ticket

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

✔ Your Trouble Ticket has been Created.

Trouble Ticket Number: **OP-000000020992**

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.

Create Trouble Ticket

Circuit ID not listed.

We're sorry, your Circuit ID is not listed.
Please fill out the below form to notify us about the Circuit ID.
Please contact our Commercial Customer Support Center at 1.888.637.8623 to report your Trouble Ticket.

Name:

Email Address:

Circuit ID not listed:

Comments:

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