

CREATE TROUBLE TICKET IN THE FRONTIER ENTERPRISE PORTAL [PHONE]

Overview

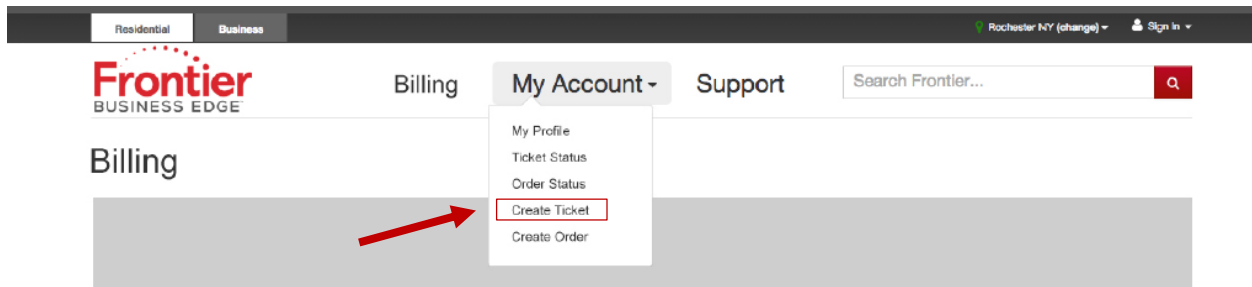
The Create Ticket tool allows you to enter a trouble ticket for both phone lines and circuits.

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 Trouble Ticket

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 Ticket**. The *Create Ticket* screen appears.



3. Choose **Phone Number** for Type of service trouble.

4. For **PHONE** issues:
 - a. Select the product type: Voice, Internet or Video from drop down menu.
 - b. Enter the 10-digit phone number.
 - c. Press **Continue**.

Frontier
BUSINESS EDGE™

Billing My Account Support

Create Trouble Ticket

Please select the service you are reporting trouble on.

Search by:

Select Product:

Phone Number: - -

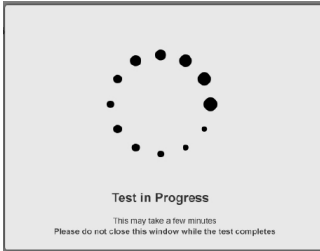
5. If Phone Number is **not found**, please confirm number and re-enter.
6. If an **Open Order** exists, we found an open order for this line which may be related to the trouble you are experiencing.
 - a. Manage this order or contact Customer Service.
 - b. Clear the form to create a ticket on another phone line.
7. If an **Open Ticket** exists:
 - a. Manage this ticket or contact Customer Service.
 - b. Clear the form to create a ticket on another phone line.
8. **Number verified.** Now we'll test the line for connectivity. This test could take a few minutes; please stay off the line during the test period.
 - a. When ready Press **Continue**.

Create Trouble Ticket

Phone Number

 **Please remain off line while we complete the test.**

Let's run a line test to verify your connectivity.



9. Test Results

- a. No problems exist.
 - i. Press **Continue** to report trouble on a different Line.
 - ii. Press **Cancel** return to the home page.
- b. Connectivity issues are detected.
 - i. Next step is to schedule a tech visit to your premises.
 - Please be advised before proceeding , if you do not currently subscribe to *Frontier Inside Wire Maintenance Protection Plan* you may incur a repair or isolation charge if the issue is found to be within your premises.
 - ii. Select **Agree** check box.
 - iii. Press **Continue**.

Line Test Results

It appears we're having trouble connecting to your device. Let's create a Trouble Ticket.

Your line test returned indicating issues with your services. The next step will be to schedule an appointment for a tech to visit your premises to investigate and/or repair the issue. Please be advised, before proceeding, if you do not currently subscribe to Frontier's Inside Wire Maintenance Protection Plan you may incur a repair or isolation charge if the issue is found to be within your premise.

Agree 

10. To Create a trouble ticket
 - a. Fill out the Business **Contact** information and a convenient appointment time.

Create Trouble Ticket

Phone Number

Please complete the form below.

** Denotes required field*

Billing Name	<input type="text" value="Tim Smith"/>
Address	<input type="text" value="130 Park Ave. Rochester, NY 14607"/>
Contact Phone Number *	<input type="text" value="XXX"/> - <input type="text" value="XXX"/> - <input type="text" value="XXXX"/>
Alternate Contact Phone Number	<input type="text" value="XXX"/> - <input type="text" value="XXX"/> - <input type="text" value="XXXX"/>
Appointment Date/Time *	<div style="border: 1px solid #ccc; padding: 5px;"><p><i>Please select date and time</i> ▼</p><p>Dec 25, 2015: 8am & 12pm EST.</p><p>Dec 25, 2015: 12pm & 5pm EST.</p><p>Dec 27 2015: 8am & 12pm EST.</p><p>Dec 27, 2015: 12pm & 5pm EST.</p></div>

- b. Press **Continue**.

Billing Name: **Tim Smith**

Address: **130 Park Ave. Rochester, NY 14607**

Contact Phone Number: **585-555-6654**


Alternate Contact Phone Number: 585-555-6898

Appointment Date/Time: **Dec 25, 2015: btwn 8am & 12pm EST**

11. Review for accuracy and Press **Continue**.
12. A confirmation form will appear with a Ticket number. Please make a note of the ticket number for future status information.

Create Trouble Ticket

Phone Number

 Your ticket has been submitted.

Ticket Number:

[Done](#)[Manage Tickets](#)

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