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.

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.
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 premises.

Agree

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

Create Trouble Ticket

Phone Number  585.555.0666

Please complete the form below.

* Denotes required field

Billing Name
   Tim Smith

Address
   130 Park Ave, Rochester, NY 14607

Contact Phone Number *
   XXX • XXX • XXXX

Alternate Contact Phone Number
   XXX • XXX • XXXX

Appointment Date/Time *
   Please select date and time
   Dec 25, 2015: 8am & 12pm EST.
   Dec 25, 2015: 12pm & 5pm EST.
   Dec 27, 2015: 5am & 12pm EST.
   Dec 27, 2015: 12pm & 5pm EST.

b. Press Continue.

Billing Name: Tim Smith
Address: 130 Park Ave, Rochester, NY 14607
Contact Phone Number: 585-555-6654
Alternate Contact Phone Number: 505-555-6090
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.

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**Create Trouble Ticket**

Phone Number: 585.555.0666

✅ Your ticket has been submitted.

Ticket Number: 33554947981

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**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