

QUICK START GUIDE - FRONTIER ENTERPRISE PORTAL

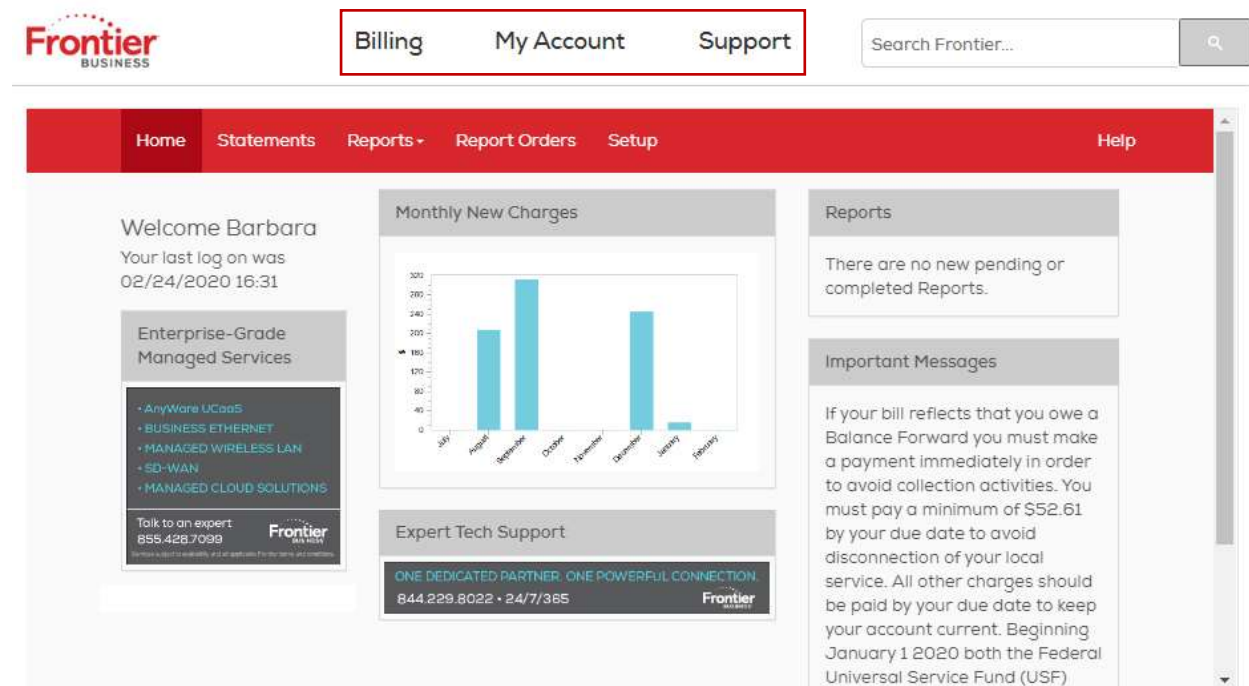
Overview

The Frontier Enterprise Portal provides a single location for managing your accounts. Extra functionality to create and view trouble tickets is available in limited areas. The Portal is a robust billing analysis tool.

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.

1. The Top Bar is divided into three tabs.
 - a. Billing – Account Detail
 - b. My Account – Profile, Order and Tickets
 - c. Support – Help Center

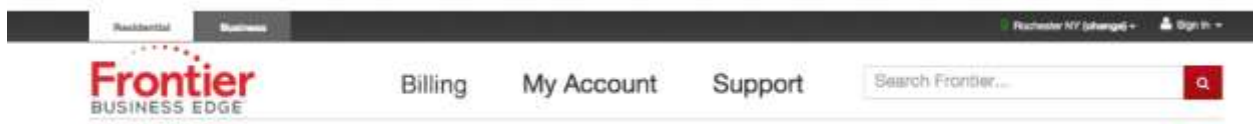


The screenshot shows the Frontier Enterprise Portal interface. At the top, there is a navigation bar with three tabs: "Billing", "My Account", and "Support". To the right of these tabs is a search box labeled "Search Frontier...". Below the navigation bar is a red header with the following menu items: "Home", "Statements", "Reports", "Report Orders", "Setup", and "Help".

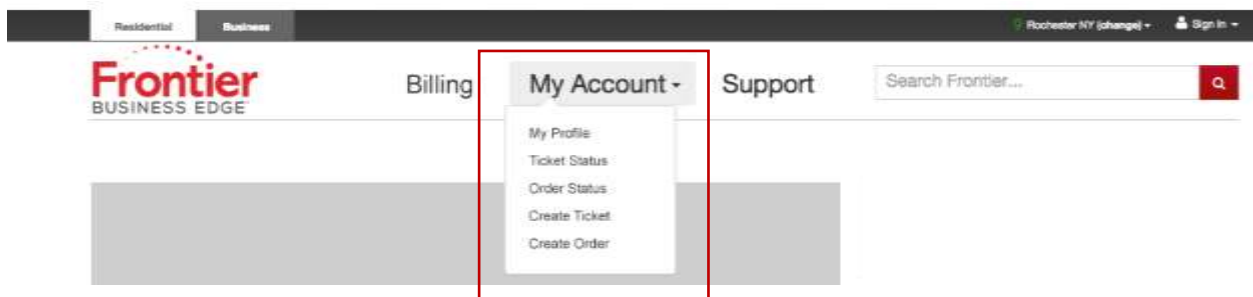
The main content area is divided into several sections:

- Welcome Barbara:** Your last log on was 02/24/2020 16:31.
- Enterprise-Grade Managed Services:** A list of services including AnyWare UCaaS, BUSINESS ETHERNET, MANAGED WIRELESS LAN, SD-WAN, and MANAGED CLOUD SOLUTIONS. Below this is a contact box for an expert at 855.428.7099.
- Monthly New Charges:** A bar chart showing charges for each month from July to February. The Y-axis ranges from 0 to 300. The data points are approximately: July (0), August (200), September (300), October (0), November (0), December (250), January (10), and February (0).
- Expert Tech Support:** A box with the text "ONE DEDICATED PARTNER. ONE POWERFUL CONNECTION." and the phone number 844.229.8022 • 24/7/365.
- Reports:** A box stating "There are no new pending or completed Reports."
- Important Messages:** A box with a warning message: "If your bill reflects that you owe a Balance Forward you must make a payment immediately in order to avoid collection activities. You must pay a minimum of \$52.61 by your due date to avoid disconnection of your local service. All other charges should be paid by your due date to keep your account current. Beginning January 1 2020 both the Federal Universal Service Fund (USF)"

2. The Billing Tab provides Account details, identified by SMA, GAN or BTN
 - a. Home – important messages from Frontier.
 - b. Statements - manage Frontier invoices.
 - c. Cost Allocation - allocate account and service charges by dept. or cost center.
 - d. Summary – standard or custom reports.
 - e. Detail - data records of call usage, equipment, and other charges or credits.
 - f. Setup - create hierarchies to allocate costs, set up tools such as filters and mark-ups, and add descriptions to commonly called numbers.
 - g. Help - step-by-step instructions for performing a variety of tasks within the application.



3. The My Account tab allows management of your profile and services.
 - a. My Profile – edit Frontier ID, Password and notifications, create Frontier IDs and link accounts.
 - b. Ticket Status – check status, edit, escalate or cancel ticket.
 - c. Order Status – check status and due date.
 - d. Create Ticket – test phone line, create ticket with trouble type.
 - e. Create Order – request service



4. The Support Tab gives you access to the Help Center
 - a. User guides
 - b. Video Tutorials

