

## ORDER STATUS IN THE FRONTIER ENTERPRISE PORTAL

### Overview

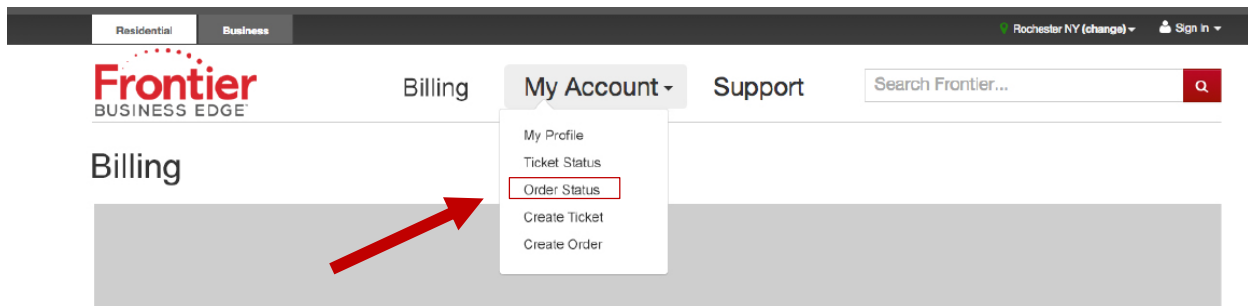
The Order Status tool allows you to view the status of orders and order details.

### 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.


### Order Status

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 **Order Status**. The *Orders* screen appears.



### View Order Details

You can view the details of any order, including important dates, products ordered or removed, status and contact information.

1. Orders from the last 30 days are displayed.
2. Click on  to expand the detail.
3. Note Status
4. You must call Customer Service to edit or cancel an order.

## Order Status

### Orders from the last 30 days

**i** Your appointment for Order #1234566 is scheduled for December 25, 2015 between 12pm and 5pm EST. For questions about your order, **Chat Live** or Call us **1.800.921.8102**.

Order #	Order Date	Status
234567891	December 1, 2014	In-Progress
<b>Phone Number</b> 203.582.2369		
<b>Appointment Date/Time</b> December 25, 2015 btwn 12pm and 5pm		
<b>Completion Date</b> Estimated December 27, 2014		
<b>Products Ordered</b> Digital Phone Unlimited, 6/21/13 - 6/20/16		
<b>Products Removed</b> FiOS TV Prime HD, 6/21/13 - 6/20/16		
234567892	December 2, 2014	In-Progress

**>** We have received your order and are working to fulfill it. Thank you for your business.

DISCLAIMER  
While Frontier makes every effort to honor the appointments made, there are times when unforeseen circumstances may delay or result in Frontier not being able to maintain your scheduled appointment time. If this occurs, we will contact you to reschedule your appointment.

## 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