TICKET STATUS IN THE FRONTIER ENTERPRISE PORTAL

Overview
The Ticket Status tool allows you to view the status/details of tickets and modify/cancel or escalate.

Sign In
1. Go to https://frontier.com/login
2. Enter your Frontier ID.
3. Enter your password.

Ticket Status
1. Select My Account at the top of the page. A drop-down menu appears displaying the tools to which you are entitled.
2. Select Ticket Status. The Tickets screen appears.

1. Choose a Type of ticket to search for.
2. Search by Circuit ID, Phone Number, Ticket Number or Customer Internal Ticket Number
1. Search by **Circuit ID**. Choose a circuit ID from the drop down box. *Note: ONLY tickets created thru the Portal will display.*

**Trouble Ticket Lookup**

<table>
<thead>
<tr>
<th>Select Type:</th>
<th>Circuit ID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Circuit ID:</th>
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<tbody>
<tr>
<td>50/HCGS/1234/ENVN</td>
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- **Circuit ID**. All tickets from the last 30 days for that circuit will be displayed.
  
  i. Press the > button to display details.
  
  ii. You can Edit or Escalate your Ticket.
  
  iii. **Note the Status of the ticket.** Options include:
      
      In Progress / Assigned / Closed / Cancelled
### Trouble Ticket Status

**Circuit ID:** 1M/CLXX/813/558/5253/

**Reported By:** Bugs

**Phone Number of the person opening ticket:** 585 - 777 - 7777

**Terminating Address:** 123 Main St

**City:** Rochester

**State:** NE

**Zip:** 12345

**Local Contact Name:** Bugs

**Local Contact Number:** 585 - 123 - 4567

**Local Contact Email:** looney.tunes@ftr.com

**Customer Internal Ticket Number:** 12345

**Additional Comments:**

**Type of Trouble:** No Dial Tone

**Premise Access Days:**
- Mon
- Tue
- Wed
- Thr
- Fri
- Sat
- Sun

**Access Start Time:** 08:30 AM

**Access End Time:** 01:00 PM

**Escalation Priority:** 0

**Status:** Assigned
b. To **Escalate** a circuit ticket, please provide a reason. (The ticket needs to be older than One hour.)

![image of trouble ticket from the last 30 days](image)

a. A confirmation form will display.

b. If your circuit is **not found** – please fill out the inventory form and we will investigate. Please contact Customer Service for further assistance regarding a trouble ticket status.

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**Create Trouble Ticket**

**Circuit ID Not Found**

Please notify Frontier of the inventory discrepancy by completing the form below.

- **Name:**
  - **Email Address:**
  - **Circuit ID not listed:**
  - **Comments:**

[Submit]
2. Search by **Phone number**. *Note: ONLY tickets created thru the Portal will display*

**Trouble Ticket Lookup**

<table>
<thead>
<tr>
<th>Search by:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Number:</td>
<td>XXX XXX - XXXX</td>
</tr>
</tbody>
</table>

**Trouble Ticket Status**

*Phone Number* 585.555.0998.

**Trouble Tickets from the last 30 days**

1. Your appointment for Ticket #1234590 is scheduled for December 20, 2015 between 12pm and 5pm EST. For questions about your ticket, chat live or Call us 1.800.921.8102.

**Ticket #1654651351**

| Phone Number: | 203.562.2369 | Edit |
| Appointment Date/Time: | December 25, 2015 from 12pm and 5pm | Edit |
| Completion Date: | Estimated December 27, 2014 |
| Ticket Description: | No phone connection |

**Ticket #1654651351**

| Order Date: | December 1, 2014 |
| Status: | In Progress |

**Disclaimer**

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

a. **Note the Status of the ticket.** Options include:
   - In Progress / Assigned / Closed / Cancelled
b. You can edit the **Contact Phone Number**.
c. You can edit the **Appoint Time and Date** from the available times.
d. To escalate a phone number ticket please call Customer Service at 1.800.921.8102
3. **Search by Ticket Number**: Select circuit or phone from the drop down box and enter the Ticket number. *Note: ONLY tickets created thru the Portal will display.*

4. **Search by Customer Ticket**: Enter the Customer Internal Ticket number. *Note: ONLY tickets created thru the Portal will display.*

**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