

# TICKET STATUS IN THE FRONTIER ENTERPRISE PORTAL

## Overview

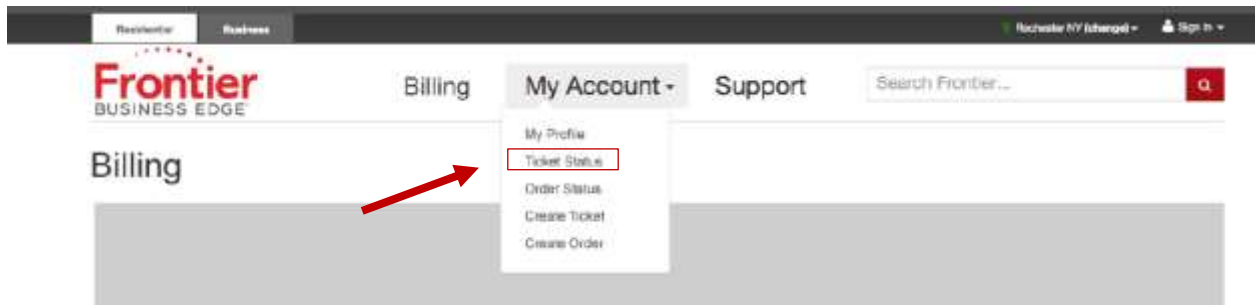
The Ticket Status tool allows you to view the status/details of tickets and modify/cancel or escalate.

## Sign In

1. Go to <https://frontier.com/login>
2. Enter your Frontier ID.
3. Enter your password.
5. Click **Log in**. The Frontier Enterprise Portal Home page appears.

## 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

<b>Select Type:</b>	Circuit ID
<b>Circuit ID:</b>	50/HCGS/1234/FVNC 50/HCGS/1234/FVNC 50/HCGS/1234/FVNC 50/HCGS/1234/FVNC 50/HCGS/1234/FVNC <b>50/HCGS/1234/FVNC</b> 50/HCGS/1234/FVNC Circuit ID not listed

- a. **Circuit ID**. All tickets from the last 30 days for that circuit will be displayed.
  - i. Press the  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

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**Ticket #:** OP-000000019792      **Created Date:** 2/27/2017 2:57:18 PM      **Status:** Assigned

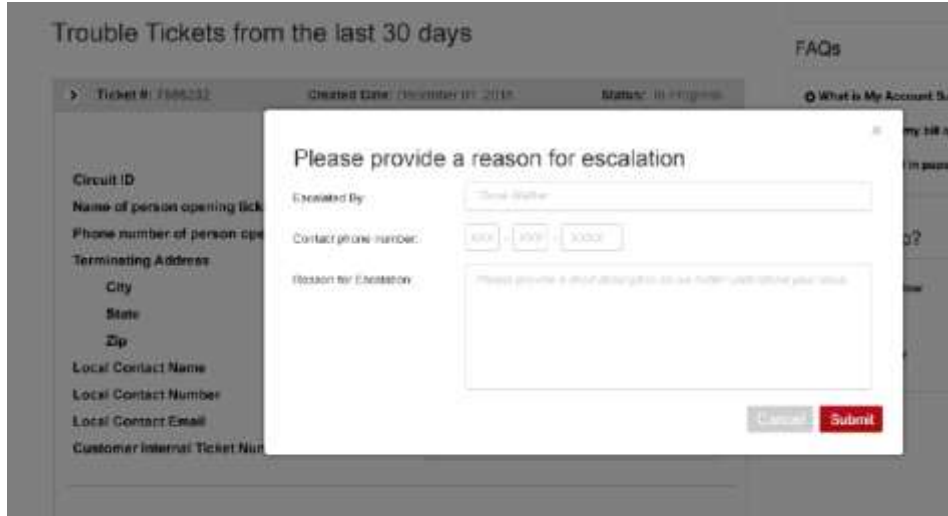
[Edit Ticket](#)   [Escalate Ticket](#)

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<b>Circuit ID</b>	1M/CLXX/813/558/5253/ /
<b>Reported By</b>	Bugs
<b>Phone Number of the person opening ticket</b>	585 - 777 - 7777
<b>Terminating Address</b>	123 Main St
<b>City</b>	Rochester
<b>State</b>	NE
<b>Zip</b>	12345
<b>Local Contact Name</b>	Bugs
<b>Local Contact Number</b>	585 - 123 - 4567
<b>Local Contact Email</b>	looney.tunes@ftr.com
<b>Customer Internal Ticket Number</b>	12345

<b>Additional Comments</b> <input type="text"/>	<b>Type of Trouble</b> <input type="text" value="No Dial Tone"/>
<b>Is this circuit TSP coded?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	<b>Premise Access Days</b> <input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Tue <input type="checkbox"/> Sat <input checked="" type="checkbox"/> Wed <input type="checkbox"/> Sun <input checked="" type="checkbox"/> Thr
<b>Enter your two digit TSP code</b> <input type="text"/>	<b>Access Start Time</b> <input type="text" value="08:30 AM"/>
<b>Has power and equipment been verified?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	<b>Access End Time</b> <input type="text" value="01:00 PM"/>
<b>Has the circuit been tested?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	<b>Escalation Priority</b> 0
<b>Is it OK to dispatch?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	

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



- 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.

## Create Trouble Ticket

### Circuit ID Not Found

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

Name:   
Please Enter

Email Address:   
Please Enter

Circuit ID not listed:   
Please Enter

Comments:

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

## Trouble Ticket Lookup

Search by: Phone Number

Phone Number: xxx xxx - xxxx

Clear
Search

## Trouble Ticket Status

Phone Number

### Trouble Tickets from the last 30 days

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

Ticket #	Order Date	Status
Ticket #: 1654651351	Order Date: December 1, 2014	Status: <span style="color: green;">In-Progress</span>
Phone Number	203.582.2369 <a href="#">Edit</a>	
Appointment Date/Time	December 25, 2015 btwn 12pm and 5pm <a href="#">Edit</a>	
Completion Date	Estimated December 27, 2014	
Ticket Description	No phone connection	<a href="#" style="background-color: red; color: white; padding: 2px 5px;">CANCEL TICKET</a>
Ticket #: 1654651351	Order Date: December 2, 2014	Status: <span style="color: green;">In-Progress</span>
		<p>We have received your order and are working to fulfill it. Thank you for your business.</p>

DISCLAIMER

- 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*

## Trouble Ticket Lookup

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Search by:

Ticket Type:

Ticket Number:

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

## Trouble Ticket Lookup

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Search by:

Internal Ticket Number:

## 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