



Repair Contact and Escalation List for InfoSpeed & BTAS

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Frontier Wholesale

Jurisdiction: All



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INFOSPEED/BTAS TROUBLE ADMINISTRATION (VFO)

If you are a Frontier Wholesale Customer reporting a trouble for InfoSpeed or BTAS, all initial trouble ticket submissions or trouble ticket status requests must be submitted via Virtual Front Office – Trouble Administration Module (VFO-TA). VFO-TA allows you to enter trouble tickets, pass them to the Frontier provisioning systems for processing, and receive updated responses from Frontier.

Why use VFO for Trouble Administration?

- Increases efficiency
- Reduces time
- Visually monitor multiple tickets at once

To get connected, please complete and submit the Frontier Connectivity Access Form available online at: <https://wholesale.frontier.com/wholesale/carrier-services/getting-started/frontier-connectivity-access-form>.

For VFO-TA Training, please visit the VFO Online Training Video Library at: <https://wholesale.frontier.com/wholesale/systems-and-online-tools/vfo-training/vfo-online-training>.

Note: For Wholesale Broadband, FTTH and Bulk DSL services, electronic trouble ticket submission is not available. See contact list below.



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<p>For initial Trouble Ticket submissions or Ticket status please use VFO.</p> <p>All contacts contained in this table are for the use of the service provider only.</p> <p>This information is not to be shared with subscribers.</p> <p>Please allow 24 hours after e-mailing before calling for ticket status and/or escalation.</p>	
<p>InfoSpeed / BTAS service supported in all Frontier states</p>	
Initial Trouble Ticket Entry	<p>VFO Only For VFO failure please email below and allow 24 hours for response.</p> <p>Frontier properties prior to 4/01/2016 (Legacy) - hsi.eticketing@ftr.com Frontier Acquired properties in FL, TX, CA (Acquired) - isp.eticketing@ftr.com</p>
1st Escalation Step	<p>Request trouble report be escalated or ticket status : 1-877-626-7220 Option 5 (Acquired) or isp.eticketing@ftr.com 8:00 AM – 11:00 PM (ET) Mon – Fri 6:00 AM – 9:00 PM (ET) Sat - Sun</p> <p>Option 6 (Legacy) or hsi.eticketing@ftr.com 8:00 AM – 9:00 PM (ET) Mon – Fri 8:00 AM – 7:30 PM (ET) Sat - Sun</p>
2nd Escalation Step	<p>TX FSC NT Supervisors – Advanced Technical Services Office: 214-288-6103 (After hours) CTF_MCO_ESCALATIONS@FTR.COM (Normal business hours)</p>



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