

Frontier Agent Order Support

CALL: 844-591-4880

(must have access to your customer)

SALES ID: 016217

English and Spanish hours

Mon - Fri: 9AM to 12AM Eastern

Sat - Sun: 9AM- 6:30PM Eastern

Press 1 for English or 2 for Spanish

- **Press 2 - Sales representative**

- **Press 1 for Order Submission**

- Press 1 - Copper to Fiber
 - Press 2 - ACP
 - Press 3 - Existing ACP customer
 - Press 4 - POS ID -
 - Press 5 - Other order types - Resume quote, Order creation, move order, Port orders

- **Press 2 for Serviceability Requests (SIFT tickets*)**

- Press 1 - SIFT
 - Press 2 - Address Serviceability

- **Press 3 for Order Modification**

- Due date changes, Cancel a pending order, Deposit payment with customer.

- **Press 4 for Order Status - Do Not call for order status!** Use the Frontier order status tool below.

Order Information MUST be entered into the Bandwidth Builders site for Commission tracking
Navigate to: Place an order > Manual/Phone Order > Enter order details

Frontier Order Status:

<https://frontier.com/helpcenter/categories/order-status>

*SERVICEABILITY REQUESTS (SIFT TICKETS)

When the system returns the address as "NOT serviceable", but you think it should be:

1. Request a SIFT from the call center rep.
2. SIFTs take 72 hours to process. They check results daily. If serviceable, they contact customer and complete your order.

TPV (Third Party Verification) required for porting phone number from previous carrier.

Customers call: 1-877-677-9067 - use this ONLY for TPV.

FRONTIER CUSTOMER CARE: 800-921-8101 – Customer use - ONLY after order placement

- Where's my tech?
- Order cancellation
- Process, billing, product, promotion or install clarifications on services/pending order
- To speak with a supervisor about their services/pending order
- Modem questions
- Any other reason after the order has been placed