

Frontier Agent Order Support

CALL: 844-591-4880

(must have access to your customer)

NEW SALES ID: 700245

English and Spanish hours

Mon - Fri: 9AM to 12AM Eastern

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

Provide the rep with:

- **our Channel ID: 700245**
- **Your Chuzo ID:**

Do Not call for order status – Use the Frontier order status tool below.

You MUST document orders completed or called into the call center.

You cannot get paid if you do not complete these steps.

* Enter ZIP Code to Begin Sale

91331

Begin Sale

** Speeds and pricing may vary by location and promotions and are subject to change*

*** Please note service availability on this page is a high-level check verifying if the product is available within the zip code entered, serviceability at the household will need to be validated by entering the full address in the subsequent steps of the buy flow.*

Other

Select to document a call center order

Previous

Customer Details

* First Name

* Last Name

* Street Address

Apt / Unit

* City

* State

Select an Option ▼

* Zip

91331

* Contact Phone (Mobile)

* Email

Order Information

☐ Was this a call in order?

* Program

Select an Option ▼

* Program Detail

Select an Option ▼

* Confirmation Number

* Preferred Installation Date

* Order Total

Please fill out this field.

**Please note that by utilizing this tab you are not placing an actual order. The purpose of this page is to track and tie commissions back to any orders that needed to be placed outside of the Chuzo order entry platform.*

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