# 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:

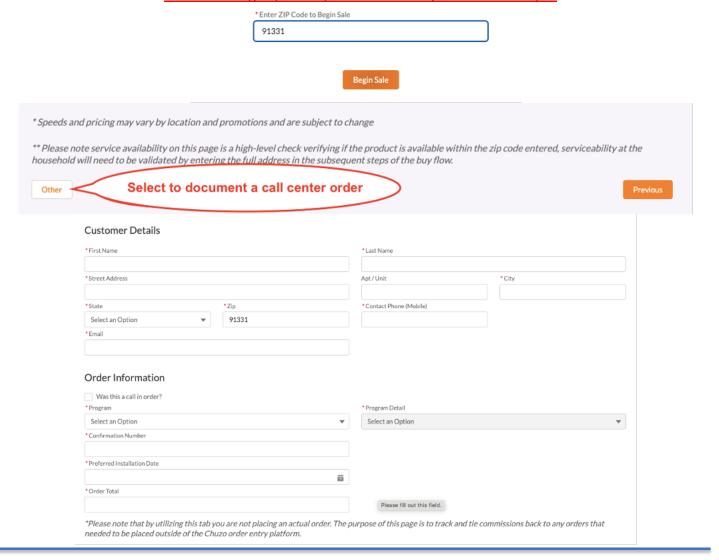
our Channel ID: 700245

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.



## **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 <u>after</u> the order has been placed