



InfoSpeed / BTAS Repair Contact and Escalation List

Carrier Services

Frontier Communications
Rochester, NY 14646

Revised: 02/13/2020

INFOSPEED/BTAS TROUBLE ADMINISTRATION

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, FTTI and Bulk DSL services, electronic trouble ticket submission is not available. See contact list below.

InfoSpeed / BTAS Repair Contact & Escalation List

For initial Trouble Ticket submissions or Ticket status please use VFO.

All contacts contained in this table are for the use of the service provider only.

This information is not to be shared with subscribers.

Please allow 24 hours after e-mailing before calling for ticket status and/or escalation.

InfoSpeed / BTAS service supported in all Frontier states

| | |
|---------------------------------|--|
| Initial Trouble Ticket Entry | VFO <u>Only For VFO failure</u> please email below and allow 24 hours for response. Frontier properties prior to 4/01/2016 (Legacy) - hsi.eticketing@ftr.com Frontier Acquired properties in FL, TX, CA (Acquired) - isp.eticketing@ftr.com |
| 1 st Escalation Step | 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 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 |
| 2 nd Escalation Step | Acquired -- TX FSC NT Supervisors – Advanced Technical Services Office: 214-288-6103 (After hours) CTF_MCO_ESCALATIONS@FTR.COM (Normal business hours) Legacy – WA MCO Management – Advanced Technical Services Office: 425-261-5072 (After hours) wa.mco.mgmt@ftr.com (Normal business hours) |
| 3 rd Escalation Step | Acquired -- George Espersen III – Manager – Advanced Technical Services Office: 972-841-1408 George.e.espersen@ftr.com Legacy – Walter Picerno – Manager – Advanced Technical Services Office: 425-261-1302 Mobile: 401-644-8955 Walter.Picerno@FTR.com |

Change Log

| Date | Page | Change |
|------------|------|---|
| 04/09/2015 | 2 | Update 2 nd and 4 th level contact information |
| 07/08/2015 | 2 | Update 2 nd thru 4 th level contact information |
| 01/21/2016 | 2 | Updated 2 nd Level |
| 04/01/2016 | 2 | Updated Initial and 1 st level to include new properties |
| 1/12/2017 | 2 | Updated 2 nd level |
| 1/22/2017 | 2, 3 | Added acquired escalation contacts |
| 3/07/2017 | 2 | Changed 2 nd level email address |
| 8/1/2017 | 2,3 | Updated Legacy escalation path |
| 2/13/2020 | All | Update to add additional direction to VFO which is required first step to open InfoSpeed/BTAS Trouble Reports |
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