



## Carrier Customer Bulletin

Date: October 4, 2011  
Notice #: FTRISP00007 ISP VFO support and Trouble Administration Contacts  
Audience: Frontier Non-Affiliate ISPs  
Subject: Frontier 4 ISP VFO Support and Trouble Admin Contacts  
Effective Date: October 1, 2011

This bulletin serves as reminder to ISP customers to send all trouble tickets and trouble ticket inquiries to [hsi.eticketing@ftr.com](mailto:hsi.eticketing@ftr.com) , allowing up to 48 hours for ticket handling, between October 1, 2011 and October 14, 2011.

For maintenance related escalations please call the MCO at 1-877-626-7220 option 1(WV, IN, MI, NC, SC) then option 3 for HSI Maintenance.

For order related issues or support with the Virtual Front Office (VFO) for placing orders, please use the following contacts:

- Please submit inquiry to: [oss.helpdesk@ftr.com](mailto:oss.helpdesk@ftr.com), 8:00 a.m. to 8:00 p.m. EDT M-F
- Or for order escalations, please use the following:

### Frontier ISP Ordering Contact and Escalation List

Frontier requests 4 hours between escalation levels, where possible.

[http://www.frontier.com/Documents/Wholesale/Frontier\\_ISP\\_Trouble\\_Administration\\_Contact\\_and\\_EscalationV3.pdf](http://www.frontier.com/Documents/Wholesale/Frontier_ISP_Trouble_Administration_Contact_and_EscalationV3.pdf)

LSR Contact Information		
Person / Center Name	Title	Contact Info
ISP Ordering Center	Customer Service Rep	888-668-7916 Options 1 & 1
Escalation List		
Person / Center Name	Title	Contact Info
LEVEL 1		
ISP Ordering Center	Customer Service Rep	888-668-7916 Options 1 & 1
LEVEL 2		
Shirley Harper	Supervisor	740-382-7701
Noel Lizotte	Supervisor	740-382-7649
LEVEL 3		
Doug Tomlinson	Manager	919-474-3223
LEVEL 4		
Steve Herrling	Director	585-777-7076

If you have questions not answered in this notice, please email [Carrier.Notifications@frontiercorp.com](mailto:Carrier.Notifications@frontiercorp.com), or contact [maureen.creary@ftr.com](mailto:maureen.creary@ftr.com).

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