

Frontier Sales Support & Resources Reference Sheet

ENTERING A NEW CUSTOMER

Partner Portal: <https://partnerportal.frontier.com/>

STI Call Center Partner Portal Support Team (Agent Use Only): **1-877-312-3801**

- Assist with entering and completing residential orders – MUST HAVE CUSTOMER ON LINE
- Alchemy Partner ID: 701162

Alchemy Sales Support: <https://www.alchemyhq.net/frontier>

- Orders that have issues being placed through portal or call center / Processing DTV & B2B

Install Windows

Monday – Saturday (No Sunday Installs / NO SIK)

7:00AM - 11:00AM | 12:00PM - 5:00PM

Reschedule / Edit / Change Pending Order

Offline Support Team: **1-866-416-4734**

- Support to adjust, correct, reschedule Orders that are Already Submitted ONLY
- All orders should have Order Number & Account Number

Real Time Positive Verification Team: **1-866-293-7026** (*Customer does not want to provide SSN*)

- Must have customer on the line and provide the team the **Alchemy Partner ID: 701162**
- Process may take up to 15 minutes
- Team will work to clear alert or process customer unwilling to provide Social
- Use to Clear Credit FREEZE & Check Back Balance (Amnesty after 5 years)

Billing Issue: **1-800-801-6652**

- Assist customer with incorrect billing / ACP Credit

White Glove: 844-591-4880

White Glove SMB: 888-922-8686

ACP Customers

ACP Qualification Site: <https://www.affordableconnectivity.gov/> > Apply now

ACP Support Center: **1-(877) 384-2575**

Fiber Migration

Upgrade Current Copper Customer to Fiber: **1-877-312-3806**