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.alchemyhg.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