



E911 Trouble Reporting Procedures

Dial 877-245-3511 to report all emergency service issues to the Frontier Communications 911 Customer Care Center (CCC). Be prepared to provide the Frontier service person with the following information:

- Your PSAP ID _____ and/or PSAP Name _____
- Your Name
- A telephone number where you can be reached
- A detailed description of the problem you are experiencing
- Scope of the problem (i.e. trouble occurs on Position 10 only; 202-555 exchange can't reach 911, etc.)

Before you hang up be sure to obtain:

- A Trouble Ticket number
- The name of the Frontier employee who handled your call

Escalation Procedures

All escalation requests will be called into E911 Customer Care Center @ 877-245-3511

If there is a need to escalate a service issue you may request to be transferred to a Center supervisor, or contact them directly.

1st level escalation: Central Office Tech @ E911 CCC 877-245-3511

2nd level escalation: Luke Blatt, Team Leader 877-245-3511
Office 304-344-6035
Cell 304-710-8047

3rd level escalation: Jerry Beaver, Escalation Manager 877-245-3511
Office 304-526-0408
Cell 304-904-5294

4th level escalation: Jeremy Clem, Manager 877-245-3511
Office 304-526-0405
Cell 304-634-9351



911 Service Management

As a service to you, a valued and critical Frontier 911 customer, your 911 Administrator is available 24 hours per day to assist in any service matter. As a matter of Frontier's Standard Operating Procedure, all major 911 service issues are automatically escalated to your designated 911 Administrator. Feel free to call upon them to aid you in resolving any 911 issue that may require special attention:

911 Administrator
Carolyn Ayers
Office: 570-631-5900
Cell: 570-709-4097
Email: Carolyn.Ayers@ftr.com

If you are unable to reach your 911 Coordinator, you may also escalate to the E911 Group Manager:

Manager 911 Service Team
Ron Bloom, ENP
Office: 708-388-7484
Cell: 708-224-6483
Email: Ronald.Bloom@ftr.com

9-1-1 Addressing Escalations

For any issues with 9-1-1 address issues, corrections that cannot be addressed through the IUP Portal, etc. please contact:

Supervisor, 9-1-1 Addressing
Sue Ellen Harrington
Office: 518-773-6343
Email: SueEllen.Harrington@ftr.com

Director, E9-1-1
Dave Perue
Office: 518-773-6650
Cell: 518-441-9168
Email: Dave.Perue@ftr.com