

IMPORTANT ORDERING INFORMATION

To place your order

Please have the information below ready and call your dedicated Frontier® Bulk Customer Care Center at **844-660-0648 (option 2)**

Hours of operation

Monday–Friday: 8a.m. – 8p.m. EST

Saturday: 9a.m. – 8p.m. EST

Forms of identification required

- Name
- Address
- Date of Birth
- Social Security Number

Other forms of identification may be accepted, such as notarized driver license or birth certificate, which the resident must fax or email to Frontier for verification.

International residents, alternate forms of ID

- Valid Visa
- Valid Passport
- Valid International Driver's License
- Employee/Company Identification Card
- Current (U.S.) lease

Ask your Sales Agent about other services available when you place your order for bulk service!

Depending on your credit history and/or if you add or upgrade services or equipment, you may also be asked to provide

- Security deposit
- Major credit card information

Most calls with a Sales Agent will be relatively brief, but there are instances where it may take 30 minutes or more, depending on the services being ordered and verifications required.

When you place your order, you'll be assigned the first available installation date. If the date and time slot are not convenient for you, your rep will find another that better fits your schedule. Please keep in mind that an adult (18 years or older) must be present during the installation.

Please be sure to make note of your:

- Order number
- Account number
- Installation date

Download the Frontier app to create your online account and to check the status of your order, or even track your technician on the day of your installation.