



# Important Ordering Information

## Ordering Instructions

To order service, please call Frontier Communications at **1.844.660.0648** during the following hours:

**Monday–Friday:** 5am – 6pm Pacific

**Saturday:** 6am – 5pm Pacific

When ordering, please note that the following information may be required:

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

In some instances, Frontier® may accept other forms of identification such as a notarized driver's license or birth certificate, which the resident is required to fax to Frontier for verification. **For customers with international residency, the following forms of identification are accepted:**

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

**In addition, depending on your credit history and/or if you're ordering additional services or equipment, you may also be asked to provide the following:**

- Security Deposit
- Major Credit Card Information

While most calls with your Sales Agent will be relatively brief, there are instances where they may take 30 minutes or more, depending on the services being ordered and verification of the above information.

When you place your order, you'll be assigned the first available installation date. If that time slot does not work for you, we will do our best to accommodate another date and time frame based on service levels in your area. Please keep in mind that an adult (18 years or older) must be present during the installation.

After you have placed your order for service, you may call the same phone number at **1.844.660.0648** for all technical or service-related issues and questions, or if you need to reschedule an appointment for service installation.

## Additional Services

Other Frontier and FiOS® services and features are available at an additional cost. Please ask your Sales Agent for additional information when you place your order for FiOS service.