

Frontier Ordering Process

ORDER STEPS

1. Visit the IBO personal ACN website.
2. Click on “Services” and then under “Residential Services”, click on “Bundles”.
3. On the “Bundles” page, click on the “Learn More About Frontier” button under the Frontier section.
4. Next, click on the “Check Availability” button to proceed.
5. Customers enter their Name and Address information, and indicate if this is a brand new account, or if they are adding a new service to an existing account. Then click “Search” to view the providers and services available for their location.
6. Customer views available packages, selects choice, and completes the order process.

PRO TIPS

1. The IBO Number should be auto populated when the customer enters their information on Step 5. If it is not for some reason, the IBO Number should be entered before proceeding to Step 6.
2. Customer will receive a confirmation with an Account Number and an Alpha Numeric Order Number (last two characters are letters) via e-mail.
3. It is rare that orders do not complete, but if an order does not show up on your Personal Customer List (PCL), please contact ACN Support.