



Frontier Communications would like to ensure you have the right numbers at the tip of your fingers. Below you will find the information needed to quickly locate the resource to purchase services, answer your questions and resolve issues. We appreciate you as our customer and ***"We Can Help You!"***

E911 Care & Repair:

E911 Customer Care (911 Circuit and 911 CPE Repair 24/7/365) 877-245-3511
Pre-Planned Work Notifications (Please report planned network/equipment maintenance activities affecting the E911 Network to the Frontier E911 Customer Care Center no less than 48 hours prior to initiating activity) 877-245-3511
POTS (Plain Old Telephone Service) Repair 877-352-7011 or 800-921-8104
Report Hazardous Conditions/Down Poles etc. 877-486-5667
Special Circuit Repair (MCO - Non-911 Circuits) 888-637-9620
Trace/Legal Demands (Nuisance Call Bureau) 866-351-8483
Password – PERUE
No Record Found ANI/ALI DBMC Issues: 1-877-483-6876 FAX: 812-663-2800
 Email: E911AddressDatabase@ftr.com
E911 Database Specialist/Engineer: Tammy Taskey 812-663-0670 Email: tammy.taskey@ftr.com
E911 Specialist: Pam Snyder 916-714-2107 (o)
pam.snyder@ftr.com 916-710-1789 (c)
E911 Manager: Ron Bloom Office: 708.388.7484 or 708.991.7225 Mobile: 708.224.6483 Email: ronald.bloom@ftr.com
911 Director-Technical Customer Service: Dave Perue Phone: 518-773-6650 Cell: 518-441-9168 Email: Dave.Perue@FTR.com

E911 Sales:

Michael Warren, ENP West Region Public Safety Solutions Specialist
E911 CPE Account Manager 570-208-5274 Office
michael.warrenenp@ftr.com **971-330-7361 Cell**
E911 Network Account Executive

County	ACCOUNT EXECUTIVE	Phone	Email
Benton (SECOMM-Richland, WA)	Jermaine Jones	509-736-3704	Jermaine.jones@ftr.com
Ferry, Grant, Yakima, Chelan, Douglas, Okanogan	Paul Cox	509-662-9359	Paul.Cox@ftr.com
Whitman Co. WHITCOM PSAP in Pullman, Wa	Gail Taff	208-315-3064	Gail.Taff@ftr.com
Grays Harbor, Island, King, Pend Oreille, Snohomish, Yakima, Skagit,	Dina Baker	425-261-6429	Dina.Baker@ftr.com