

Frontier Credit Check & Positive ID Requirement

When setting up a new order, Frontier customers are required to provide either a social security number or a driver's license number for the credit check. Early in the order entry process there is a soft credit check. It will determine if the customer owes Frontier any back balances on previous accounts/bills.

After Product Selection, a credit check is ran through Equifax Interconnect. This will be a hard credit check, which means it will show on the customer's credit report. (The check will only hit once in a 24-hour period, despite running the customer's credit more than once in that time period.)

If the customer uses their Driver's License number for the credit check, or if the customer's identity cannot be confirmed with the Social Security number, a **Positive Identification (POS ID)** is required:

- Four questions will be presented at Credit Check screen (Figure One). The question can vary from user to user.
- Only one attempt can be made to answer the questions.
- All four questions must be answered for POSID to be cleared. You will be taken to Product Configuration screen when this occurs.

If questions were answered incorrectly, you will see Medium or High Credit Warning message (Figure Two.)

If you receive this Alert, the customer's identity must be confirmed by Frontier through the POS ID Form before the order can be processed. Frontier will mail the POS ID Form to the customer. Rather than wait for Frontier to send the form, you can give it to your customer right away (located under Training.)

The POS ID Form requires **two forms of identification. At least one must be a picture ID and at least one must be US state/government issued.** Positive identification may include:

- Social Security Card
- Driver's License or State/Government issued pictured ID
- Birth Certificate, or
- Other form of ID acceptable to Company business practice include a US passport (current or expired), employee ID badge or current international document such as foreign passport,, green card, immigrant card, etc. and notarized documents from probation officer.

Upon completion, the POS ID Form must then be notarized and sent to Frontier one of these three ways:

Mail: Frontier OSC, P.O. Box 5166, Tampa, FL 33675

Fax: (844) 387-2500

Email: CustomerID@ftr.com

Please advise the customer to check the darkness/lightness of the forms as they can not be processed if they are not readable. It will take 24-48 hours for Frontier to review the information and make a determination. You can contact Frontier after this time to check on the status at 866.416.4734.

Figure One - Sample Questions for POS ID

Security Question and Answers

Question 1. At which of the following, now or in the past, have you worked? Please note that some answers may be abbreviated.

- COVANCE INC
- DAIMLER AG
- KSL CAPITAL PARTNERS, LLC
- TIAA-CREF
- NONE OF THE ABOVE

Question 2. Which of the following is either your current or your previous telephone number?

- 510-841-2388
- 510-841-2816
- 510-841-7801
- 510-841-7868
- NONE OF THE ABOVE

Question 3. Your credit file indicates you may have a retail card, opened in or around June 2012. Who is the credit provider for this account?

- BLUESTEM BRANDS, INC
- NORDSTROM, INC
- ROYAL DUTCH SHELL GROUP
- SEAR'S HOLDINGS CORPORATION
- NONE OF THE ABOVE

Question 4. Your credit file indicates you may have a bank card, opened in or around March 2012. Who is the credit provider for this account?

- CAPITAL ONE
- CREDIT ONE BANK
- DISCOVER FINANCIAL SERVICES
- SEAR'S HOLDINGS CORPORATION
- NONE OF THE ABOVE

[Continue](#)

Once user clicks on 'Continue' to submit answers, if all answers are correct and we receive acknowledgement from Equifax, user will be taken directly to 'Product configuration' screen. If answers aren't correct, or we receive an error from Equifax, the Medium credit score pop-up below will appear. If you see pop-up below just click continue to proceed with order. However, for the order to complete installation, the customer will need to send in the POS ID form.

Figure Two - POS ID Form Needed if this message received

Alert

Medium Credit. Customer may have to pay a deposit

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