



Date of Bulletin:	September 28, 2022
Notice #:	CCBFTR02067
Audience:	Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject:	CABS Bill Portal Update
Date Effective:	Immediately

As [announced](#) on September 16, 2022, Frontier launched the CABS Bill Portal which provides our wholesale customers with a view of their CABS invoices and customer service records (CSRs) for all Billing Account Numbers (BANs). Frontier's transition to paperless billing has completed and paper bills are no longer being mailed to customers.

UPDATE:

One of the expected portal features is the distribution of a monthly Bill Ready Notification (BRN) email to customers who were receiving mailed paper bills. However, due to unexpected circumstances, the Bill Ready Notification (BRN) email was not generated for all Billing Account Numbers (BANs) in bill cycles September 15, 20 and 25. Regardless of whether an email was received, all September 15, 20 and 25 cycle invoices are now available to view in the CABS Bill Portal. Please access the CABS Bill Portal to retrieve your September invoice PDF.

Please direct any questions or concerns to CABSBill_Inquiry@ftr.com.