



Date of Bulletin:	March 20, 2023
Notice #:	CCBFTR02104B
Audience:	CLEC, Reseller, ISP
Subject:	System Issue Causing COBRA Auto Payment Failure *FINAL CLARIFICATION
Date Effective:	Immediately

Frontier is providing notification of a system issue impacting Auto Payments set up through our COBRA (Commercial Online Billing Research and Analysis) portal. The COBRA portal enables users to view statements and arrange payment for Local and ISP billing in DPI.

Issue: Auto Payments set up through COBRA for **Summary Master Accounts** are failing as follows:

1. Payment of the Summary Master Account is not completed through Auto Payment even when there is a balance due.
2. The payment scheduled through Auto Payment does not match the balance due on the Summary Master Account.

FINAL: On March 9, 2023, a fix was installed to the Auto Payment program allowing payments to be generated on Summary Master Accounts for the balance due as of the Invoice Due Date minus 1 Day. The Auto Payment will be posted to the Summary Master Account in DPI, on the Invoice Due Date, and will be transmitted to COBRA the next day. The Auto Payment will be shown in COBRA on the **Current Balance** and **Payments and Adjustments Completed** screens.

CLARIFICATION: Auto Payment will be generated on invoices with a Bill Date of 3/09/2023 forward only. The Auto Payment program will not produce payments for invoices with an earlier Bill Date. Please arrange one-time payment for invoices with a Bill Date prior to 3/09/2023.

If you have any questions, please contact your Wholesale Claims & Collections representative directly, or email Wholesale.Notifications@ftr.com or call 844-216-6420.