



Date of Bulletin:	April 24, 2023
Notice #:	CCBFTR02120
Audience:	Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject:	Incorrect Billing Amounts Reported in COBRA – April 2023
Date Effective:	Immediately

Frontier is providing notification of incorrect billing amounts reported on some Summary Master Accounts for the April 2023 statements in COBRA*.

Issue: The billing data is duplicated for the April 2023 bill date for some Billing Telephone Numbers under a Summary Master Account. Please note the following impacts:

1. The issue impacts billing data in COBRA for April bill cycles 01-20.
2. The invoice PDF shows accurate amounts.
3. The issue does not impact all Summary Master Accounts. Frontier is identifying impacted accounts.
4. The issue does not impact all Billing Telephone Numbers under a Summary Master Account. Frontier is identifying impacted accounts.
5. On the BILLS screen in COBRA, the New Charges and Bill Total amounts may be incorrect for the April invoice.
6. On the CURRENT BALANCE screen in COBRA, the Balance as of Last Bill may be incorrect for the April invoice.
7. Billing reports ran in COBRA will report incorrect amounts for the impacted Billing Telephone Numbers and Summary Master Accounts.
8. Billing data feeds to COBRA are on hold until the system issue can be corrected.
9. The amount paid via Auto Pay will match the balance due in DPI on the Summary Master Account. The incorrect amounts in COBRA will not result in over-payment of the account.

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

*The COBRA portal enables users to view statements and arrange payment for Local and ISP billing in DPI.

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