



Carrier Customer Bulletin

Date of Bulletin: May 28, 2019
Notice #: CCBFTR01651
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Frontier's Wholesale Claims Tracking Portal
Date Effective: Immediately

Frontier Communications [announced](#) the availability of the Claims Tracking Portal on February 19, 2019. The Claims Tracking Portal allows wholesale customers to directly upload claims to Frontier's Claim Tracking System (CTS), as opposed to sending an email. The portal also provides upfront validation of uploaded claim templates and immediately alerts the user of any errors. The portal will assign batch numbers to validated claims for tracking purposes.

Frontier provides a link to the [Claims Tracking Portal](#) and the Claims Tracking Portal User Guide, from the [Billing](#) page of the Wholesale Operations Website located at: <https://wholesale.frontier.com/wholesale/billing>.

Frontier strongly encourages all wholesale customers to submit claims via the portal, however, Frontier will continue to allow claims to be submitted via the current email process indefinitely.

If you have questions regarding the information provided in this notice, please email carrier.notifications@ftr.com.

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