



Carrier Customer Bulletin

Date of Bulletin: February 19, 2019
Notice #: CCBFTR01625
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Introducing Frontier's Wholesale Claims Tracking Portal
Date Effective: Immediately

Frontier Communications is excited to announce the availability of the Claims Tracking Portal. This 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 register and begin submitting claims via the portal immediately, to ensure all issues are addressed before the wholesale claims mailbox (wholesale.claims@ftr.com) is decommissioned on June 30, 2019.

Effective July 1, 2019, all billing disputes for Wholesale Billing Account Numbers (BANs) must be submitted using Frontier's Claims Tracking Portal at: <https://cts.frontier.com>. (Note: Use of a Google Chrome Web browser is required for Frontier's Claims Tracking Portal - <https://cts.frontier.com>.)

Claims submitted via email after June 30, 2019, will be rejected.

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

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