



Welcome to the Frontier Claims Tracking System Web Portal

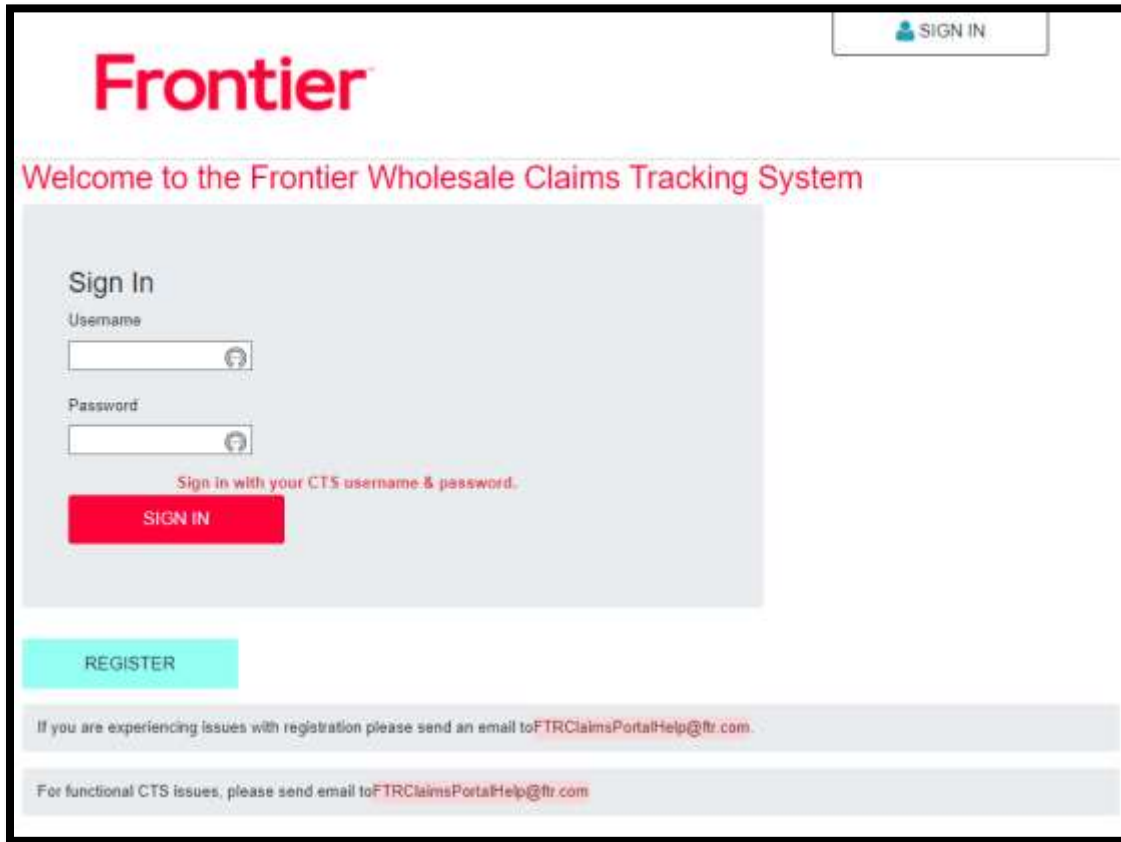
URL: <https://cts.frontier.com/>

Required Web Browser: Google Chrome

The following provides step-by-step instructions on how to submit billing disputes directly into the Frontier claims system.

REGISTRATION

Click on **Register** to create a new Username and Password.



The screenshot shows the login and registration interface for the Frontier Wholesale Claims Tracking System. At the top right, there is a "SIGN IN" button with a user icon. The main heading is "Frontier" in red. Below it, a red banner reads "Welcome to the Frontier Wholesale Claims Tracking System". The central area is a light gray box containing a "Sign In" section with "Username" and "Password" input fields, each with a help icon. Below these fields is a red "SIGN IN" button and the text "Sign in with your CTS username & password." Below the sign-in box is a cyan "REGISTER" button. At the bottom, two gray boxes provide contact information: "If you are experiencing issues with registration please send an email to FTRClaimsPortalHelp@ftr.com" and "For functional CTS issues, please send email to FTRClaimsPortalHelp@ftr.com".



Complete the registration screen, including the security question, and click on **Register**.

Register

[Existing user? Sign In](#)

Enter your CCNA and Company Name *

CCNA	Company Name
------	--------------

Enter your Supervisor's Name *

Supervisor Firstname	Supervisor LastName
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Enter your Supervisor's Phone & Email address *

Supervisor Phone	Supervisor Email
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Enter your Name *

FirstName	LastName
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Enter your Address *

Enter Door/Building #	Enter street name
City	Alabama <input type="button" value="v"/> Zip


Enter your Phone & Email address *

Phone	Email
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Choose your UserName & Password *

Username	Confirm Password
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Security Check *

<input type="checkbox"/> I'm not a robot	 reCAPTCHA Privacy - Terms
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REGISTER


If you are experiencing issues with registration please send an email to FTRClaimsPortalHelp@ftr.com. Your Username and Password will be active once you have completed the Security Check.

****NOTE****

Customers with multiple CCNAs and Company Names, please register using one CCNA and Company Name. Claims can be submitted for all CCNAs and Company Names.



Once the registration process has been completed, **Sign In** using the new Username and password.

 SIGN IN

Frontier™

Welcome to the Frontier Wholesale Claims Tracking System

Sign In

Username

Password

Sign in with your CTS username & password.

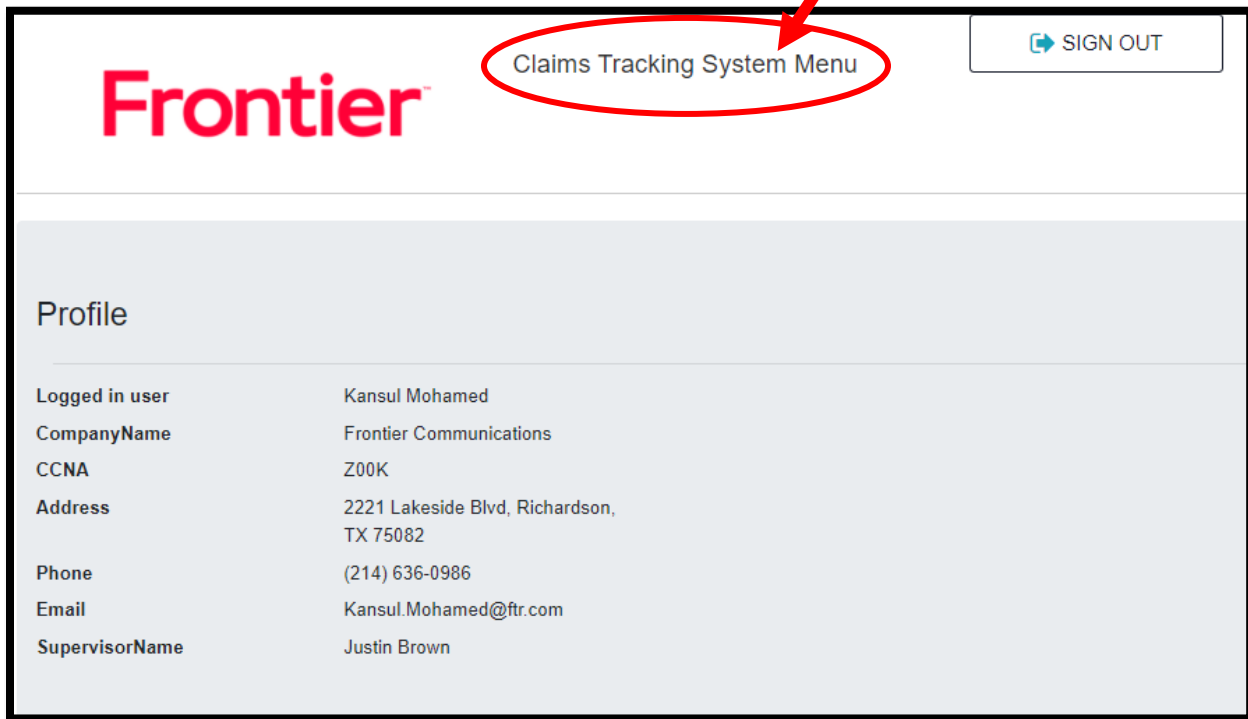
[SIGN IN](#)

[REGISTER](#)

If you are experiencing issues with registration please send an email to FTRClaimsPortalHelp@ftr.com.

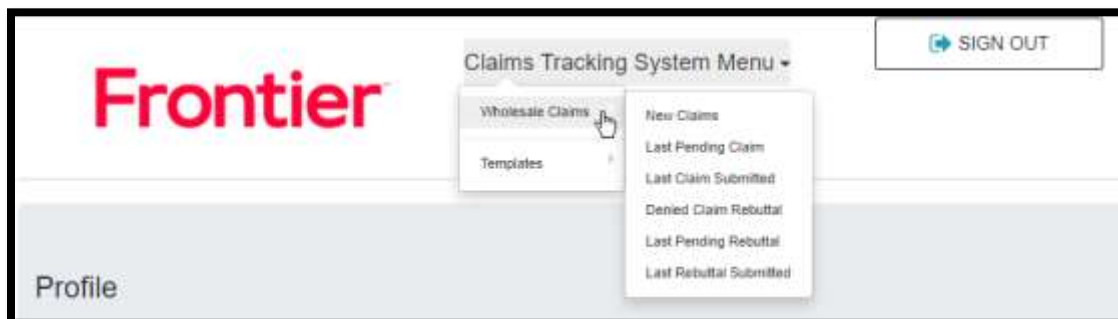
For functional CTS issues, please send email to FTRClaimsPortalHelp@ftr.com

After sign-in, the Profile page will display. User can access the **CLAIMS TRACKING SYSTEM MENU** from this page.



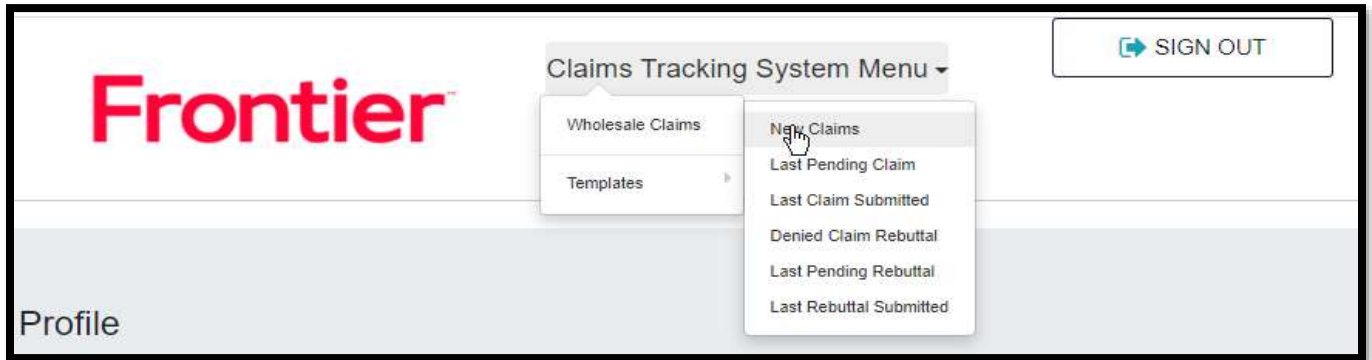
CLAIMS TRACKING SYSTEM MENU:

- **WHOLESALE CLAIMS MENU:**
 - New Claims
 - Last Pending Claim
 - Last Claim Submitted
 - Denied Claim Rebuttal
 - Last Pending Rebuttal
 - Last Rebuttal Submitted

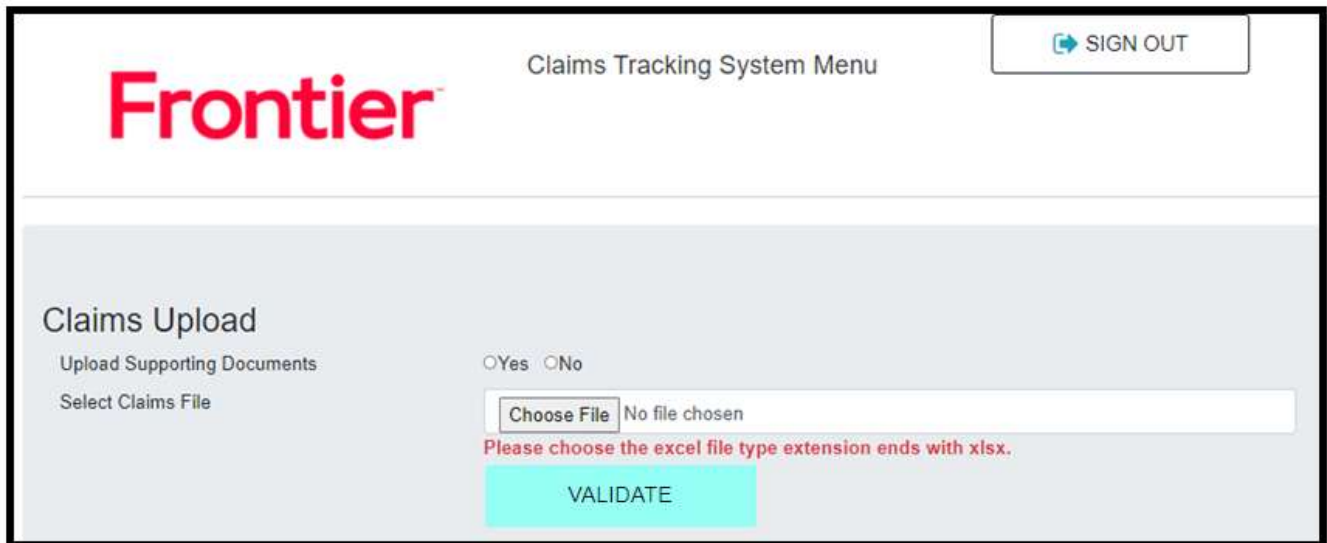


CLAIM UPLOAD

To upload a claim file, click on **CLAIMS TRACKING SYSTEM MENU** and choose **WHOLESALE CLAIMS**. Then choose **NEW CLAIMS**.



The following screen will open.

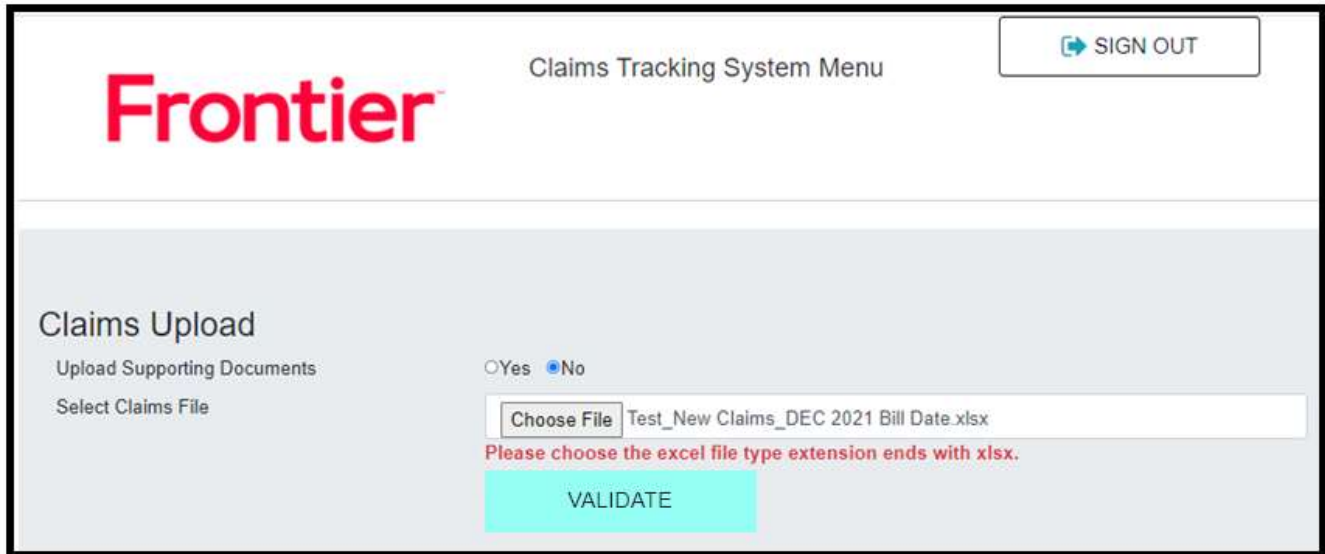


Upload Supporting Documents:

- Click **“YES”** if supporting documentation will be submitted with the claim file.
- Click **“NO”** if no supporting documentation will be submitted with the claim file.

Select Claims File: Click on **CHOOSE FILE** to select the claim file to be loaded. **Filename must end in “.xlsx”.**

If no supporting documents will be submitted, click **NO**. Once the claim file has been chosen, click on **VALIDATE**.



Claims Tracking System Menu SIGN OUT

Frontier

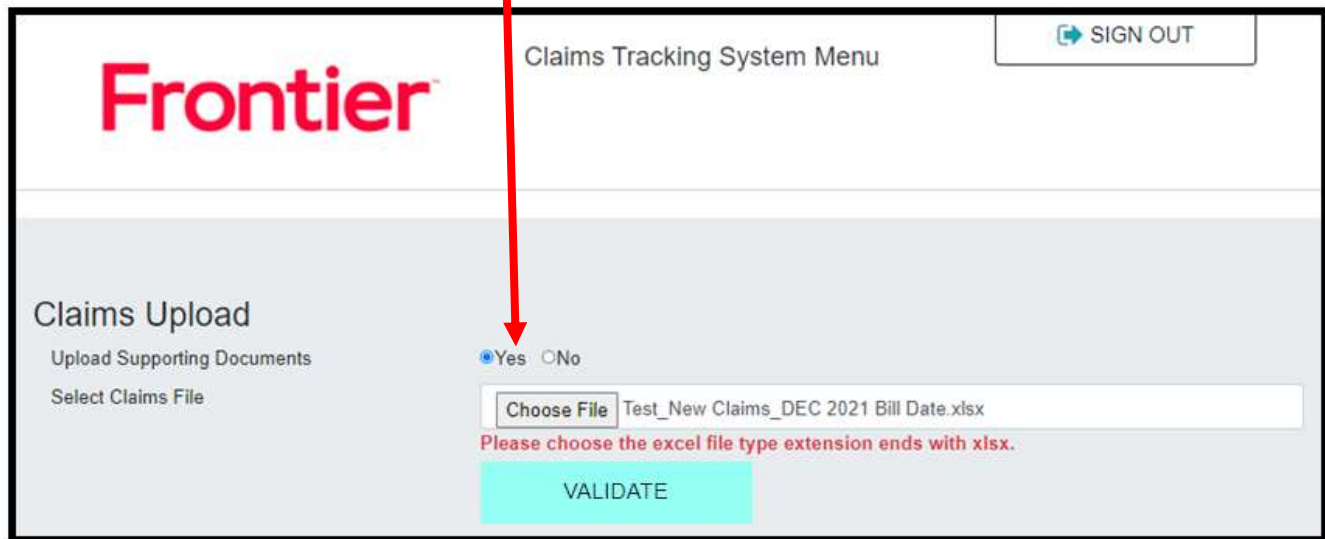
Claims Upload

Upload Supporting Documents Yes No

Select Claims File Test_New Claims_DEC 2021 Bill Date.xlsx

Please choose the excel file type extension ends with .xlsx.

To submit supporting documents, click **YES**. Once the claim file has been chosen, click on **VALIDATE**.



Claims Tracking System Menu SIGN OUT

Frontier

Claims Upload


Upload Supporting Documents Yes No

Select Claims File Test_New Claims_DEC 2021 Bill Date.xlsx

Please choose the excel file type extension ends with .xlsx.

If you chose **YES** to submit supporting documents, the following screen will open giving the option to add up to 4 files as claim support.

Click on **CHOOSE FILE** and select the files to be added.

Claims Tracking System Menu

SIGN OUT

Claims Upload

Claims File Name	Test_New Claims_DEC 2021 Bill Date.xlsx
Supporting Documents 1	<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;">Choose FileNo file chosen</div>
Supporting Documents 2	<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;">Choose FileNo file chosen</div>
Supporting Documents 3	<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;">Choose FileNo file chosen</div>
Supporting Documents 4	<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;">Choose FileNo file chosen</div>

UPLOAD CLAIMS WITH SUPPORTING DOCUMENTS

Once the files have been chosen, click **UPLOAD CLAIMS WITH SUPPORTING DOCUMENTS** to add the files.

CLAIMS SUBMISSION

Click **SUBMIT** to start the claim validation process.

No Supporting Documents:

The screenshot shows the 'Claims Submission' form in the 'Claims Tracking System Menu'. The 'Claims File Name' is 'Test_New Claims_DEC 2021 Bill Date.xlsx' and 'Upload Supporting Documents' is 'NO'. A cyan 'SUBMIT' button is visible at the bottom.

Frontier		Claims Tracking System Menu	SIGN OUT
Claims Submission			
Claims File Name	Test_New Claims_DEC 2021 Bill Date.xlsx		
Upload Supporting Documents	NO		
SUBMIT			


With Supporting Documents :

The screenshot shows the 'Claims Submission' form in the 'Claims Tracking System Menu'. The 'Claims File Name' is 'Test_New Claims_DEC 2021 Bill Date.xlsx', 'Upload Supporting Documents' is 'YES', and 'Supporting Documents 1' is 'Frontier-Communications-Federal-Universal-Service-Fund-Form_2021 signed.pdf'. A cyan 'SUBMIT' button is visible at the bottom.

Frontier		Claims Tracking System Menu	SIGN OUT
Claims Submission			
Claims File Name	Test_New Claims_DEC 2021 Bill Date.xlsx		
Upload Supporting Documents	YES		
Supporting Documents 1	Frontier-Communications-Federal-Universal-Service-Fund-Form_2021 signed.pdf		
SUBMIT			

A message will display indicating that the claim file was received and is being validated.

Click on **CHECK VALIDATION STATUS**.

Claims Tracking System Menu

➔ SIGN OUT

Claims Submission

Claims File Name	Test_New Claims_DEC 2021 Bill Date.xlsx
Upload Supporting Documents	NO

Claims spreadsheet 'Test_New Claims_DEC 2021 Bill Date.xlsx' has been received and is being validated. Time = 2/8/2022 10:46:24 AM Claims Validation Results Posted Successfully : 6a226330-ca62-4013-9554-4937df9aad27

CHECK VALIDATION STATUS

VALIDATION RESULTS

Upon completion of the validation process, a message will display stating either that the file was successfully loaded or that there were errors. If there are errors, refer to the error listing for the items that need to be corrected.

Below is an example of **VALIDATION RESULTS** showing errors.

Validation Results


File Name	Test_New Claims_DEC 2021 Bill Date.xlsx
Batch Number	0
Valid Claims	False
Message	Submitted Claim is not valid, please refer to error listing for items which require correcting.
Rows Processed	16
Supporting Documents Uploaded	


PROCESS AGAIN WITH VALID CLAIMS FILE

Row	BAN	Cir. ID	Bill Date	Claim Type	Claim Amt	Claim Desc.	Cust Claim Num	Error
7	60005104S3	abc.xyz	12/4/2021	RPR	100	TEST - REPAIR CLAIM	20200405-abc	Invalid ClaimID
8	60005104S3	abc.123	12/4/2021	RPR	100	TEST - REPAIR CLAIM	20200405-abc	Invalid ClaimID
9	60005104S3	abc.456	12/4/2021	RPR	100	TEST - REPAIR CLAIM	20200405-abc	Invalid ClaimID
10	60005104S3	abc.def	12/4/2021	RPR	100	TEST - REPAIR CLAIM	20200405-abc	Invalid ClaimID
11	60005104S3	abc.789	12/4/2021	RPR	100	TEST - REPAIR CLAIM	20200405-abc	Invalid ClaimID
12	60005104S3	abc.012	12/4/2021	RPR	100	TEST - REPAIR CLAIM	20200405-abc	Invalid ClaimID
13	60005104S3	abc.ghi	12/4/2021	RPR	100	TEST - REPAIR CLAIM	20200405-abc	Invalid ClaimID
14	60005104S3	abc.zip	12/4/2021	RPR	100	TEST - REPAIR CLAIM	20200405-abc	Invalid ClaimID

If there are errors as displayed above, user will need to correct the error(s) in the claim file. Once the error(s) have been corrected, the user can then upload the corrected file.

Click **PROCESS AGAIN WITH VALID CLAIMS FILE** to go back to the screen below to upload the corrected claim file.


Claims Tracking System Menu

 SIGN OUT

Claims Upload

Upload Supporting Documents Yes No


Select Claims File


No file chosen

The Upload Claims field is required.
Please choose the excel file type extension ends with .xlsx.

Once the claim file has processed with no errors, the **VALIDATION RESULTS** will provide the filename loaded, the assigned Frontier Batch Number, a message confirming that the claim file was successfully submitted, and the number of processed data rows in the file. Please verify that the number of rows processed matches your expectation.

An Acknowledgement email with the expected Resolution Due Date will be sent within 48 hours.


Claims Tracking System Menu

 SIGN OUT

Validation Results

File Name	Test_New Claims_DEC 2021 Bill Date.xlsx
Batch Number	10149655
Valid Claims	True
Message	Submitted Claim is valid, assigned BatchNumber = 10149655.
Rows Processed	16

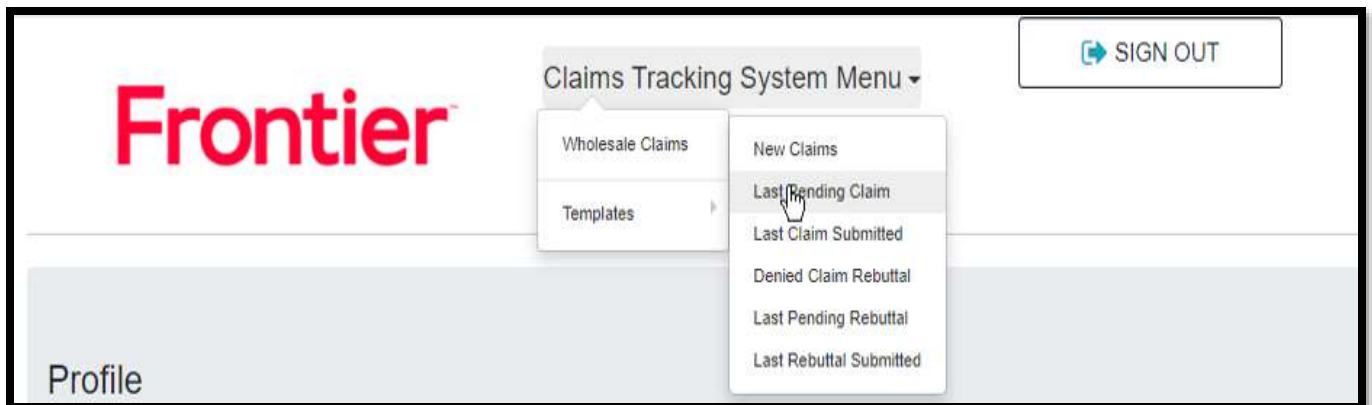
Supporting Documents Uploaded

Your claims template has been successfully uploaded. You will receive an Acknowledgement email with the Batch ID and your expected resolution due date within 48 hours.

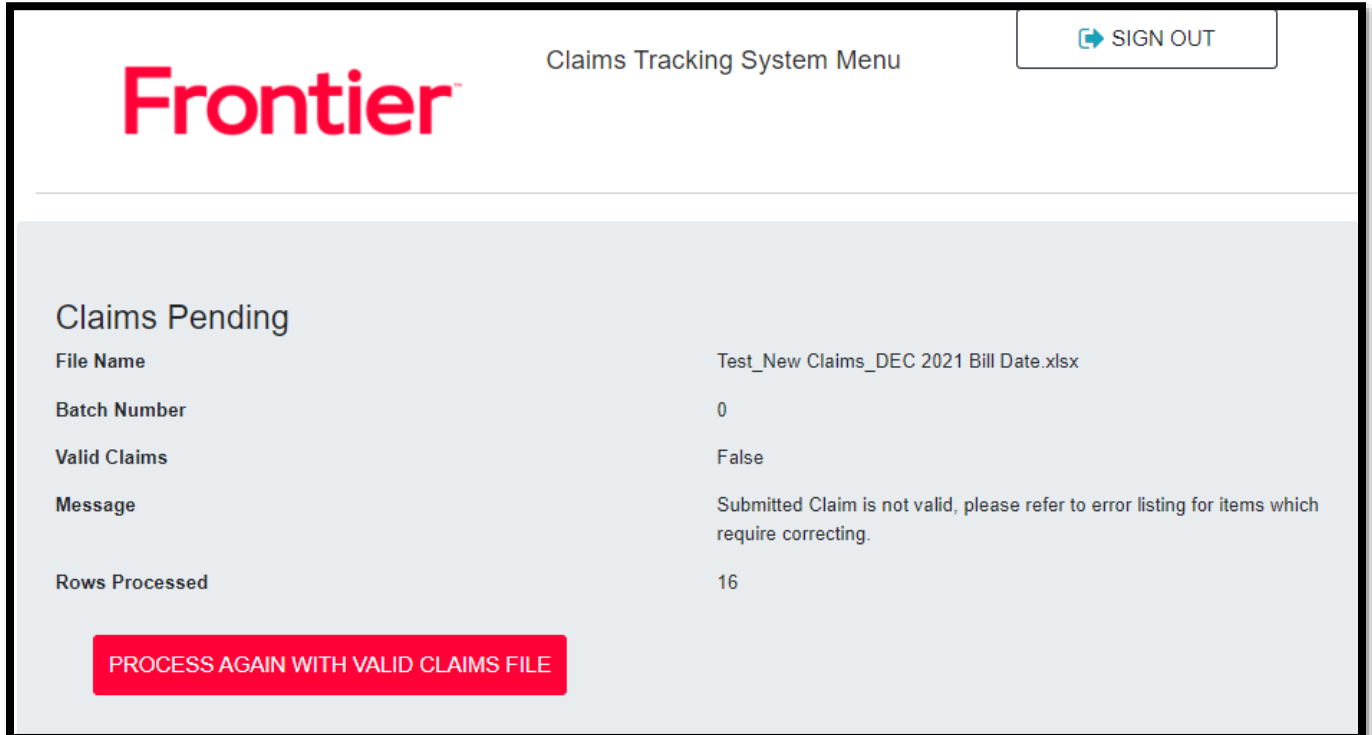
LAST PENDING CLAIM

To view the last claim that is pending validation or a claim that has not been fully submitted, access the **LAST PENDING CLAIM** menu.

Click on **CLAIMS TRACKING SYSTEM MENU** and choose **WHOLESALE CLAIMS**. Then choose **LAST PENDING CLAIM**.



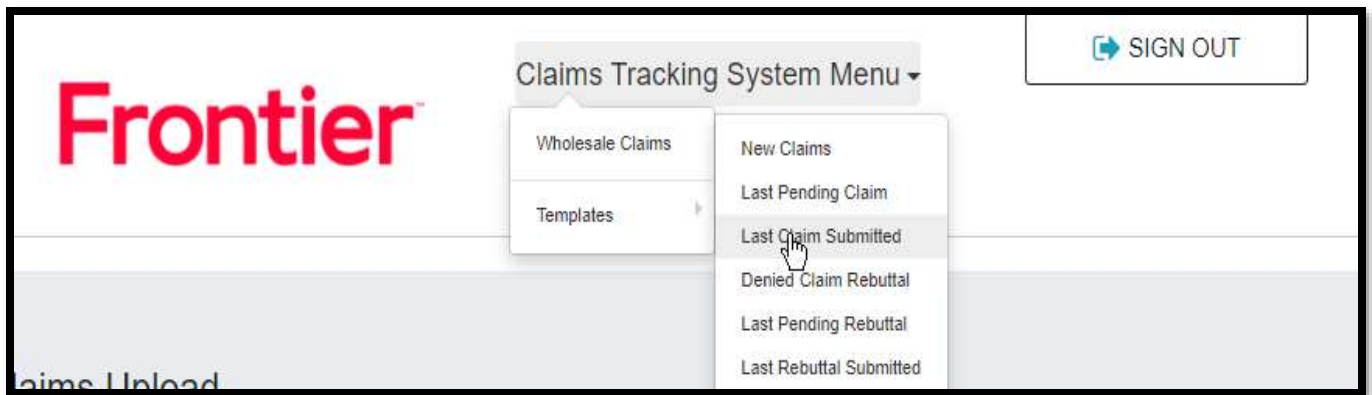
Below is an example of a claim file with errors.



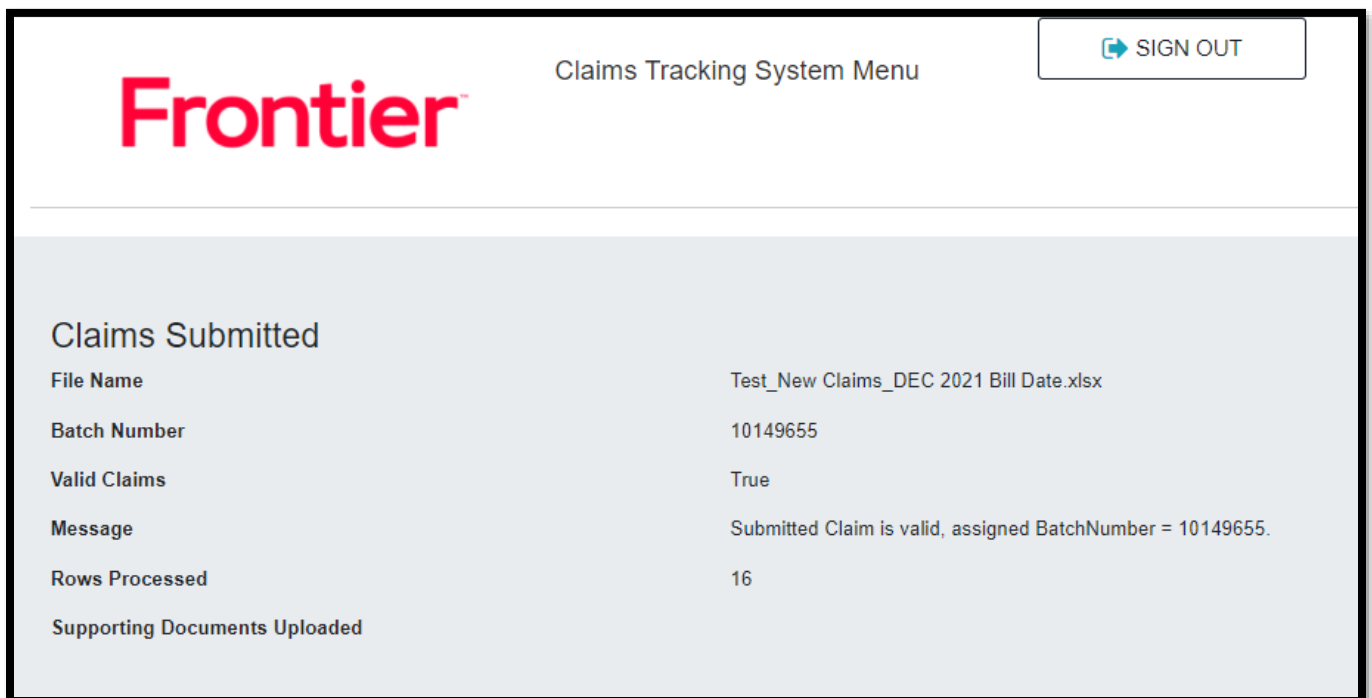
LAST CLAIM SUBMITTED

To view information on the last claim file that was submitted, and the assigned Batch Number, access the **LAST CLAIM SUBMITTED** menu.

Click on **CLAIMS TRACKING SYSTEM MENU** and choose **WHOLESALE CLAIMS**. Then choose **LAST CLAIM SUBMITTED**.



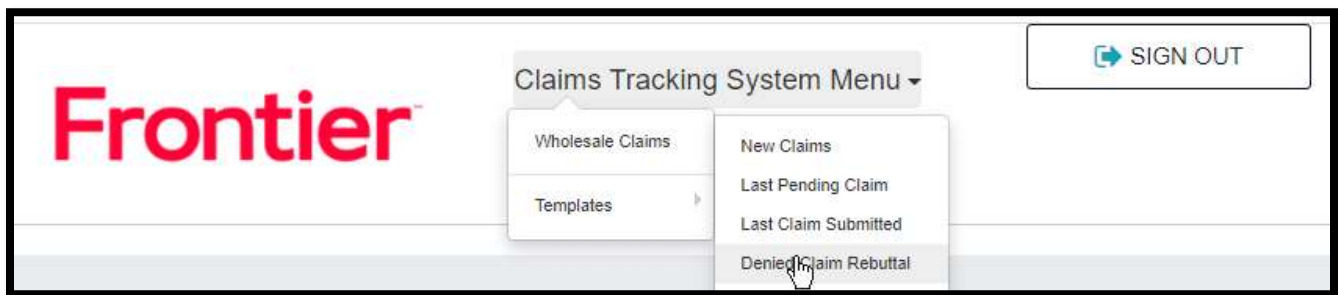
The following screen opens showing the information on the last claim file submitted.



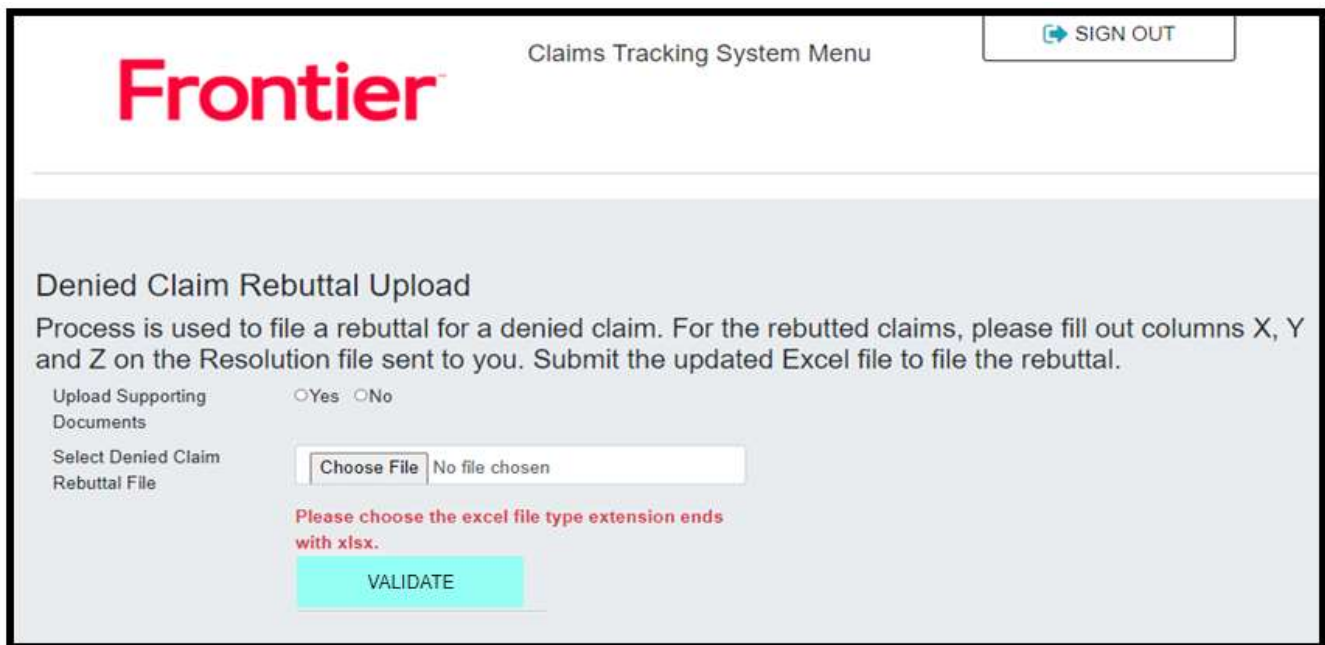
DENIED CLAIM REBUTTAL

If you do not agree with a denied claim, you can use the **DENIED CLAIM REBUTTAL** menu option to file a rebuttal. Open the Excel spreadsheet attached to the Frontier Resolution email. Populate columns X, Y and Z in the spreadsheet for the denied claim items that you wish to rebut. Please provide a detailed explanation supporting your claim position in column X. Please include additional documents needed to support your claim position.

To submit the rebuttal, click **CLAIMS TRACKING SYSTEM** and choose **WHOLESALE CLAIMS**. Then choose **DENIED CLAIM REBUTTAL**.



The following screen will display.



RUBUTTAL FILE - NO SUPPORTING DOCUMENTS



Click **NO**, if no supporting documentation is to be included with the claim file. Click **CHOOSE FILE** to select the claim file to be loaded. Once the claim file has been chosen, click **VALIDATE**.

Denied Claim Rebuttal Upload

Process is used to file a rebuttal for a denied claim. For the rebutted claims, please fill out columns X, Y and Z on the Resolution file sent to you. Submit the updated Excel file to file the rebuttal.

Upload Supporting Documents Yes No

Select Denied Claim Rebuttal File Batch 10149588...T_Rebuttal 1.xlsx

The Upload Claims field is required.
Please choose the excel file type extension ends with .xlsx.

On the following screen, click **SUBMIT**.

Denied Claim Rebuttal Submission

Denied Claim Rebuttal File Name Batch 10149588 UAT_Rebuttal 1.xlsx

Upload Supporting Documents NO

A message will display indicating that the Rebuttal spreadsheet was received and is being validated. Click on **CHECK VALIDATION STATUS**.

Denied Claim Rebuttal Submission

Denied Claim Rebuttal File Name Batch 10149588 UAT_Rebuttal 1.xlsx

Upload Supporting Documents NO

Claims spreadsheet 'Batch 10149588 UAT_Rebuttal 1.xlsx' has been received and is being validated. Time = 2/9/2022 4:17:37 PM
Claims Validation Results Posted Successfully : 914dc610-05ae-4cd1-82a9-c39cb49e2ebc

If there are no errors in the rebuttal file, the following screen will display showing the Frontier Batch Number that has been rebutted. An email acknowledging receipt of the rebuttal will be sent to the user.

Validation Results

File Name: Rebuttal File_Good - File 3.xlsx
 Batch Number: 10134302
 Valid Claims: True
 Message: Rebuttal file has been submitted for Batch Number = 10134302. An Acknowledgement email will be sent shortly.
 Rows Processed: 3
 Supporting Documents:

Your claims template has been successfully uploaded. You will receive an Acknowledgement email with the Batch ID and your expected resolution due date within 48 hours.

If there are errors in the rebuttal file, the following screen will display the error listing for the items that need to be corrected.

Validation Results

File Name: Batch 10149588 UAT_Rebuttal 1.xlsx
 Batch Number: 10149588
 Valid Claims: False
 Message: ***ERROR*** Rebuttal File is not valid, please refer to error listing for items which require correcting.
 Rows Processed: 0
 Supporting Documents Uploaded:

PROCESS AGAIN WITH VALID CLAIMS FILE

Row	BAN	Cir. ID	Bill Date	Claim Type	Claim Amt	Claim Desc.	Cust Claim Num	Error
7	2241510120	2179355391	5/4/2018	MSC	85.00	TEST - REPAIR CLAIM	20200405-6667	Tracking Number and/or Batch Number Does Not Match with our Existing Record.

User will need to correct the error(s) in the rebuttal spreadsheet. Once the error(s) has been corrected, the user can then upload the corrected rebuttal spreadsheet.

Click the **PROCESS AGAIN WITH VALID CLAIMS FILE** to go back to the screen below to upload the corrected spreadsheet.

Denied Claim Rebuttal Upload

Process is used to file a rebuttal for a denied claim. For the rebutted claims, please fill out columns X, Y and Z on the Resolution file sent to you. Submit the updated Excel file to file the rebuttal.

Upload Supporting Documents Yes No

Select Denied Claim Rebuttal File No file chosen

Please choose the excel file type extension ends with **xlsx**.

Follow the steps above to upload and validate the corrected rebuttal spreadsheet.

REBUTTAL FILE - WITH SUPPORTING DOCUMENTS

Click **YES** if there is supporting documentation to be included with the claim file. Click **CHOOSE FILE** to select the claim file to be loaded.

Once the claim file has been chosen, click **VALIDATE**.

Denied Claim Rebuttal Upload

Process is used to file a rebuttal for a denied claim. For the rebutted claims, please fill out columns X, Y and Z on the Resolution file sent to you. Submit the updated Excel file to file the rebuttal.

Upload Supporting Documents Yes No

Select Denied Claim Rebuttal File Batch 10149588...T_Rebuttal 1.xlsx

Please choose the excel file type extension ends with **xlsx**.

User has the option to add up to 4 Supporting Document files to upload with the rebuttal.

Click on **CHOOSE FILE** and select the files to be added.

Denied Claim Rebuttal Upload

Denied Claim	Batch 10149588 UAT_Rebuttal 1.xlsx
Rebuttal File Name	

Supporting Documents 1	<input type="button" value="Choose File"/> Advantage Rates All States 112204.doc
Supporting Documents 2	<input type="button" value="Choose File"/> No file chosen
Supporting Documents 3	<input type="button" value="Choose File"/> No file chosen
Supporting Documents 4	<input type="button" value="Choose File"/> No file chosen

UPLOAD DENIED CLAIM REBUTTAL WITH SUPPORTING DOCUMENTS

Once the files have been chosen, click **UPLOAD DENIED CLAIM REBUTTAL WITH SUPPORTING DOCUMENTS** to add the documents.

The following screen will be displayed showing that supporting document(s) which will be uploaded with the claim file. Click **SUBMIT** to proceed through the rebuttal submission process.

Denied Claim Rebuttal Submission

Denied Claim Rebuttal File Name	Batch 10149588 UAT_Rebuttal 1.xlsx
Upload Supporting Documents	YES
Supporting Documents 1	Advantage Rates All States 112204.doc

SUBMIT

A message will display indicating that the Rebuttal spreadsheet was received and is being validated. Click on **CHECK VALIDATION STATUS**.

Denied Claim Rebuttal Submission

Denied Claim Rebuttal File Name	Batch 10149588 UAT_Rebuttal 1.xlsx
Upload Supporting Documents	YES
Supporting Documents 1	Advantage Rates All States 112204.doc

Claims spreadsheet 'Batch 10149588 UAT_Rebuttal 1.xlsx' has been received and is being validated. Time = 2/9/2022 4:36:20 PM
 Claims Validation Results Posted Successfully : ce8df1c7-8fc0-4394-b371-abe874765eea

[CHECK VALIDATION STATUS](#)

If the rebuttal file passes validation, the following message will be displayed. The **VALIDATION RESULTS** include the Frontier Batch Number that has been rebutted and the name of the supporting document file(s).

Validation Results

File Name	Rebuttal File_Batch 10041823.xlsx
Batch Number	10041823
Valid Claims	True
Message	Rebuttal file has been submitted for Batch Number = 10041823. An Acknowledgement email will be sent shortly.
Rows Processed	3
Supporting Documents	[Batch 10041823_Support for Rebuttal - contract.docx]

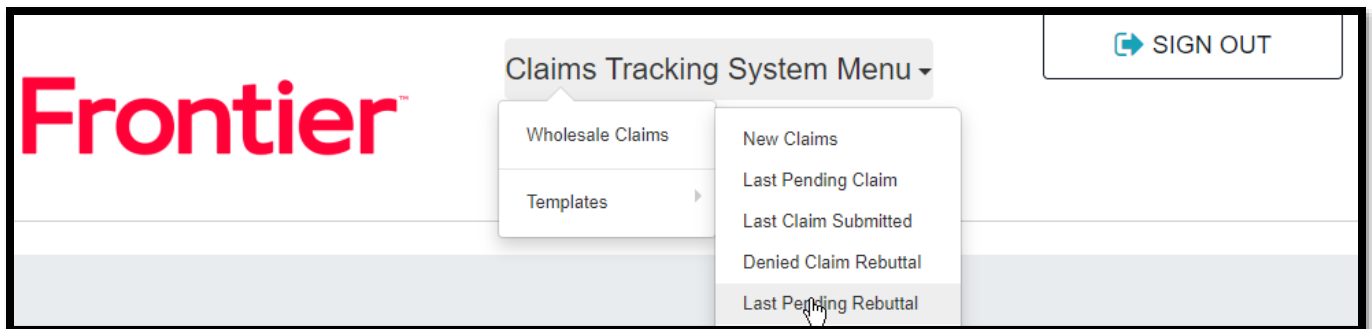
Your claims template has been successfully uploaded. You will receive an Acknowledgement email with the Batch ID and your expected resolution due date within 48 hours.



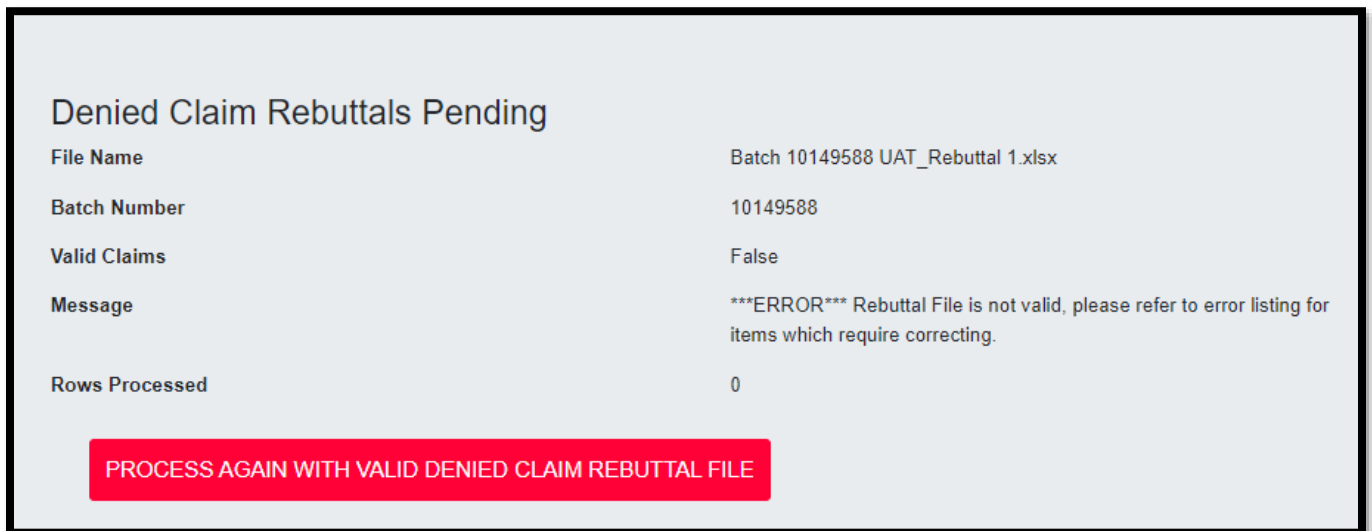
LAST PENDING REBUTTAL

To view the last rebuttal file that is pending validation or a rebuttal file that has not been fully submitted, access the **LAST PENDING REBUTTAL** menu.

Click on **CLAIMS TRACKING SYSTEM MENU** and choose **WHOLESALE CLAIMS**. Then choose **LAST PENDING REBUTTAL**.



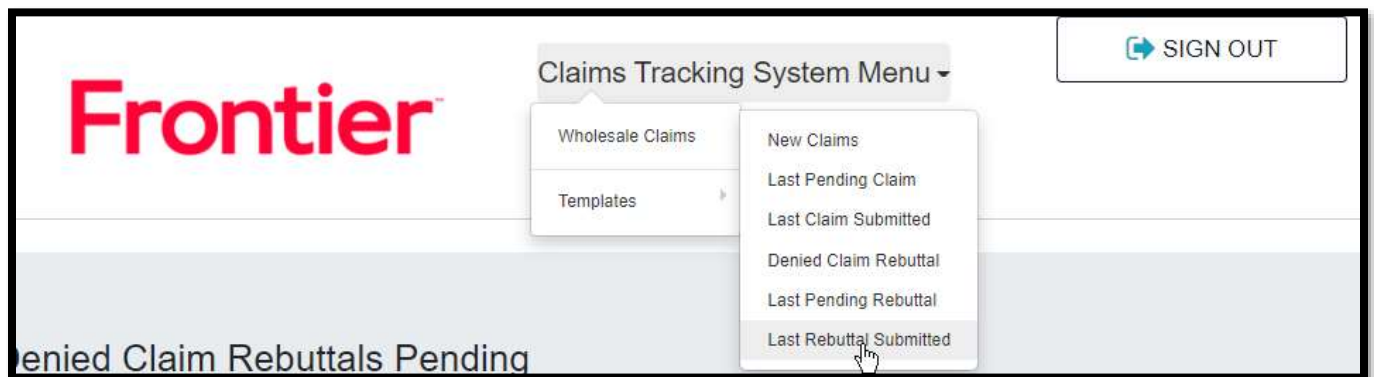
Below is an example of a rebuttal file with errors.



LAST REBUTTAL SUBMITTED

To view the last submitted rebuttal file, access the **LAST REBUTTAL SUBMITTED** menu.

Click on **CLAIMS TRACKING SYSTEM MENU** and choose **WHOLESALE CLAIMS**. Then choose **LAST REBUTTAL SUBMITTED**.



The following screen opens showing the information on the last rebuttal file submitted.

Rebuttals Submitted	
File Name	Batch 10149588 UAT_Rebuttal 5.xlsx
Batch Number	10149588
Valid Claims	True
Message	Rebuttal file has been submitted for Batch Number = 10149588. An Acknowledgement email will be sent shortly.
Rows Processed	1
Supporting Documents Uploaded	

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