



Date of Bulletin:	March 6, 2023
Notice #:	CCBFTR02104
Audience:	CLEC, Reseller, ISP
Subject:	System Issue Causing COBRA Auto Payment Failure
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.

Teams are engaged to identify and resolve the issues, and updates will be provided as available. No ETR is available at this time.

Workaround: If the invoice Due Date is approaching, please arrange a one-time payment through COBRA to pay the invoice. Once the Auto Payment issues are resolved, notification will be provided to you. Your patience is appreciated.

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