

Frontier COBRA Portal Bill Payment Options

URL: https://cobra.frontier.com

Required Web Browser: Microsoft Edge or Google Chrome

The following provides step-by-step instructions on the Bill Payment Options available in the Frontier Commercial Online Billing Research Analysis (COBRA) portal for BANs billed in the Frontier DPI billing system.

Revised: 3/17/2023



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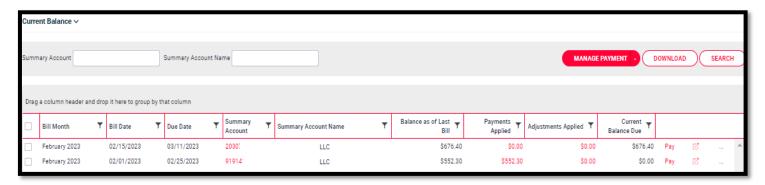
CURRENT BALANCES

Customers can view **Current Balances** on their accounts in COBRA following the instructions below.

On the SUMMARY screen, click VIEW / PAY BILLS button in the BILL SUMMARY (teal blue) box.



The **CURRENT BALANCE** screen under the **BILLS** menu will open.



The CURRENT BALANCE screen shows the latest invoice for each Summary Account.

A **Summary Account** is either a Summary Master Account or stand-alone BTN (not under a Summary Master Account). Payments are accepted on a Summary Account.



The amounts shown on the **CURRENT BALANCE** screen are as follows:

Balance as of Last Bill - Total Amount Due on the latest invoice

Payments Applied – Payments posted to the latest invoice. **NOTE**: There is a delay of 1 – 3 days from the date the payment is posted in DPI until the payment is shown in this field in COBRA.

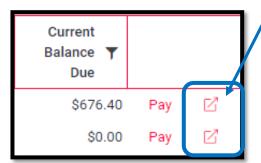
Adjustments Applied – Adjustments posted to the latest invoice. **NOTE**: There is a delay of 1-3 days from the date the adjustment is posted in DPI until the adjustment is shown in this field in COBRA.

Current Balance Due – The current balance due on the account after consideration of Payments and Adjustments posted to the account after the latest invoice.

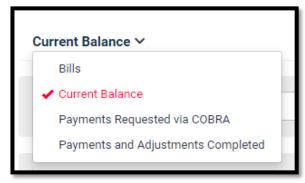
On the **CURRENT BALANCE** screen, the following actions are available for each Summary Account shown.

1. **PAYMENT FUNCTIONS** – Set up a one-time payment, schedule a one-time payment, set up Auto Pay and manage payment methods saved in the wallet. These actions will be explained in detail in this document.

2. **VIEW LATEST INVOICE** – To view the latest invoice, click on the **View Bill** icon on the right side of the screen.



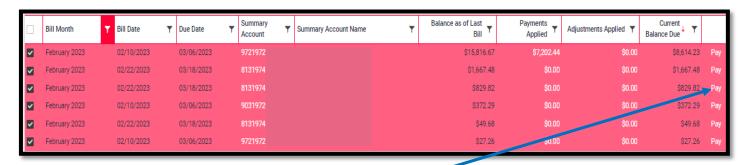
To access other screens available under the **BILLS** menu, click the drop-down arrow at the top left.



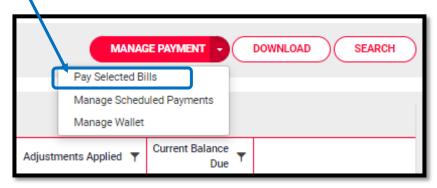


INITIATE ONE-TIME PAYMENT

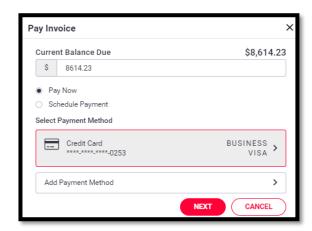
To initiate a one-time payment for a single or multiple Summary Account(s), choose the account(s) to pay by clicking the check box on the left side. The chosen account(s) will be shaded in pink.



To pay the chosen accounts, click the **PAY** link on <u>any shaded row</u> or choose **PAY SELECTED BILLS** under the **MANAGE PAYMENT** drop-down.



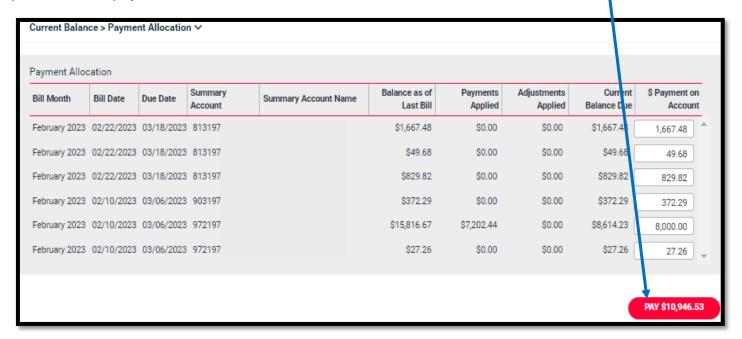
When paying a single Summary Account, the **PAY INVOICE** screen opens. The payment amount is pre-populated with the **Current Balance Due** but can be changed if needed. Choose to **Pay Now** or **Schedule Payment** and choose a Payment Method. The Payment Method can be a saved method in your wallet or new payment information can be entered. Click **NEXT** to proceed with payment.



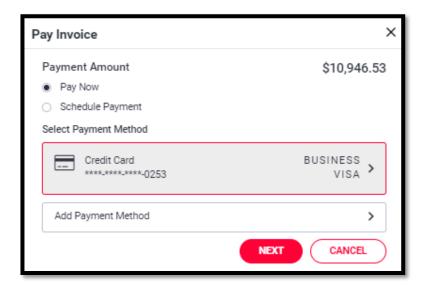


When paying multiple Summary Accounts in one transaction, the **PAYMENT ALLOCATION** screen opens. On the **PAYMENT ALLOCATION** screen, the payment amount is pre-populated with the **Current Balance Due** for each Summary Account but can be changed if needed.

The Total Payment amount is shown on the bottom right of the screen. Click the PAY button to proceed with payment.



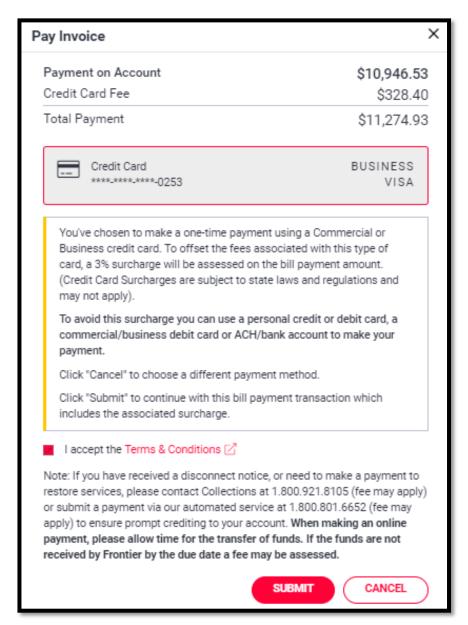
On **PAY INVOICE** screen, choose to **Pay Now** or **Schedule Payment** and choose a Payment Method. The Payment Method can be a saved method in your wallet or new payment information can be entered. Click **NEXT** to proceed with payment.





When paying a single or multiple Summary Account(s), the next **PAY INVOICE** screen shows the Payment on Account(s), Credit Card Fee, if applicable, and the Total Payment amounts.

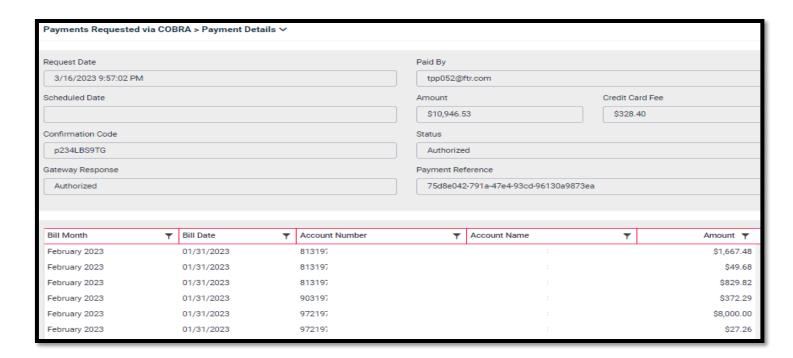
To submit payment, check the box to accept the Terms & Conditions, including the Credit Card Fee, if applicable, and click the **SUBMIT** button.



After submitting the payment, the **PAYMENT DETAILS** screen opens providing the payment amount by account, confirmation code, status, credit card fee and other information about the payment, as shown below.

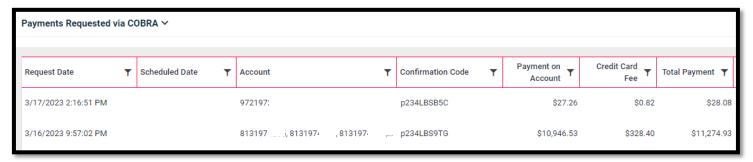
If the payment fails, information on this screen will assist with the cause investigation.



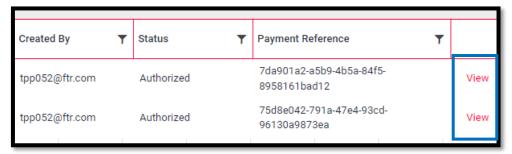


A summary of the payment is shown on the **PAYMENTS REQUESTED VIA COBRA** screen.

Left side of screen:



Right side of screen:

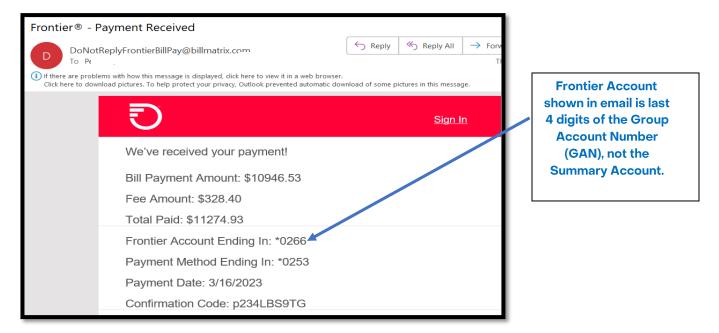


Click the **VIEW** link on the right to return to the **PAYMENT DETAILS** screen above.

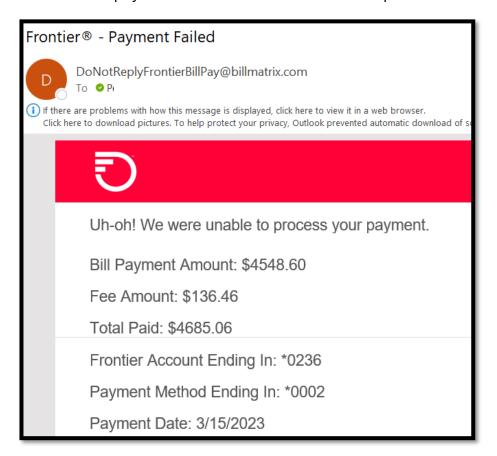
(If you do not see the **VIEW** link, scroll to the right on your screen or shrink your browser view percentage to decrease font size.)



An email from **DoNotReplyFrontierBillPay@billmatrix.com** is sent confirming a successful payment.



An email will also be sent if the payment is not successful. See example below.

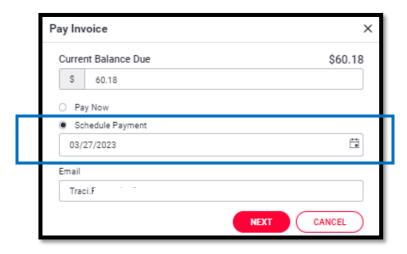




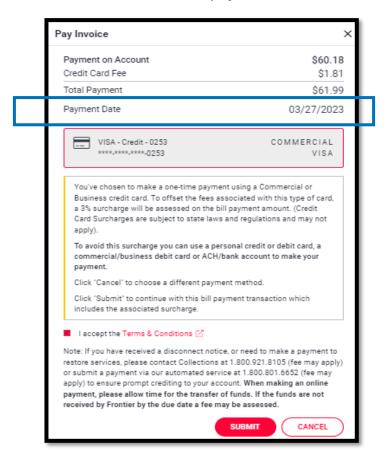
MANAGE SCHEDULED PAYMENTS

As noted, on the **PAY INVOICE** screen, you can choose to **Schedule Payment** for a future date. The Payment Method can be a saved method in your wallet or new payment information can be entered.

After choosing the future payment date, click **NEXT** to proceed with payment.



The **PAY INVOICE** screen will show the scheduled payment date.

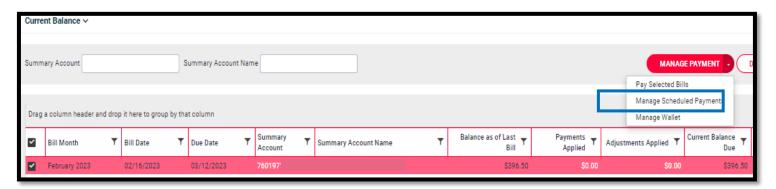




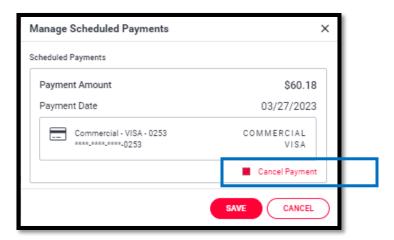
The PAYMENTS REQUESTED VIA COBRA screen will show the Scheduled Date of payment.



To cancel a Scheduled Payment, select the Summary Account on the **CURRENT BALANCE** screen. Then choose **MANAGE SCHEDULED PAYMENTS** under the **MANAGE PAYMENT** drop-down.



Click the Cancel Payment box and hit SAVE.

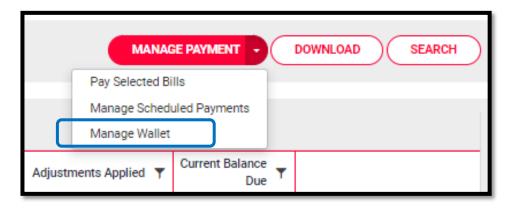


After the payment cancellation is processed, the scheduled payment will be removed from the **PAYMENTS REQUESTED VIA COBRA** screen



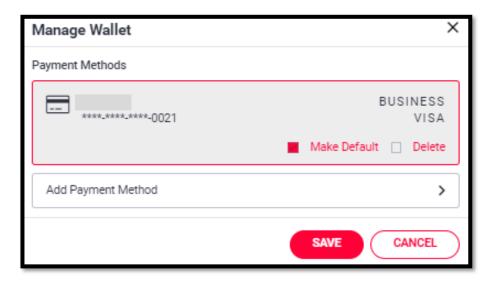
MANAGE PAYMENT WALLET

To add or remove a payment method saved to your wallet, choose **MANAGE WALLET** under the **MANAGE PAYMENT** drop-down.



The **MANAGE WALLET** box will open. Click **Add Payment Method** to add a new payment method (debit card, credit card or bank account).

Saved payment methods can be deleted also.

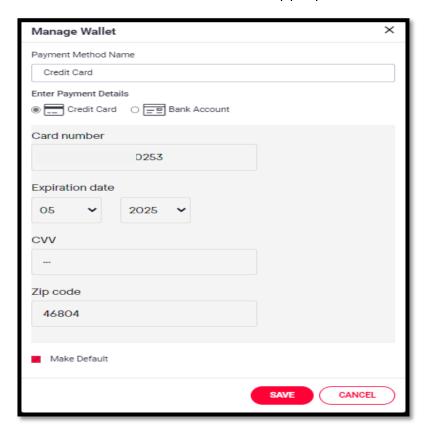


To add a Payment Method, populate the next screen with debit card, credit card or bank account information.

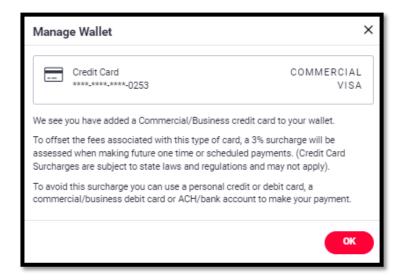


ADDING A DEBIT OR CREDIT CARD TO WALLET

After entering card information, click **Make Default** box, if appropriate. Click **SAVE** when finished.



The following screen communicates a fee associated with Commercial/Business credit cards on one time or scheduled payments subject to state laws and regulations. The fee is not applied on Auto Payments. The fee will be implemented in late March 2023. Click **OK** to accept fee.

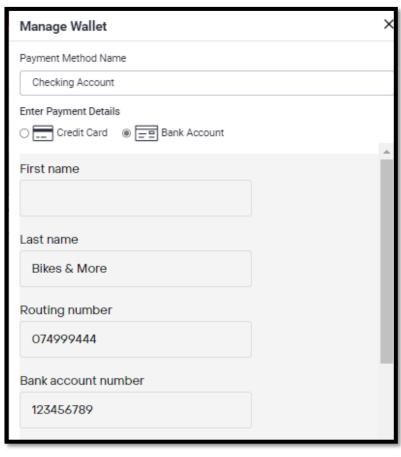


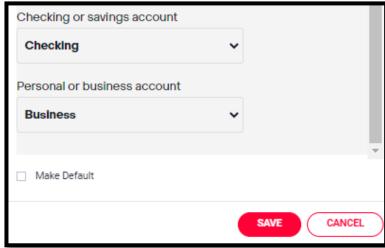


ADDING A BANK ACCOUNT TO WALLET

After entering bank account information, click **Make Default** box, if appropriate. Click **SAVE** when finished.

For business accounts, enter account name in the Last Name field.



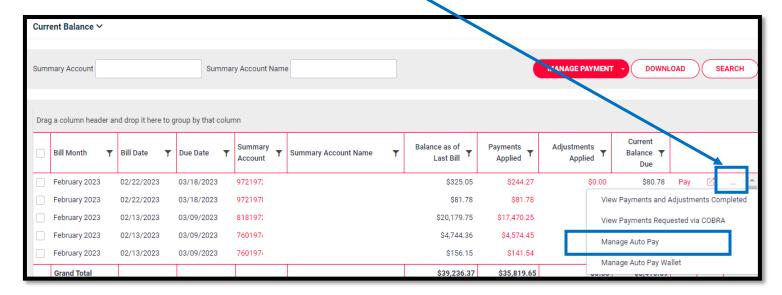




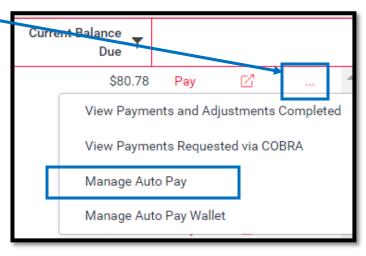
ESTABLISHING AUTO PAY

To establish AUTO PAY on a Summary Account, go to the CURRENT BALANCE screen.

For the desired Summary Account, click on the 3 DOTS on the right side of the screen to open the available actions. Click on MANAGE AUTO PAY.



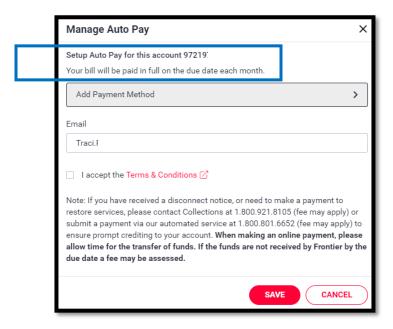
Below is a close-up view of the right side of the screen showing the action items available under the **3 DOTS**:



If you do not see the **3 DOTS**, move to right side of screen by scrolling or shrink your browser view percentage.

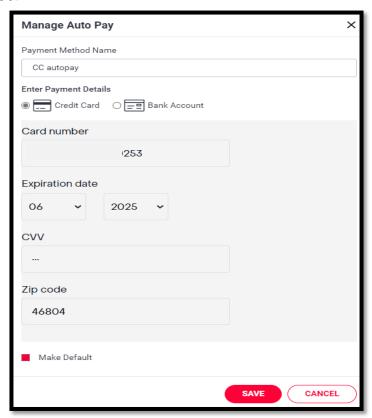


The **MANAGE AUTO PAY** screen will open as shown below. Note the message at the top of the screen says "Setup Auto Pay...". This message means that Auto Pay is not currently enabled for this account. To set up Auto Pay, click **Add Payment Method**.



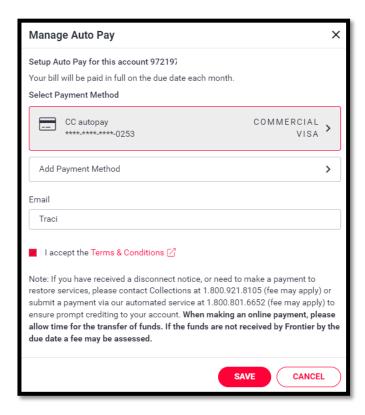
On the next screen, enter debit card, credit card or bank account information, click **Make Default** box, if appropriate. For business bank accounts, enter account name in the **Last Name** field.

Click **SAVE** when finished.

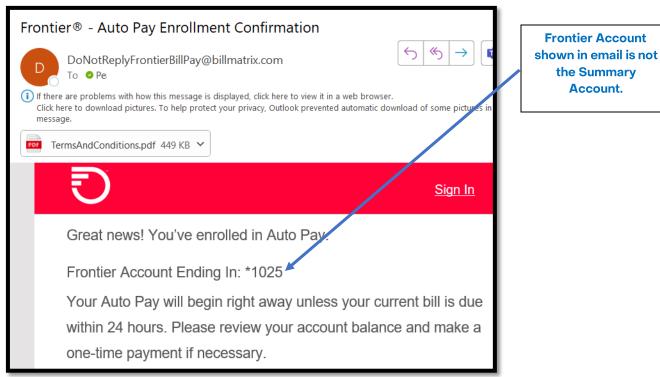




On the next screen, verify the desired Payment Method is shown and click the box to accept Terms & Conditions, and then click **SAVE**.

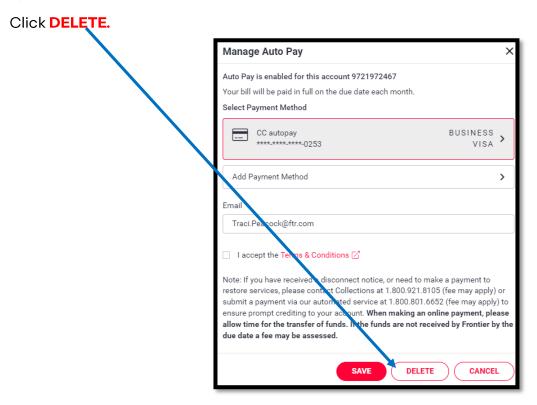


An email from <u>DoNotReplyFrontierBillPay@billmatrix.com</u> is sent confirming a successful enrollment in Auto Pay.

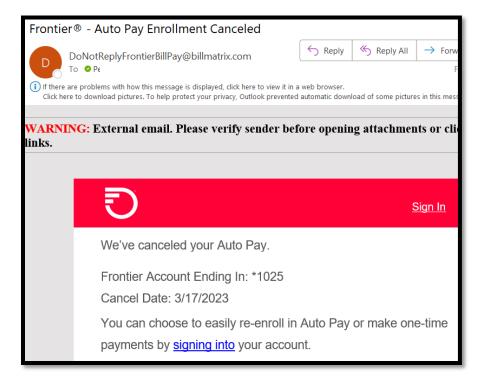




To disable Auto Pay on a Summary Account, click on the 3 DOTS on the right side of the screen to open the available actions. Click on MANAGE AUTO PAY.



An email from **DoNotReplyFrontierBillPay@billmatrix.com** is sent confirming Auto Pay is cancelled.

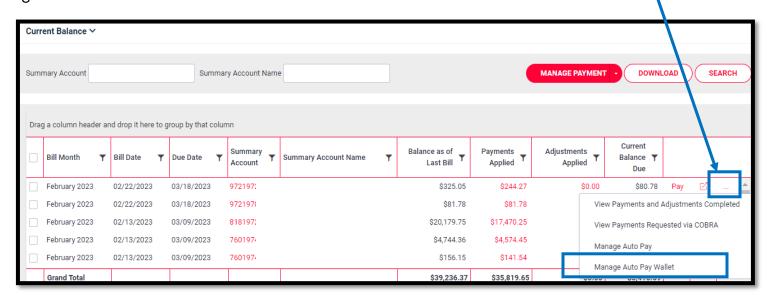




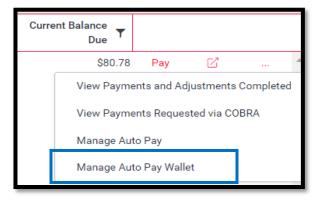
MANAGE AUTO PAY WALLET

The wallet used for Auto Payments is separate from the wallet used for one-time payments.

To add or remove a payment method saved to the Auto Pay wallet, choose **MANAGE AUTO PAY WALLET** on the **CURRENT BALANCE** screen, from the actions list by clicking on the **3 DOTS** on the right side of the screen.



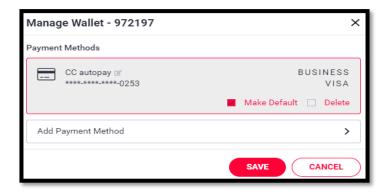
Below is a close-up view of the right side of the screen showing the action items available under the **3 DOTS**:



If you do not see the **3 DOTS**, move to right side of screen by scrolling or shrink your browser view percentage.



The **MANAGE WALLET** box for the <u>chosen Summary Account</u> will open.



After making the required updates, click **SAVE** when finished.

NOTE: The **AUTO PAY WALLET** is separate for each Summary Account.



CHANGE LOG

Date	Page	Revision
03/17/2023	All	Initial Version

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