



Date of Bulletin:	December 5, 2022
Notice #:	CCBFTR02080
Audience:	CLEC, Reseller, ISP
Subject:	Commercial Online Billing Research & Analysis (COBRA) Portal Launch
Date Effective:	December 19, 2022

We are excited to announce the launch of the COBRA (Commercial Online Billing Research and Analysis) Portal on December 19, 2022, to replace the current Frontier Enterprise Online Billing Portal (GLOBYS). The current Enterprise Online Billing Portal (GLOBYS) provides invoices and billing reports for Local and ISP accounts produced in our DPI system. The COBRA Portal will become the new source for this information.

NOTE: Invoices for CABS BANs will remain in the Frontier CABS Bill Portal. The COBRA Portal will not include invoices or billing information for CABS BANs.

Below is important information about this launch:

- The COBRA Portal will be available on Monday, December 19, 2022.
- The current Enterprise Online Billing Portal (GLOBYS) Portal will not be available after Friday, December 16, 2022.
- The COBRA Portal will only provide DPI Invoice PDFs from October 1, 2022, forward.
- For Invoice PDFs prior to October 1, 2022, please download the PDF files from the Enterprise Online Billing Portal (GLOBYS) by Friday, December 16, 2022.
- Only current Enterprise Online Billing Portal ADMIN user IDs will be loaded into COBRA. The ADMIN user shall provide access to other users.
- Payments scheduled in the Enterprise Online Billing Portal (GLOBYS) for release after December 16, 2022, must be entered into the COBRA Portal. No scheduled payments will be loaded to the COBRA Portal.
- Auto-pay information must be entered into the COBRA Portal. No auto-pay information will be loaded to the COBRA Portal.
- Your initial login to the COBRA Portal will require a password reset. An email with password reset instructions will be sent to all ADMIN IDs on Monday, December 19, 2022.

The COBRA Portal will be available 24x7x365, allowing you to view and drill down into your Local and ISP billing information anytime, anywhere, on any device and will have a customizable dashboard, and multiple viewing, reporting and download options.

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Additional information will soon be available from our [Online Billing Statement Tools](#) page. This page will be updated as information and materials become available including FAQs, resource documents, auto-payment information and login instructions.

We apologize for any inconvenience but know that you will find value in the improved experience of the new COBRA Portal.

If you have any questions, please email Wholesale.Notifications@ftr.com or call 844-216-6420.