



Carrier Customer Bulletin

Date of Bulletin: September 12, 2017
Notice #: CCBFTR01434
Audience: CLEC, Reseller - Doing Business in IN, MI, NC and SC
Subject: September 2017 Cycle 04 Local Billing Statement Error -
Duplicated Payments
Date Effective: Immediately

Frontier Communications is providing notification of a billing error impacting the September 2017 Cycle 04 Local Billing Statements for services in the states of Indiana, Michigan, North Carolina and South Carolina. The error caused duplicated payments to appear on the impacted bill statements. The impact of the error differs depending on the bill media, please see below.

For paper bill statements, the erroneous duplicate payments appear only in the Payment Detail section. Please disregard the duplicated payments in this section and refer to the Balance section of the paper bill for correct Payments, Balance Forward and Total Amount Due. Frontier will not reprint and resend paper bill statements for September 2017 Cycle 04.

For BDT, the Balance Due Information, supplied in the 100510 Records, and the Detail of Payments, supplied in the 101505 Records, show the erroneous duplicate payments. The "Summary" records of the BDT also reflect the erroneous duplicate payments. Frontier has opened a critical ticket to correct the payment records. Frontier will resend the BDT files to impacted customers once the corrective action is complete.

If you have questions regarding the information provided in this notice, please contact your billing representative or the Wholesale Billing Center at 1-844-216-6420.

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