



Enhanced Online Billing Bill Payment Options

URL: <https://enhancedonlinebilling.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 Enhanced Online Billing portal for BANs billed in the Frontier DPI billing system.

Revised: 5/30/2024



Contents

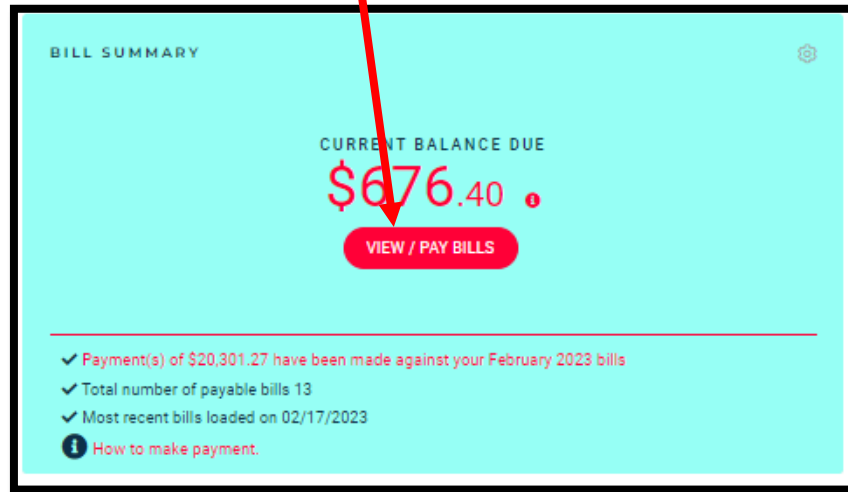
Required Web Browser: Microsoft Edge or Google Chrome	1
CURRENT BALANCES	3
INITIATE ONE-TIME PAYMENT	5
MANAGE SCHEDULED PAYMENTS	10
MANAGE PAYMENT WALLET	12
ESTABLISHING AUTO PAY	15
MANAGE AUTO PAY WALLET	19
CHANGE LOG	21



CURRENT BALANCES

Customers can view **Current Balances** on their accounts in Enhanced Online Billing 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 screenshot shows the "Current Balance" screen. At the top, there is a "Current Balance" dropdown menu. Below it are two input fields: "Summary Account" and "Summary Account Name". To the right of these fields are three buttons: "MANAGE PAYMENT", "DOWNLOAD", and "SEARCH". Below the input fields is a table with the following columns: "Bill Month", "Bill Date", "Due Date", "Summary Account", "Summary Account Name", "Balance as of Last Bill", "Payments Applied", "Adjustments Applied", and "Current Balance Due". The table contains two rows of data:

Bill Month	Bill Date	Due Date	Summary Account	Summary Account Name	Balance as of Last Bill	Payments Applied	Adjustments Applied	Current Balance Due	
February 2023	02/15/2023	03/11/2023	2030:	LLC	\$676.40	\$0.00	\$0.00	\$676.40	Pay [icon] ...
February 2023	02/01/2023	02/25/2023	91914:	LLC	\$552.30	\$552.30	\$0.00	\$0.00	Pay [icon] ...

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

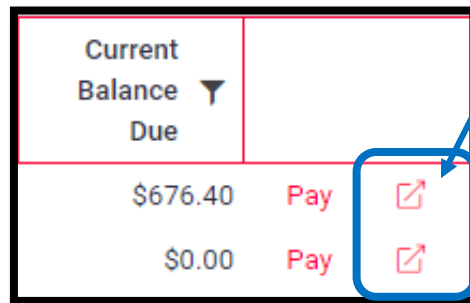
Payments Applied – Payments posted to the latest invoice. **NOTE:** There is a delay of 1 – 3 days from the date the payment is posted in DPI until the payment is shown in this field in Enhanced Online Billing.

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 Enhanced Online Billing.

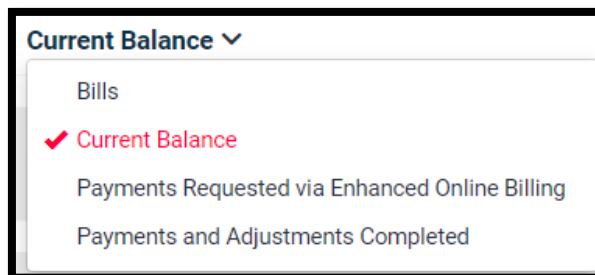
Current Balance Due – The current balance due on the account after consideration of Payments and Adjustments posted to the account after the latest invoice.

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

- 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.
- 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.

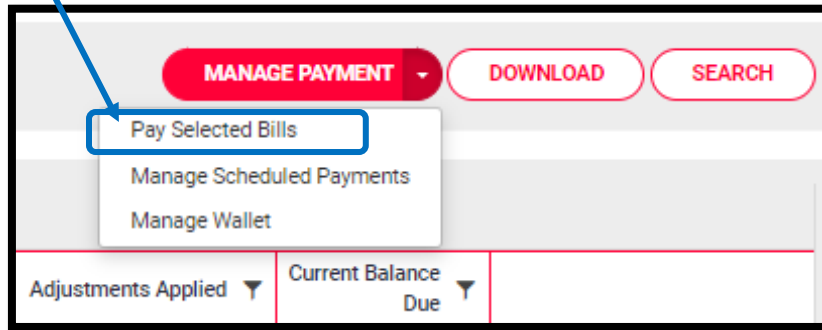


INITIATE ONE-TIME PAYMENT

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.

<input type="checkbox"/>	Bill Month	Bill Date	Due Date	Summary Account	Summary Account Name	Balance as of Last Bill	Payments Applied	Adjustments Applied	Current Balance Due	
<input checked="" type="checkbox"/>	February 2023	02/10/2023	03/06/2023	9721972		\$15,816.67	\$7,202.44	\$0.00	\$8,614.23	Pay
<input checked="" type="checkbox"/>	February 2023	02/22/2023	03/18/2023	8131974		\$1,667.48	\$0.00	\$0.00	\$1,667.48	Pay
<input checked="" type="checkbox"/>	February 2023	02/22/2023	03/18/2023	8131974		\$829.82	\$0.00	\$0.00	\$829.82	Pay
<input checked="" type="checkbox"/>	February 2023	02/10/2023	03/06/2023	9031972		\$372.29	\$0.00	\$0.00	\$372.29	Pay
<input checked="" type="checkbox"/>	February 2023	02/22/2023	03/18/2023	8131974		\$49.68	\$0.00	\$0.00	\$49.68	Pay
<input checked="" type="checkbox"/>	February 2023	02/10/2023	03/06/2023	9721972		\$27.26	\$0.00	\$0.00	\$27.26	Pay

To pay the chosen accounts, click the **PAY** link on any shaded row 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.


Pay Invoice ✕

Current Balance Due \$8,614.23

\$ 8614.23

Pay Now
 Schedule Payment

Select Payment Method

 Credit Card BUSINESS VISA >

**** * 0253

Add Payment Method >

NEXT
CANCEL



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.

Current Balance > Payment Allocation

Payment Allocation

Bill Month	Bill Date	Due Date	Summary Account	Summary Account Name	Balance as of Last Bill	Payments Applied	Adjustments Applied	Current Balance Due	\$ Payment on Account
February 2023	02/22/2023	03/18/2023	813197		\$1,667.48	\$0.00	\$0.00	\$1,667.48	1,667.48
February 2023	02/22/2023	03/18/2023	813197		\$49.68	\$0.00	\$0.00	\$49.68	49.68
February 2023	02/22/2023	03/18/2023	813197		\$829.82	\$0.00	\$0.00	\$829.82	829.82
February 2023	02/10/2023	03/06/2023	903197		\$372.29	\$0.00	\$0.00	\$372.29	372.29
February 2023	02/10/2023	03/06/2023	972197		\$15,816.67	\$7,202.44	\$0.00	\$8,614.23	8,000.00
February 2023	02/10/2023	03/06/2023	972197		\$27.26	\$0.00	\$0.00	\$27.26	27.26

PAY \$10,946.53

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.

Pay Invoice [X]

Payment Amount **\$10,946.53**

Pay Now
 Schedule Payment

Select Payment Method

Credit Card **BUSINESS VISA** >
****_*_*_*_*_*-0253

Add Payment Method >

NEXT **CANCEL**




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.

Pay Invoice ✕

Payment on Account	\$10,946.53
Credit Card Fee	\$328.40
Total Payment	\$11,274.93


 Credit Card
****_*-0253
BUSINESS VISA

You've chosen to make a one-time payment using a Commercial or Business credit card. To offset the fees associated with this type of card, a 3% surcharge will be assessed on the bill payment amount. (Credit Card Surcharges are subject to state laws and regulations and may not apply).

To avoid this surcharge you can use a personal credit or debit card, a commercial/business debit card or ACH/bank account to make your payment.

Click "Cancel" to choose a different payment method.

Click "Submit" to continue with this bill payment transaction which includes the associated surcharge.

I accept the [Terms & Conditions](#) 

Note: If you have received a disconnect notice, or need to make a payment to restore services, please contact Collections at 1.800.921.8105 (fee may apply) or submit a payment via our automated service at 1.800.801.6652 (fee may apply) to ensure prompt crediting to your account. **When making an online payment, please allow time for the transfer of funds. If the funds are not received by Frontier by the due date a fee may be assessed.**

SUBMIT **CANCEL**

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.



Payments Requested via Enhanced Online Billing > Payment Details ▾

Request Date	3/16/2023 9:57:02 PM	Paid By	tpp052@ftr.com	
Scheduled Date		Amount	\$10,946.53	Credit Card Fee
Confirmation Code	p234LBS9TG	Status	Authorized	
Gateway Response	Authorized	Payment Reference	75d8e042-791a-47e4-93cd-96130a9873ea	

Bill Month	Bill Date	Account Number	Account Name	Amount
February 2023	01/31/2023	813197****	*****	\$1,667.48
February 2023	01/31/2023	813197*	*****	\$49.68
February 2023	01/31/2023	813197*	*****	\$829.82
February 2023	01/31/2023	903197*	*****	\$372.29
February 2023	01/31/2023	972197*	*****	\$8,000.00
February 2023	01/31/2023	972197****	*****	\$27.26

A summary of the payment is shown on the **Payments Requested via Enhanced Online Billing** screen.

Left side of screen:

Payments Requested via Enhanced Online Billing ▾

Request Date	Scheduled Date	Account	Confirmation Code	Payment on Account	Credit Card Fee	Total Payment
3/17/2023 2:16:51 PM		972197*	p234LBSB5C	\$27.26	\$0.82	\$28.08
3/16/2023 9:57:02 PM		813197 , 813197 , 813197 , ...	p234LBS9TG	\$10,946.53	\$328.40	\$11,274.93

Right side of screen:

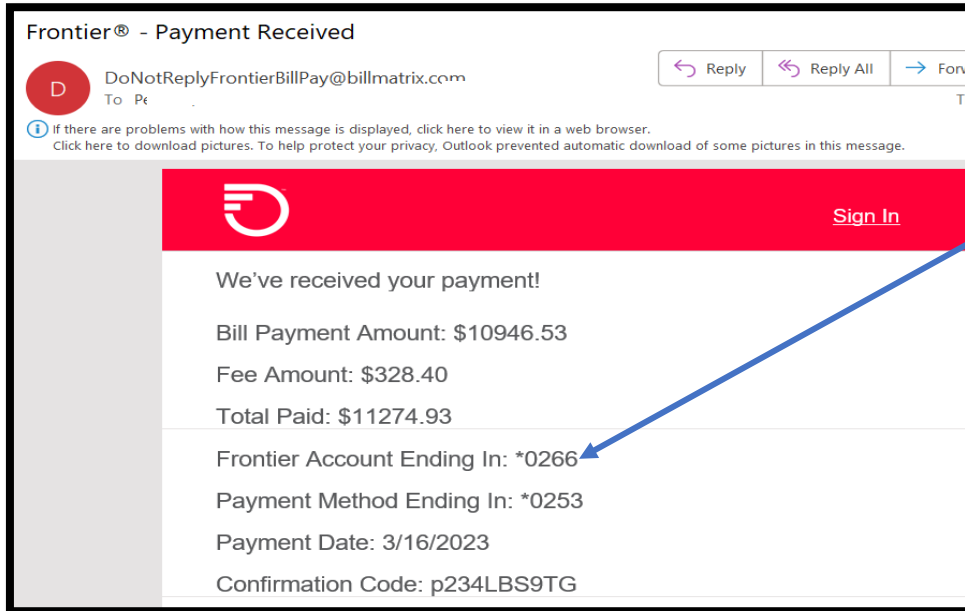
Created By	Status	Payment Reference	
tpp052@ftr.com	Authorized	7da901a2-a5b9-4b5a-84f5-8958161bad12	View
tpp052@ftr.com	Authorized	75d8e042-791a-47e4-93cd-96130a9873ea	View

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.)

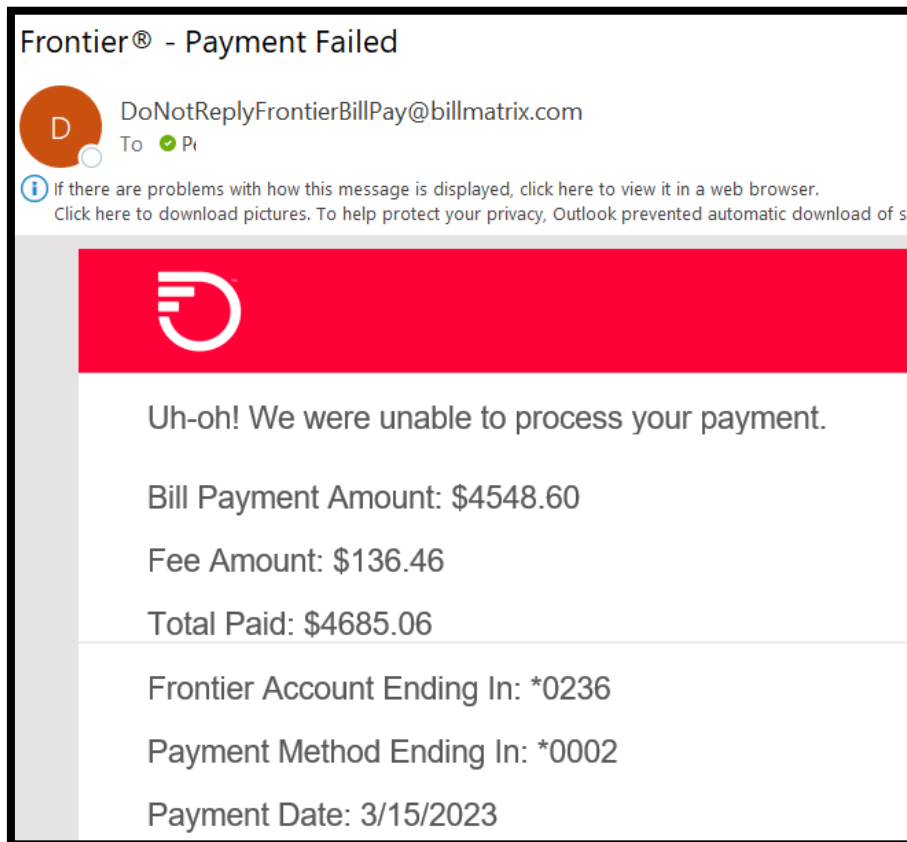


An email from DoNotReplyFrontierBillPay@billmatrix.com is sent confirming a successful payment.



Frontier Account shown in email is last 4 digits of the Group Account Number (GAN), not the Summary Account.

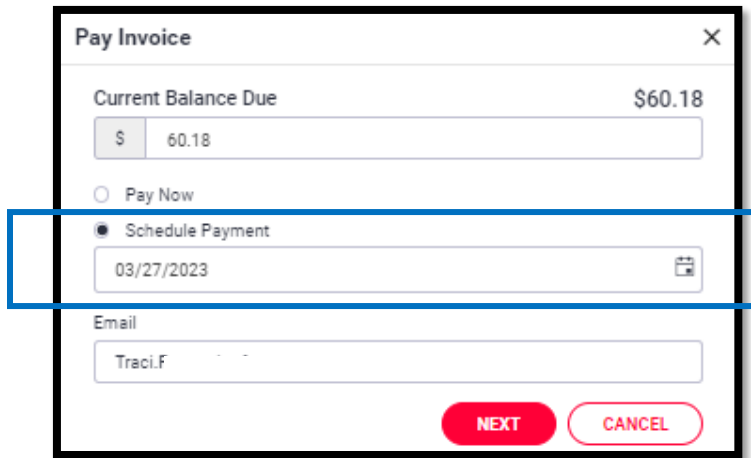
An email will also be sent if the payment is not successful. See example below.



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.

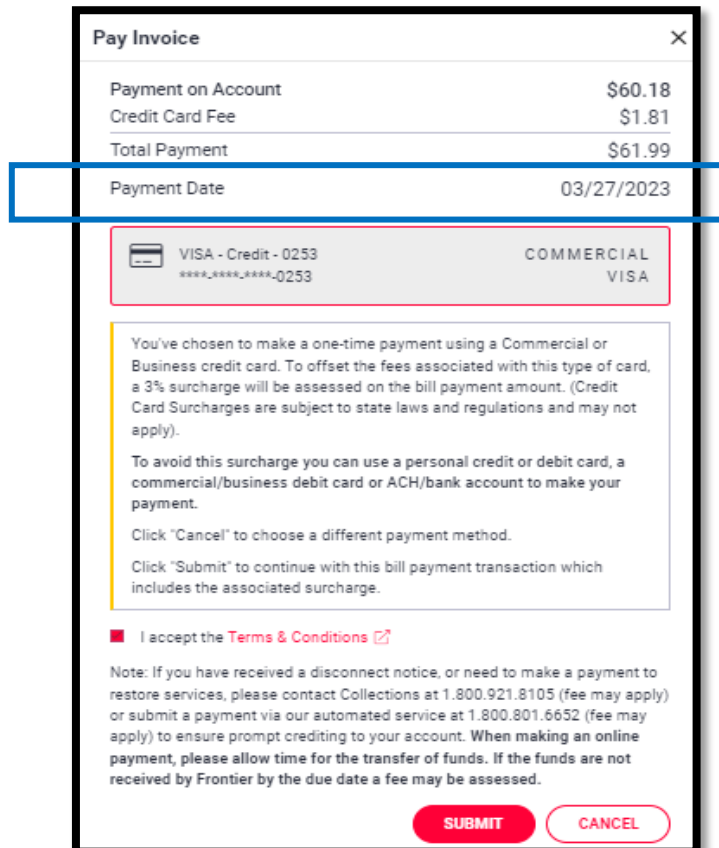
After choosing the future payment date, click **NEXT** to proceed with payment.



The screenshot shows a 'Pay Invoice' window with a current balance due of \$60.18. The 'Schedule Payment' option is selected, and the date 03/27/2023 is entered. The email address Traci.F is also visible. The 'NEXT' button is highlighted.

Current Balance Due	\$60.18
\$	60.18
<input type="radio"/> Pay Now	
<input checked="" type="radio"/> Schedule Payment	
03/27/2023	
Email	Traci.F

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



The screenshot shows a 'Pay Invoice' window with a total payment of \$61.99 and a scheduled payment date of 03/27/2023. The payment method is VISA - Credit - 0253. A warning message is displayed regarding a 3% surcharge for commercial or business credit cards. The 'SUBMIT' button is highlighted.

Payment on Account	\$60.18
Credit Card Fee	\$1.81
Total Payment	\$61.99
Payment Date	03/27/2023

VISA - Credit - 0253
COMMERCIAL VISA

You've chosen to make a one-time payment using a Commercial or Business credit card. To offset the fees associated with this type of card, a 3% surcharge will be assessed on the bill payment amount. (Credit Card Surcharges are subject to state laws and regulations and may not apply).

To avoid this surcharge you can use a personal credit or debit card, a commercial/business debit card or ACH/bank account to make your payment.

Click "Cancel" to choose a different payment method.

Click "Submit" to continue with this bill payment transaction which includes the associated surcharge.

I accept the [Terms & Conditions](#)

Note: If you have received a disconnect notice, or need to make a payment to restore services, please contact Collections at 1.800.921.8105 (fee may apply) or submit a payment via our automated service at 1.800.801.6652 (fee may apply) to ensure prompt crediting to your account. When making an online payment, please allow time for the transfer of funds. If the funds are not received by Frontier by the due date a fee may be assessed.



The **Payments Requested via Enhanced Online Billing** screen will show the Scheduled Date of payment.

Request Date	Scheduled Date	Account	Confirmation Code	Payment on Account	Credit Card Fee	Total Payment
3/16/2023 10:35:50 PM	03/27/2023	76019	R2322222222NWCR	\$60.18	\$1.81	\$61.99

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.

Bill Month	Bill Date	Due Date	Summary Account	Summary Account Name	Balance as of Last Bill	Payments Applied	Adjustments Applied	Current Balance Due
February 2023	02/16/2023	03/12/2023	760197		\$396.50	\$0.00	\$0.00	\$396.50

Click the **Cancel Payment** box and hit **SAVE**.

Manage Scheduled Payments

Scheduled Payments

Payment Amount: \$60.18

Payment Date: 03/27/2023

Commercial - VISA - 0253
**** * -0253

COMMERCIAL VISA

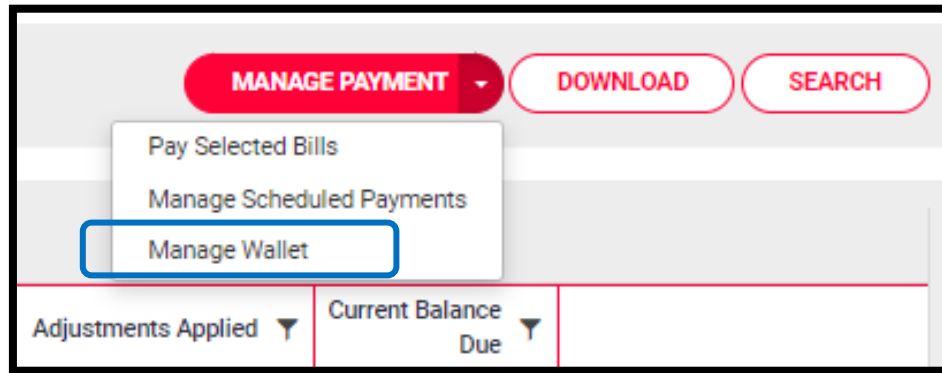
Cancel Payment

SAVE **CANCEL**

After the payment cancellation is processed, the scheduled payment will be removed from the **Payments Requested via Enhanced Online Billing** screen

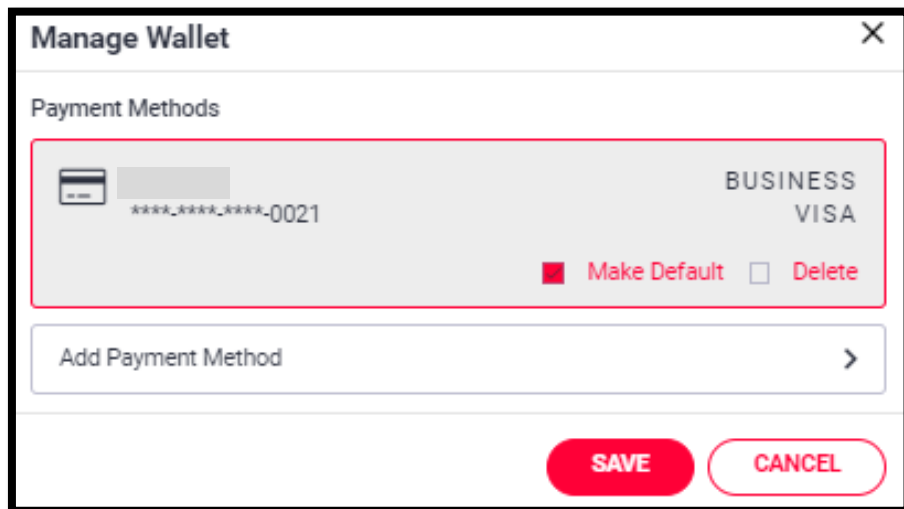
MANAGE PAYMENT WALLET

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).

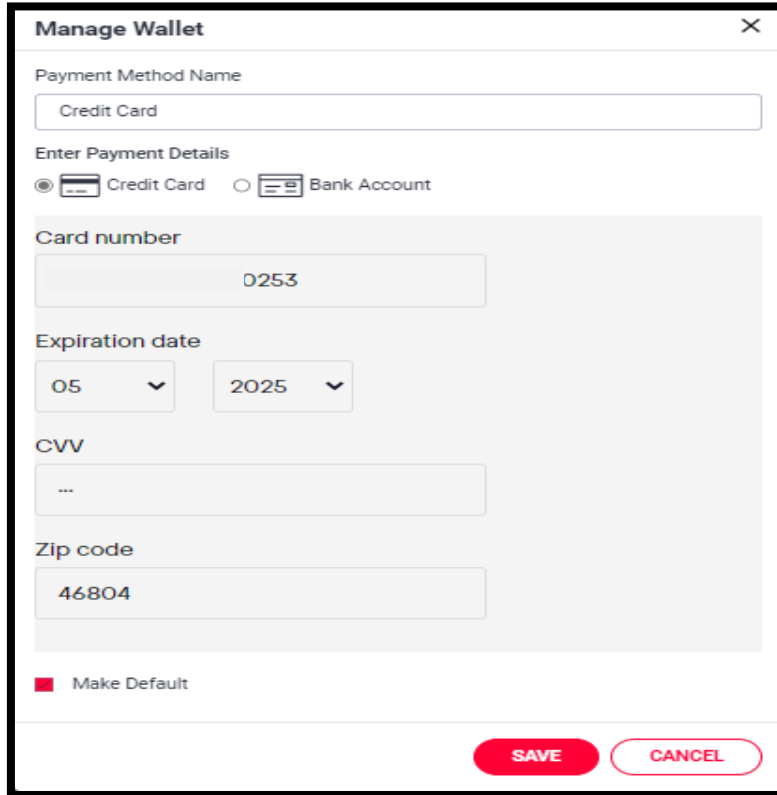
Saved payment methods can be deleted also.



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

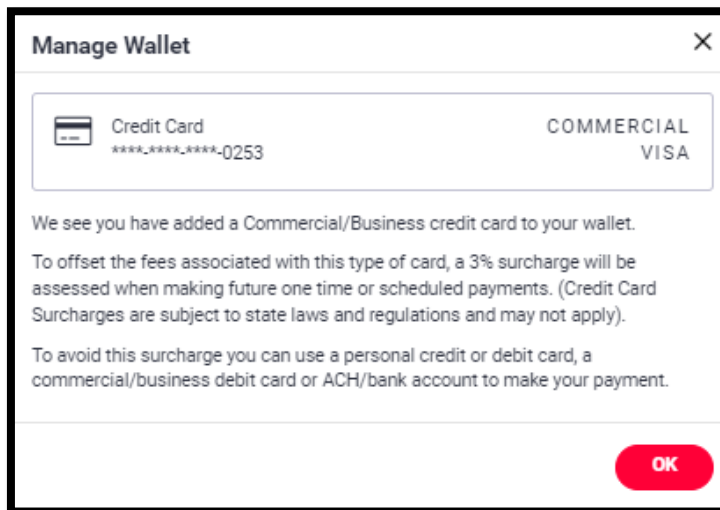
After entering card information, click **Make Default** box, if appropriate. Click **SAVE** when finished.



The screenshot shows a 'Manage Wallet' dialog box with the following fields and options:

- Payment Method Name:** Credit Card
- Enter Payment Details:** Radio buttons for Credit Card and Bank Account.
- Card number:** 0253
- Expiration date:** 05 / 2025
- CVV:** ...
- Zip code:** 46804
- Make Default:**
- Buttons:** SAVE and CANCEL

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. Click **OK** to accept fee.



The screenshot shows a 'Manage Wallet' dialog box with the following content:

- Card Summary:** Credit Card, COMMERCIAL VISA, ****_*_*_*_*_0253
- Message:** We see you have added a Commercial/Business credit card to your wallet. To offset the fees associated with this type of card, a 3% surcharge will be assessed when making future one time or scheduled payments. (Credit Card Surcharges are subject to state laws and regulations and may not apply). To avoid this surcharge you can use a personal credit or debit card, a commercial/business debit card or ACH/bank account to make your payment.
- Button:** OK



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.

Manage Wallet

Payment Method Name

Checking Account

Enter Payment Details

Credit Card Bank Account

First name

Last name

Bikes & More

Routing number

074999444

Bank account number

123456789

Checking or savings account

Checking

Personal or business account

Business

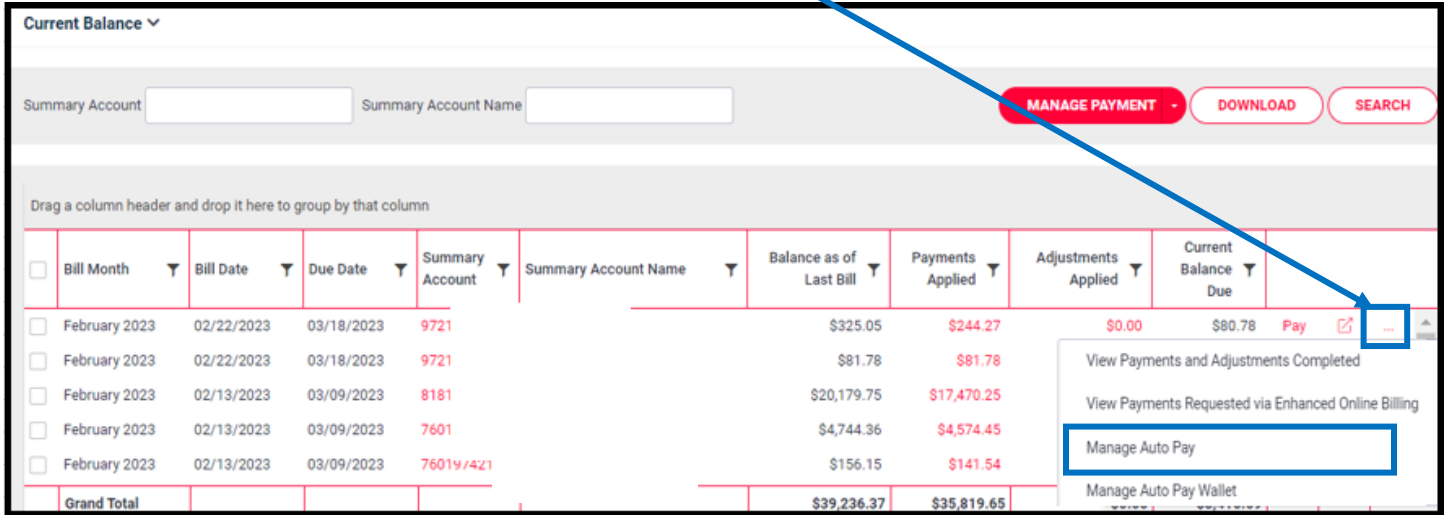
Make Default

SAVE **CANCEL**

ESTABLISHING AUTO PAY

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

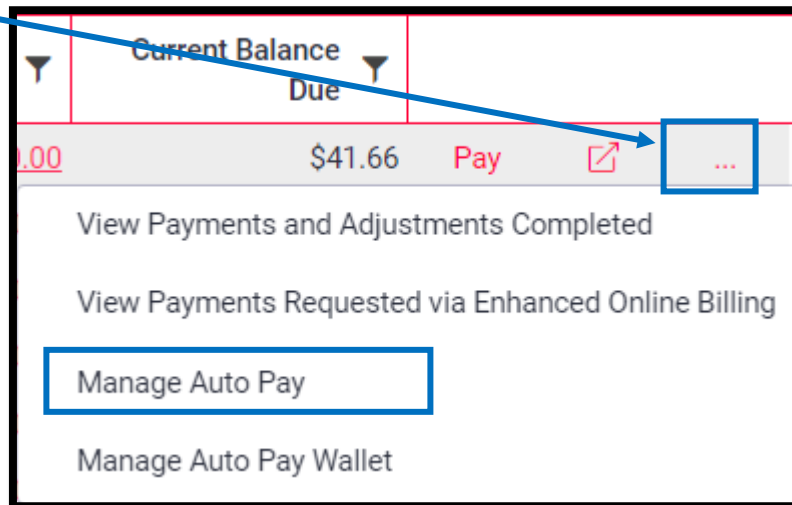
For the desired Summary Account, click on the **3 DOTS** on the right side of the screen to open the available actions. Click on **MANAGE AUTO PAY**.



The screenshot shows the 'Current Balance' screen with a table of bills. A blue arrow points from the text above to the '3 DOTS' icon in the table row. A dropdown menu is open, showing several options, with 'Manage Auto Pay' highlighted by a blue box.

Bill Month	Bill Date	Due Date	Summary Account	Summary Account Name	Balance as of Last Bill	Payments Applied	Adjustments Applied	Current Balance Due
February 2023	02/22/2023	03/18/2023	9721		\$325.05	\$244.27	\$0.00	\$80.78
February 2023	02/22/2023	03/18/2023	9721		\$81.78	\$81.78		
February 2023	02/13/2023	03/09/2023	8181		\$20,179.75	\$17,470.25		
February 2023	02/13/2023	03/09/2023	7601		\$4,744.36	\$4,574.45		
February 2023	02/13/2023	03/09/2023	76019/421		\$156.15	\$141.54		
Grand Total					\$39,236.37	\$35,819.65		

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



The close-up view shows the dropdown menu for the '3 DOTS' icon. The 'Manage Auto Pay' option is highlighted with a blue box.

Current Balance Due
\$0.00
\$41.66

- View Payments and Adjustments Completed
- View Payments Requested via Enhanced Online Billing
- Manage Auto Pay**
- Manage Auto Pay Wallet

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**.

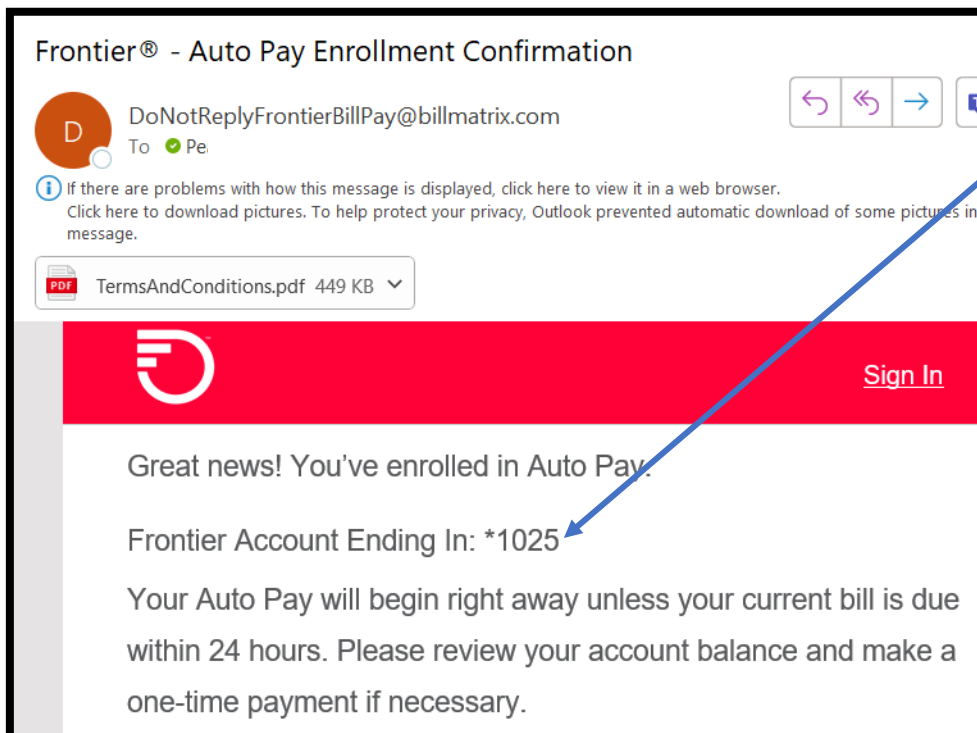
On the next screen, enter debit card, credit card or bank account information, click **Make Default** box, if appropriate. For business bank accounts, enter account name in the **Last Name** field.

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 DoNotReplyFrontierBillPay@billmatrix.com is sent confirming a successful enrollment in Auto Pay.

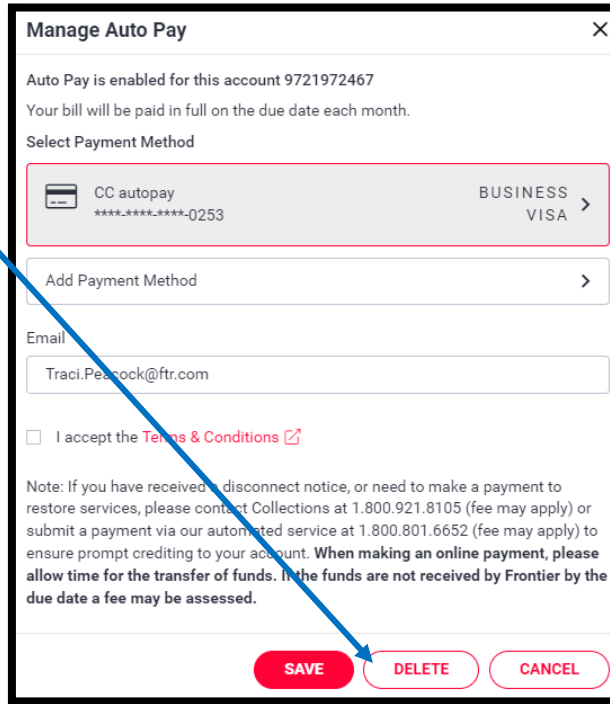


Frontier Account shown in email is not the Summary Account.

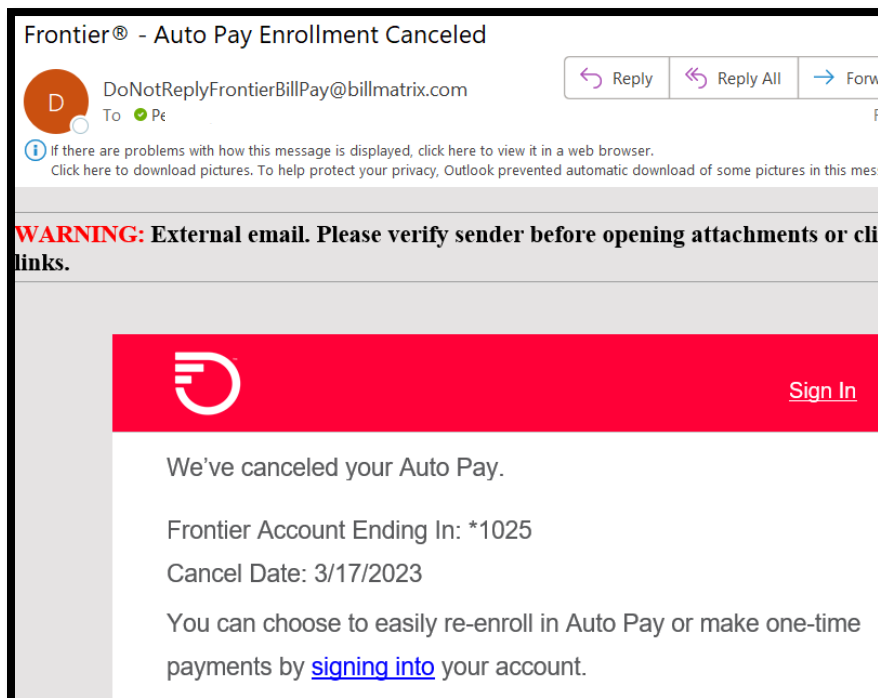


To disable Auto Pay on a Summary Account, click on the **3 DOTS** on the right side of the screen to open the available actions. Click on **MANAGE AUTO PAY**.

Click **DELETE**.



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.

Current Balance ▾


Summary Account Summary Account Name MANAGE PAYMENT ▾ DOWNLOAD SEARCH

Drag a column header and drop it here to group by that column

<input type="checkbox"/>	Bill Month ▾	Bill Date ▾	Due Date ▾	Summary Account ▾	Summary Account Name ▾	Balance as of Last Bill ▾	Payments Applied ▾	Adjustments Applied ▾	Current Balance Due ▾		
<input type="checkbox"/>	February 2023	02/22/2023	03/18/2023	9721972		\$325.05	\$244.27	\$0.00	\$80.78	Pay	...
<input type="checkbox"/>	February 2023	02/22/2023	03/18/2023	9721970		\$81.78	\$81.78				
<input type="checkbox"/>	February 2023	02/13/2023	03/09/2023	8181972		\$20,179.75	\$17,470.25				
<input type="checkbox"/>	February 2023	02/13/2023	03/09/2023	7601974		\$4,744.36	\$4,574.45				
<input type="checkbox"/>	February 2023	02/13/2023	03/09/2023	7601974		\$156.15	\$141.54				
Grand Total						\$39,236.37	\$35,819.65				

- View Payments and Adjustments Completed
- View Payments Requested via COBRA
- Manage Auto Pay
- Manage Auto Pay Wallet

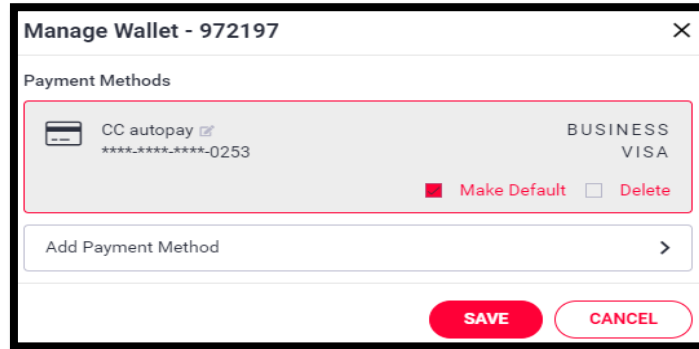
Below is a close-up view of the right side of the screen showing the action items available under the **3 DOTS**:

Current Balance Due ▾
\$0.00 \$41.66 Pay  ...
View Payments and Adjustments Completed
View Payments Requested via Enhanced Online Billing
Manage Auto Pay
Manage Auto Pay Wallet

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 chosen Summary Account 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
05/30/2024	All	Initial Version – Enhanced Online Billing

DISCLAIMER: THIS DOCUMENTATION IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT OBLIGATE FRONTIER TO PROVIDE SERVICES IN THE MANNER DESCRIBED IN THIS DOCUMENT. FRONTIER RESERVES THE RIGHT AS ITS SOLE OPTION TO MODIFY OR REVISE THE INFORMATION IN THIS DOCUMENT AT ANY TIME WITHOUT PRIOR NOTICE. IN NO EVENT SHALL FRONTIER OR ITS AGENTS, EMPLOYEES, DIRECTORS, OFFICERS, REPRESENTATIVES OR SUPPLIERS BE LIABLE UNDER CONTRACT, WARRANTY, TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE OF FRONTIER), OR ANY OTHER LEGAL THEORY, FOR ANY DAMAGES ARISING FROM OR RELATING TO THIS DOCUMENT OR ITS CONTENTS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.