



Welcome to the Frontier CABS Bill Portal

URL: <https://cwp.frontier.com/cabsbillportal/login>

Required Web Browser: Microsoft Edge or Google Chrome

The following provides step-by-step instructions on how to access the CABS Bill Portal to retrieve Invoices, including the Customer Service Record (CSR), for BANs billed in the Frontier Carrier Access Billing System (CABS).

For assistance with the Frontier CABS Bill Portal, please email CABSBill_Inquiry@ftr.com



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REGISTRATION

New customers should receive a Welcome email from Frontier providing a Username and a link to establish a Password. If the Welcome email is not received, customers can submit a registration form to receive their assigned Username.

Click **REGISTER** on the **SIGN IN** screen to submit a request to be assigned a Username for the Frontier CABS Bill Portal.

Frontier CABS Bill Portal

Username

Password

SIGN IN [Forgot Password](#)

For assistance signing in to your account, please send email to CABSBill_Inquiry@ftr.com.

To request access to the Frontier CABS Bill Portal, please click on REGISTER.

REGISTER



Complete the registration screen and click **SUBMIT**.

Frontier CABS Bill Portal

New User Registration

Company Name

Billing Account Number (BAN) – Use comma to separate BANs if more than one.

Contact Name

Contact Phone

Contact Email

You will be contacted if there are any questions regarding your Registration information. An email will be sent to you providing your assigned User ID and link to set up your Password.

SUBMIT

A confirmation email will be sent acknowledging that a Registration form was submitted to Frontier.

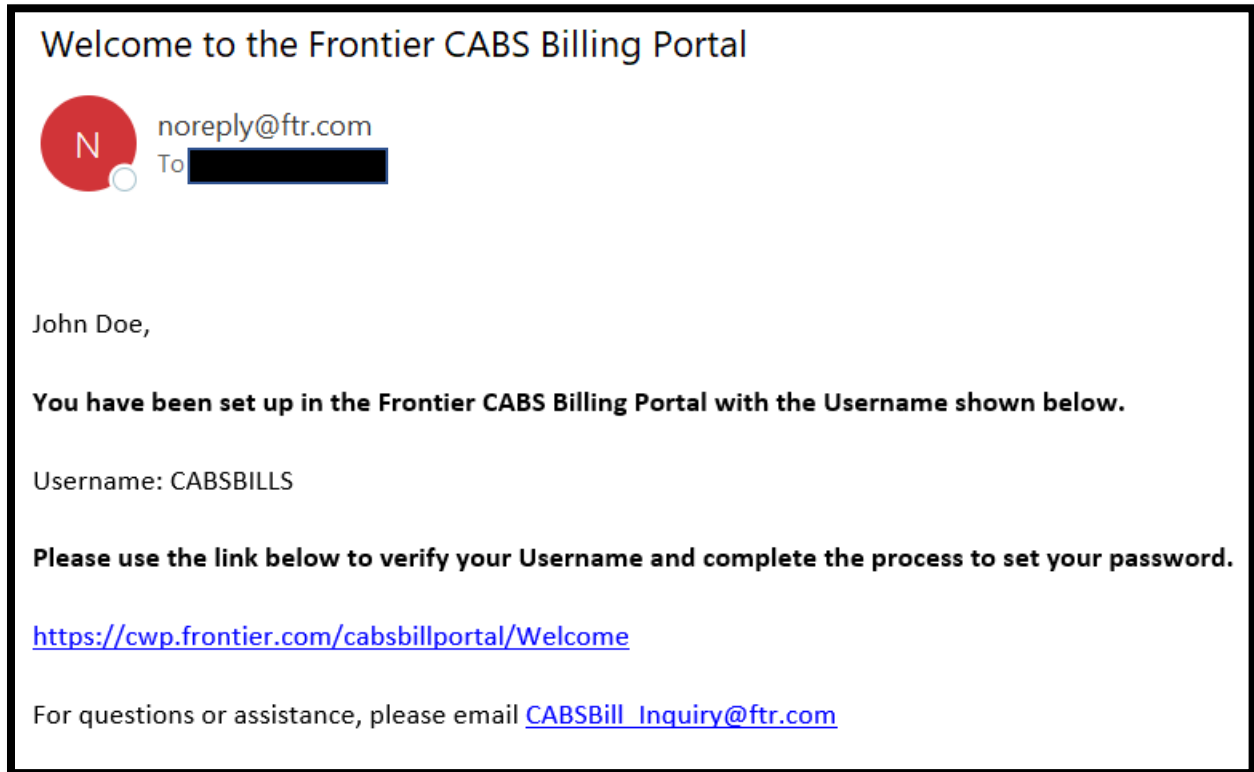
If Frontier has any questions regarding your registration, we will contact you.

After Frontier assigns a Username in the portal for your BANs, a **Welcome Email** will be sent to the Contact Email provided on the Registration form.

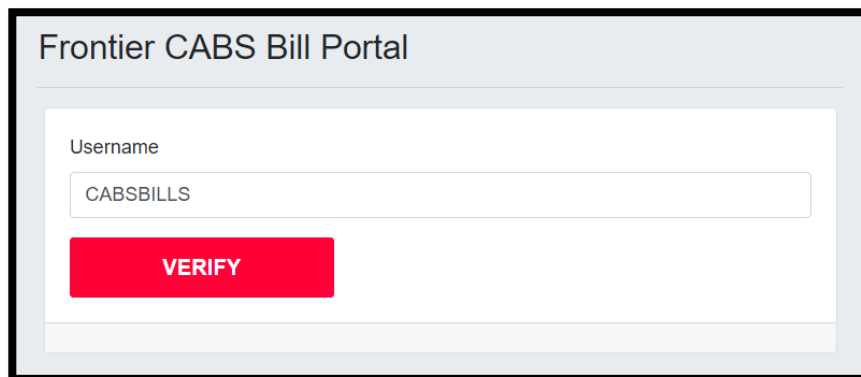


OBTAINING PORTAL CREDENTIALS

The **Welcome Email** sent to new users of the Frontier CABS Bill Portal provides the assigned Username and a link to establish a Password. See example email below.

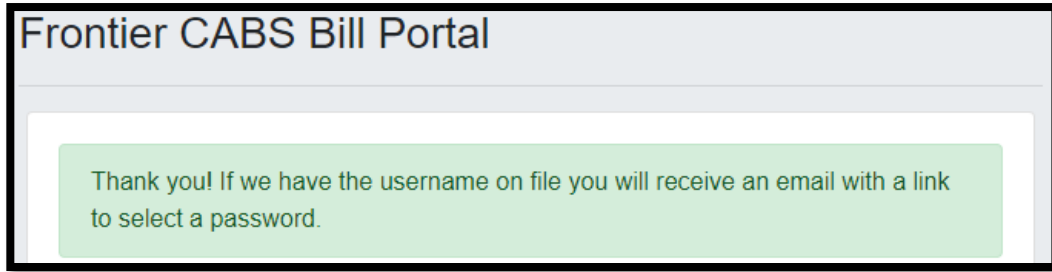


To establish a Password, click the link in the email (<https://cwp.frontier.com/cabsbillportal/Welcome>), enter the assigned Username and click **VERIFY**.

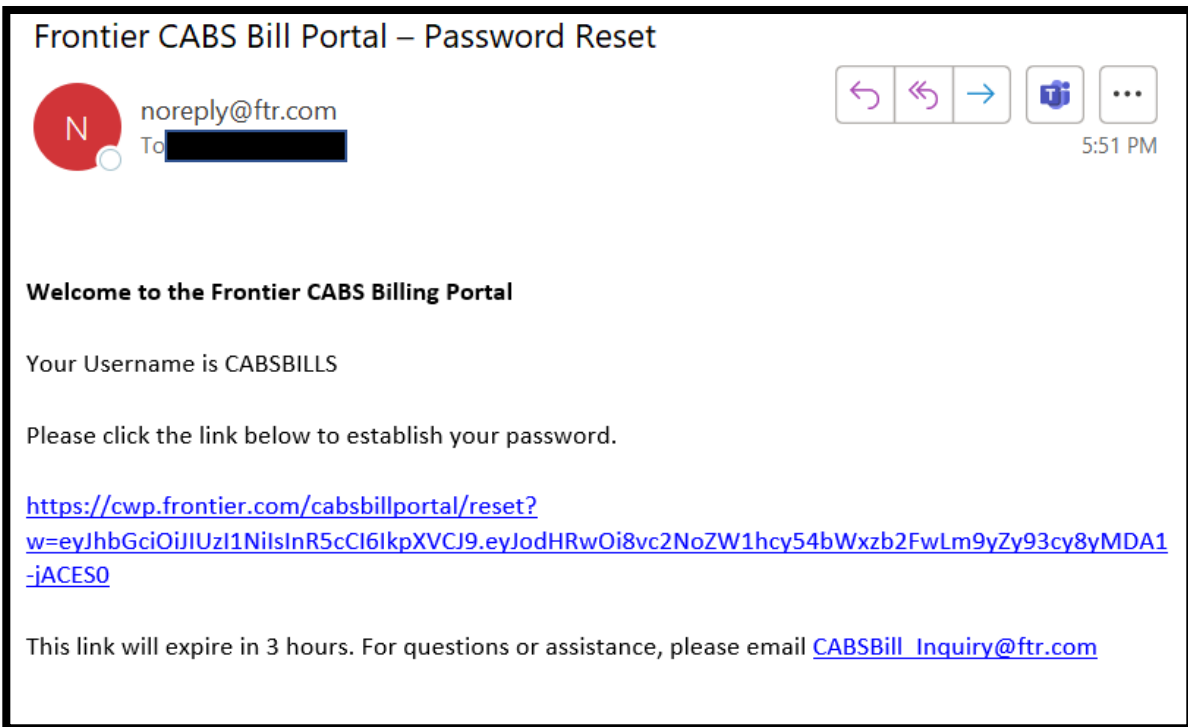




The following message is displayed on the screen.



If the Username was entered correctly, an email will be sent with a link to establish your Password. See example email below. The link is unique to every user and cannot be shared among users.



To establish your Password, click the link in the email.



Enter your Password in both boxes on the following screen and click **SUBMIT**.

Enter new password to continue.

Please enter new password of 8 or more characters with at least one uppercase letter, one lowercase letter and one number.

New Password


Confirm Password

SUBMIT

If the Password was successfully established, the following message will display on screen and an email will be sent to the Email address on file for the Username.

Thank you! Your password was set successfully. Please go to the portal to sign in. [Frontier Customer Portal](#)

Frontier CABS Bill Portal – Password Changed

 noreply@ftr.com
To [REDACTED]

John Doe,

We processed a request to change your password in the Frontier CABS Bill Portal.

If you did not submit this request, please email [CABSBill Inquiry@ftr.com](mailto:CABSBill_Inquiry@ftr.com)

Thank you for doing business with Frontier!

Automatic Message - Do Not Reply



CABS BILL PORTAL SIGN-IN

After you have established your Password, access the Frontier CABS Bill Portal sign-in screen at the following URL:

<https://cwp.frontier.com/cabsbillportal/login>

On the Sign-In screen, enter the assigned Username and the Password you established and click **SIGN IN**.

Frontier CABS Bill Portal

Username
CABS BILLS

Password

SIGN IN [Forgot Password](#)

For assistance signing in to your account, please send email to CABSBill_Inquiry@ftr.com.

To request access to the Frontier CABS Bill Portal, please click on REGISTER.

REGISTER

NOTE: If you have forgotten your Password, click “**Forgot Password**” to establish a new password.



ACCESSING CABS INVOICES

After sign-in, the “**CABS Invoices**” screen is displayed. The Portal provides up to 13 rolling months of Invoices with Customer Service Records for each BAN. All BANs assigned to your Username will be displayed in a list.

To view the invoices for a BAN, click the box displaying the BAN number. The Invoices are listed by **Month/Year**, for example “09/2022” represents the September 2022 invoice. The most recent invoice date is displayed first.

To open an Invoice file, click on the box for the desired **Month/Year**. The Invoice with CSR file will open in a separate browser window as a PDF file.

Use the **PRINT** and **SAVE** functions provided by the browser to print or download the Invoice file.

The screenshot shows the 'CABS Invoices' interface. At the top, there are tabs for 'CABS Invoices' and 'Manage Profile'. Below the tabs, there is a 'Show 10 entries' dropdown and a 'Search:' input field. The main content area displays a table with two columns: 'BAN' and 'Invoice Month / Year'. The first row shows BAN '6001' with a 'D3' dropdown. The second row shows BAN '6001' with an 'S3' dropdown. Below the table, there is a grid of 13 boxes representing invoice months from 09/2022 to 09/2021, each with a document icon.

To find a specific BAN quickly, begin entering the BAN value in the **SEARCH** box. The list of BANs will shrink to match the information entered in the **SEARCH** box.

This screenshot shows the same 'CABS Invoices' interface as the previous one, but with the 'Search:' input field containing the text '5700'. The table below now only displays two rows: BAN '5700' with a 'D3' dropdown and BAN '5700' with an 'S3' dropdown. The rest of the interface, including the 'Show 10 entries' dropdown and the grid of invoice months, remains the same.



PROFILE MANAGEMENT

The “**Manage Profile**” screen allows a user to update the following customer profile fields:

- **Contact Name**
- **Username** – allows user to change the Username assigned by Frontier.
- **Contact Email**
- **Contact Phone**
- **Bill Ready Email** – **To receive monthly email when the invoice for a BAN is available, check the box.**

The screenshot shows a web form titled "Manage Profile" with a navigation menu containing "CABS Invoices" and "Manage Profile". The form fields are as follows:

Company Name	
Test Company	
Contact Name	Username
John Doe	CABS BILLS
Contact Email	Contact Phone
xxxxx.xxxx@company.com	2604449999

Bill Ready Email- Yes, please send me a monthly email reminder that my bill is ready.

SUBMIT [Reset Password](#)

Update the appropriate fields and click **SUBMIT**. If the updates were allowed, a success message will display on screen.

The screenshot shows a success message displayed in a green box:

Your update was saved.




An email will be sent to the Contact Email documenting the field values which were updated on the “**Manage Profile**” screen.

If the Contact Email was updated on the “**Manage Profile**” screen, the documentation email is sent to the new and prior Contact Email.

Below is an example of an email documenting changes to user information. In this example, only the Contact Phone number was updated.

(**NOTE:** the Contact Email is obscured in this example for privacy reasons.)

Frontier CABS Bill Portal – User Information Changed

 noreply@ftr.com
To

John Doe,

We have received a request to change information in the Frontier CABS Bill Portal.

Username	CABSIBILLS
Contact Name	John Doe
Contact Email	
UPDATED Contact Phone	2604449998
Send Bill Ready Notice	ON

If you did not submit this request, please email CABSBill_Inquiry@ftr.com

Thank you for doing business with Frontier!

Automatic Message - Do Not Reply



CHANGE LOG

Date	Page	Revision
09/14/2022	All	Initial Version

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