



Carrier Customer Bulletin

Date of Bulletin: April 17, 2017
Notice #: CCBFTR01368
Audience: CLEC, Reseller - Doing Local Wholesale Business in CTF
Acquired California, Texas and Florida
Subject: Incorrect Previous Balance Shown on April Local Services
Billing Statements Cycles 1, 4, 7, 10
Date Effective: Immediately

Frontier Communications is providing notification of a local services billing statement error impacting the line amounts shown as Previous Balance, Balance Forward and Total Amount Due, on most April bill statements (paper and electronic) for CTF Acquired California accounts in cycles 1, 4, 7 and 10 and CTF Acquired Texas and Florida accounts in cycle 1, 4 or 7.

The cause of the issue has been identified and the necessary corrective actions have been implemented to the impacted billing statement files. Updated billing statements for the impacted customers will be generated, in paper form only, and emailed directly to the billing contacts on file no later than April 28, 2017. Impacted electronic billing statements will not be regenerated.

Frontier apologizes for any inconvenience to our impacted customers.

If you have questions regarding the information provided in this notice, please contact your assigned Frontier Wholesale Claims & Collections Representative or email: wholesale.notifications@ftr.com.

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