



# Billing Services for Local & Access Wholesale Customers

## **In this document:**

- [Billing Systems](#)
- [How to Read Your Bill](#)
- [Inquiries, Claims & Adjustments](#)
- [Summary Bill Master](#)
- [BDT Delivery](#)
- [Billing Escalation Process](#)
- [Collection Process](#)
- [Change Log](#)

Frontier Communications  
Rochester, NY  
Jurisdiction: All Properties  
Effective Date: 05/01/2013  
Revised Date: 07/01/2021

## Billing Systems

**Carrier Access Billing System (CABS)**—processes service orders for UNE CLECs and Interexchange carriers, price services, renders bills and other billing media, posts payments and adjustments.

**DPI**—is the billing system for local wholesale billing. DPI receives information from other systems, process that information and produces customer bills. DPI gathers, sorts, and verifies customer account information including usage data, payment information, adjustment information, monthly and one-time service charge information, and applies taxes. DPI uses the industry standard format, BOS (Billing Output Specifications) to format bills. Bills generated through DPI are available online for viewing purposes using Globys. To gain access to Globys, contact our Billing Center at 1-844-216-6420.

## How to Read Your Bill

For information on how to read your local access bill, please refer to the following document: [How to Read Your Local Bill](#)

---

## Inquiries, Claims & Adjustments

### CABS (All Territories) and Local Billing (All Territories)

If a CLEC has a billing claim, Frontier shall request that the CLEC submit the claim using the provided Frontier Claims Template document. The form should be emailed to [wholesale.claims@ftr.com](mailto:wholesale.claims@ftr.com).

Claims will be acknowledged within 2 days of receipt; and a resolution provided within 30 days of receipt.

If a CLEC has an inquiry or a general question about bill copy requests, or bill explanations, they may call 1-844-216-6420.

[Frontier Claims Template](#)

## Summary Bill Master

CLEC's receive a single Summary Bill Master (SBM) bill per billing cycle, which includes charges for MRC/NRC and usage charges. The End User (EU) number serves as the billing number for the CLEC account; resold charges are transferred to the SBM based on the EU billing cycle.

Note: Billing of installation charges on multiple billing statements, often referred to as installment billing, is prohibited.

---

## BDT Delivery

Billing Data Tape (BDT) for Local services billed from the Legacy OSS will be delivered via paper unless BDT via FTP or NDM has been previously established.

BDT via CD is no longer available.

If you wish to establish an electronic delivery connection, please complete and submit the [Billing Feed Connectivity Form](#).

---

## Billing Escalation Process

- To begin Escalation Process, contact the Toll Free Number 1-844-216-6420 and speak with your Billing Administrator (BA) to discuss the issue. Your BA should be able to resolve the issue or make a commitment to get back to you with a resolution.
  - If the BA cannot assist with the issue or the commitment time is unacceptable you may request to speak to the Billing Specialist.
  - If the Billing Specialist is unable to resolve the issue or the commitment time is unacceptable you may request to speak to a Manager.
  - In the unlikely event the Manager is unable to resolve the issue; the escalation will be referred to the Vice President for review and response.
- 

## Collections Process

The CLEC must pay all undisputed Frontier charges when due. Frontier reserves the right to take any lawfully available action (including without limitation the assessment of late payment charges or security deposits, and suspension or termination of service, as applicable) for failure to pay undisputed charges in a timely manner. Contact your Billing Center at 1-844-216-6420 with any questions.

---

## Change Log

Date	Page Number	Change
12/03/14	2, 3	Update embedded link URLs to new domain, corrected connectivity email address
12/10/14	2	Add Connecticut to Service Territories covered
10/30/15	2, 4	Update Inquiries, Claims & Adjustment section with new template and contact TN, Update contact TN in all sections
07/01/2021	All	Update embedded links

Note: The terms and conditions of certain of the services described above are set forth in full detail on private agreements. The above summary is provided for your information and reference only. However, the actual terms, conditions, restrictions, limitations and the like for private agreements will be those set forth in the agreement between the customer and Frontier and shall govern over any inconsistent provisions set forth herein. All services are not available in all areas, and are subject to availability of facilities and equipment. Please contact your Account Manager for details.

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.