



Wholesale Billing Claims Process

Web Portal User Guide

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Wholesale Billing Claims-Web Portal User Guide_v1



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[Introduction:](#)

On July 1st, 2011, Fidium Fiber mechanized the billing claims validation process, which will assist in verifying data submitted in claims and improve the wholesale dispute resolution process. This process will allow Wholesale customers to automatically upload a wholesale claim dispute spreadsheet and receive immediate filing confirmation through the Wholesale Customer Portal link shown below. Using this process will allow for account reconciliation benefits:

Key Benefits of Automated Process:

- **Timely upload and claim management**
- **Late Payment Charge Exclusion**
- **Accurate Arrearage Reporting**
- **Customer Claim Tracking Numbers**

Fidium will automatically reject or deny a wholesale claim that is incomplete and will request that the customer supply the missing element(s) and resubmit the claim via the wholesale dispute resolution process. The rejection notification through the Wholesale Customer portal will be immediate identifying certain parameters entered that may need correction.

Key elements to verify before submitting a claim:

- *Ensure all required fields appearing in the Section III table are complete*
- *Ensure all data populated in the fields subject to validation is complete and accurate*
- *Review the Claim Type to determine if the selected Claim Type requires a Circuit ID/CLL/WTN or PON*
- *Ensure the selected Bill Date reflects the charges in dispute*

All claims should be formatted to conform to the Fidium Fiber "Wholesale Billing Claims Spreadsheet." This spreadsheet will be sent back to customers containing the resolution for the submitted claim.

When Fidium receives a claim spreadsheet through the Wholesale Customer Portal each claim entry on the spreadsheet will be investigated at the same time. A single spreadsheet with multiple line items will be referred to as a "Batch" and will be assigned a "Batch ID" for future reference to each spreadsheet uploaded. The Fidium Desktop System will provide an initial response to all claims listed in the spreadsheet at the same time, which Fidium refers to as a "Batch Level" response via email notification.

Spreadsheets are required to be issued via the Wholesale Customer Portal. Disputes issued via the Fidium Fiber Wholesale Billing mailbox will not receive immediate email.



- [Section I – Wholesale Billing Claims Web Portal Log In](#)

[Restricted User Sign In:](#)

Registered Users will sign in from the homepage of the Wholesale Billing Claims Web Portal site by accessing the below address.

<https://wcp.fidium.com/>

User will be prompted for an assigned User ID and pass code for entry.

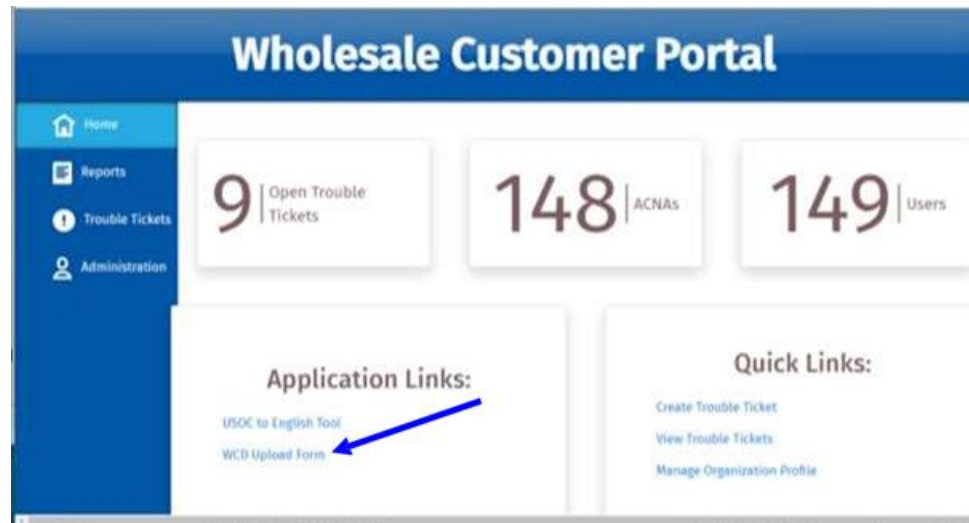
Click "Sign In"

The Wholesale Sign In page will appear as shown below:

A screenshot of the Wholesale Customer Portal sign-in page. At the top left is the Fidium logo. Below it is a blue header bar with the text "Welcome to the Wholesale Customer Portal" in white. The main content area is white and divided into two columns by a vertical dashed line. The left column contains the text "Sign in using the button below to access the wholesale customer portal." and a purple "Log In" button. The right column contains the text "For Assistance:" followed by "Wholesale Help Desk: 1.877.648.3038" and the email address "WHD@consolidated.com". Below this are links for "Wholesale Customer", "Portal Administrator User", and "Guide". At the bottom of the main content area is a disclaimer: "Disclaimer: This system is solely for the use of Fidium customers, to inquire about and manage their accounts. Any other use is prohibited. In order to keep it secure, Fidium reserves the right to monitor use of this system, and to act as it deems appropriate to prevent, investigate, and prosecute misuse or fraud. The use of automated/robotic tools to access or utilize these applications is strictly prohibited." The footer is a blue bar with the text "© 2025 Fidium".



After Signing in, the user will see a link listed under Applications for Wholesale Billing Dispute Application.





[Section II – Wholesale Billing Claims Screen](#)

The Wholesale Billing Claims Screen allows a user to upload a spreadsheet to the Wholesale Claims Desktop for investigation. Upon successful upload, a notification will appear with an immediate email to follow, issued to the company contact identified on the spreadsheet, including the “Batch ID” and customer claim tracking number for reference.

To submit claims via the portal, the “Wholesale Billing Claims Spreadsheet” is the only Fidium spreadsheet for claim submission. The user should download the spreadsheet from this site and submit this spreadsheet for all claims.

Use of this process and claims spreadsheet will ensure accurate late payment exclusion, accurate aging reports and efficient processing of disputes.

A screenshot of the "Wholesale Customer Portal" web application. The page has a blue header with the title "Wholesale Customer Portal". On the left is a blue sidebar with white icons and text for "Home", "Reports", "Trouble Tickets", and "Administration". The main content area is white. At the top of this area is a yellow box with an information icon and text: "Upload your claim documents here. Note: The file must be a .xlsx or the file will be rejected. You must use the current claim upload template, which can be found [here](#)". Below this is a section titled "Claim File". It contains a "Choose File" button, the text "No file chosen", and an "Upload" button. At the bottom right of the page, there is a small copyright notice: "© 2024 Consolidated Communications".



SECTION III – WHOLESALE BILLING CLAIM SPREADSHEET

Customer Claim Contact Information Section:

Claim Entry Form Contact Information			
Name of field	Description	Required	Validated
Company Name	Name of Company filed by Dispute	Y	<u>Y</u>
Contact Name	Name of customer contact authorized to answer inquiries regarding the wholesale claim.	Y	N
Contact Phone	Telephone number of customer contact authorized to answer inquiries regarding the wholesale claim.	Y	N
Email Address	Email address of customer contact authorized to answer inquiries regarding the wholesale claim.	Y	N

Note: Click "Save as Default" to retain data entered. Saving the data entered in the Customer Claim Contact Information section will eliminate the need to repeat data on future single claims.



[Claim Detail Section:](#)

Claim Entry Form Requirements			
Name of field	Description	Required	Validated
Billing Account Number or BAN	The primary BAN used for billing that is associated with the wholesale claim. Example: Telephone Number format: (999)999- 9999 or 9999999999 Bill Account Number format: 207-888-9999-999, C11EQP9999999 or 999-M99-9999-999	<u>Y</u>	<u>Y</u>
Circuit ID	The identification of the physical connection of equipment between two given paths. Correct entries include Circuit ID, Common Language Location Identifier (CLLI), Working Telephone Number (WTN) or BTN. CLF format: 101/T3/KPSACA04A11/TVBSCAH0P20 CLS format: 86. HCGS.999999..GTEW Or 33. SDGS.999.999.9999	<u>Y</u>	<u>Y</u>
Purchase Order Number	Purchase Order Number associated with the wholesale claim.	N	N
ASR/LSR Number	Access/Local Service Request assigned to the customer account and associated with the wholesale claim.	N	N
Fidium Fiber Service Order Number	Fidium Fiber Service Order Number assigned to the customer account and associated with the wholesale claim.	N	N



Claim Entry Form Requirements			
Name of field	Description	Required	Validated
Claim Type	The appropriate Claim Type pertaining to the wholesale claim. The Single Claim form contains a drop down of acceptable Claim Types. • Blocking • Disconnect • Late Payment Charges • Monthly Recurring Charges • Non-Recurring Charges • Rates • Tax and Surcharges • Usage	<u>Y</u>	<u>Y</u>
Customer Claim Number	Claim number entered by the customer pertaining to the wholesale claim.	N	N
Dollar Value of Claim	Dollar amount the customer is disputing in the wholesale claim. Dollar amount must be aggregate figure reflecting claim line item.	<u>Y</u>	<u>Y</u>
Bill Date in Dispute	The Fidium Bill Date in which disputed charges appeared on the customer bill; acceptable entry formats include 1 or 2 digits for the month/day and 2 or 4 digits for the year. Ex. 04/01/11	<u>Y</u>	<u>Y</u>
Description of Claim	Additional detail and further explanation pertaining to the wholesale claim.	Y	N



Sample of Claim Spreadsheet:



Fidium Claims Spreadsheet

Company Name*		Legend	* Required field		
Contact Name*			** Required depending on Claim Type		
Contact Phone*					
Ext.					
Contact E-Mail Address*					
Billing Acct Number/BAN*	Circuit ID/CLLI/WTN**	Bill Date in Dispute*	Claim Type*	Claim Amount*	Description of Claim*
207M010001999	10.VLXP.11111.22.MJD	01/4/2024	NRC	111.11	Dispute description citing Guide, Tariff or contract



Section IV – Claim Types

As noted in Section V - [Spreadsheet Field Requirements and Validations](#)

The "Circuit /CLLI/WTN" and "PON" fields are required fields only in certain circumstances. These circumstances are identified in the chart below.

Claim Type Codes and Requirements for Validation

Claim Type			
Claim Type Code	Description	Circuit ID/CLLI/WTN Required (and Validated)	Purchase Order Number (PON) Required
BLK	Customer telephone line block is billing incorrectly.	Y	N
DISC	A circuit or line that is billing after the request of disconnection.	Y	Y
LPC	Invalid or incorrect Late Payment Charges appear on the customer bill.	N	N
MRC	Invalid or incorrect Monthly Recurring Charges appear on the customer bill.	Y	N
NRC	Invalid or incorrect Non-Recurring Charges appear on the customer bill.	Y	N
RAT	Invalid or incorrect Rates, per tariff or contract, appear on the customer bill.	Y	N
TAX	Invalid or incorrect Taxes/Surcharges appear on the customer bill.	N	N
USG	Invalid or incorrect Usage fees appear on the customer bill.	Y – For Access/Collocation and Resale Products only	N

Note: Claim Types are for all Product Services. Please enter the Claim Type code on the Wholesale Billing Claims Spreadsheet.



Section VII - Spreadsheet Acknowledgement:

After entering all the required data on the Fidium Fiber Wholesale Billing Claims spreadsheet and upon clicking "Upload Spreadsheet"; a successful acceptance or denial response will appear. If accepted, Fidium will acknowledge receipt of your claim with an email receipt.

Along with the immediate acknowledgement, all customer responses will contain with information pertaining to each submitted claim item via email. The email will acknowledge receipt of your claim with date submitted, provide the Batch ID, and customer tracking number.

If a customer has a claim involving multiple lines with a matching BAN, Bill Date in Dispute and Claim Type, Fidium will assign a single line level Tracking Number. Upon closure of claim each line item will contain a Batch ID and Line Item Tracking Number with pertinent details regarding resolution and closure.

Section VI – Resolution Status:

Fidium will respond to all claims using the standard Wholesale Billing Claim Spreadsheet and note all findings in the six additional fields denoted as "For Fidium Use Only". This data will be summarized in your Fidium Fiber Resolution Status Letter with the spreadsheet attached upon claim resolution.



Dispute Status Definitions:

Acknowledged	Claims under investigation
Cancelled	Claims cancelled due to internal Fidium Fiber Error
Duplicate	Claims where customer claim number has been duplicated with another claim
Escalation	Claims that require additional research before they can be resolved
Referral Processed	Claims where additional research has been completed pending "Resolved" status.
Rejected	Claims where additional research has been unable to be completed due to lack of information.
Resolved	Resolution letter has been e-mailed to initiator of claim
Closed	Claims pending adjustment/service order have processed. If payment is pending, claim has been referred to treatment.
Complete	Claims eligible for archive



Section VIII – Inquiries and Troubleshooting

Common Errors upon Upload:

- Formatting Errors (p. 6 &7)
- Date Fields must be 04/11/11 or 04/11/2011 for invoice in dispute
- Full Company Name
- Accepted Claim Types

Should additional difficulties occur please contact:

Wholesale Billing Department at: carrierbilling@fidium.com

Or at

866-925-8971 ext. 4