



350 S. Loop 336 W., Conroe, TX 77304 | consolidated.com | NASDAQ: CNSL

January 29, 2021

Morris L. Woodruff, Secretary
Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

RE: Consolidated Communications Enterprise Services, Inc. - Tariff Revision - PSC MO No. 1,
Rate Increases

Dear Secretary:

Enclosed for filing, Consolidated Communications Enterprise Services, Inc. d/b/a Consolidated Communications hereby submits the following tariff sheets with a proposed effective date of March 1, 2021.

Section 4 - Fifth Revised Sheet No. 33
Section 11 - Sixth Revised Sheet No. 53
Section 11 - Third Revised Sheet No. 60

The purpose of this filing is to make the following tariff changes:

- Residential Basic Local Telecommunication Service rate will increase by \$2.00 (Current access line rate is \$13.95 increasing to \$15.95)
- Residential Basic Local Telecommunication Service (including MCA Calling Scope) rate will increase by \$2.00 (Current access line rate is \$27.95 increasing to \$29.95)
- Voice Advantage and Voice Advantage II bundles will increase by \$2.50 (residential access line rate increase of \$2.00 and intrastate long distance minutes rate increase of \$0.50 as shown in CCES PSC MO. No. 2 tariff revisions effective 03-01-21).

A copy of the bill message language is attached and will be placed on applicable customer February bills.

Please contact me at the number below or Carrie Patterson at carrie.patterson@consolidated.com with any questions or concerns regarding this filing.

Regards,

Kevin J. Kastor

A handwritten signature in blue ink that reads "Kevin J. Kastor".

Director – Government Affairs

P: 936.788.7420

kevin.kastor@consolidated.com

BILL MESSAGES – CUSTOMER NOTIFICATION

RESIDENTIAL:

Residential Basic Local Telecommunication Service

NOTICE OF PRICE INCREASE

At Consolidated Communications we strive to keep you informed of any changes to your billing and service options. Effective with next month's bill, the access line rate will increase by \$2.00 per month.

We value your business and look forward to providing you with the best services possible. For more information, please call 1.844.YOUR.CCI (1.844.968.7224).

Voice Bundles for all Residential Customers

NOTICE OF PRICE INCREASE

At Consolidated Communications we strive to keep you informed of any changes to your billing and service options. Effective with next month's bill, the Voice Bundle rate will increase by \$2.50 per month.

We value your business and look forward to providing you with the best services possible. For more information, please call 1.844.YOUR.CCI (1.844.968.7224).

4. SERVICES (continued)

4.1 Basic Local Telecommunication Service (continued)

4.1.1 Description (continued)

Basic Local Telecommunication Service can be activated by equipment generating pulses (rotary); multi tones (touch) signal or when available, voice activated dialing to the switching equipment.

4.1.2 Rates

Description	Monthly Rate Per Line Charge
Residential Basic Local Telecommunication Service (MCA Calling Scope)	\$29.95 (I)
Residential Basic Local Telecommunication Service	\$15.95 (I)
Commercial Basic Local Telecommunication Service	\$30.00
Commercial Basic Local Telecommunications Service (MCA Calling Scope)	\$53.60

4.1.3 Vacation Rate Service

Vacation rate service is available upon advance notice. Basic Local Telecommunication Service will be placed on a half-rate basis for a period of not less than one calendar month, which corresponds to the billing period and not more than six months. This service applies where a subscriber closes his Residence or place of business for the above time and to schools if applied for during vacation.

4.1.4 Missouri School Discount Program

- A. A discount from standard monthly rates for Basic, Local Telecommunication Service may be allowed in connection with service furnished through the Missouri School Discount Program, pursuant to the Video Instructional Development and Educational Opportunity Program, as enacted by the Missouri State Legislature.
- B. Upon the Customer's request, a discount of twenty percent (20%) from standard monthly access line rates may be allowed to educational institutions within the Company's certified area, as determined in Paragraph 3 following.

11. Bundled Packages (Cont'd)

11.1 Voice Advantage Bundles² (Cont'd)

11.1.2 Regulations (Cont'd)

- K. The Voice Advantage Bundles are offered only to residential customers for the customer's personal, residential, non-business and non-professional use. Use of the Voice Advantage Bundle is prohibited for any profit or nonprofit commercial or governmental activities, including, but not limited to, activities related to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the Voice Advantage Bundle or any other activity that would be inconsistent with the normal residential voice-grade applications and usage patterns. If it is determined that the usage on the Voice Advantage Bundle is not consistent with residential applications or is otherwise prohibited as specified in this tariff, ExOp of Missouri, Inc., d/b/a FairPoint Communications will contact the customer and arrange a transfer to a business service or terminate service under the residential Voice Advantage Bundle. Additional restrictions may apply as provided elsewhere in the tariff.
- L. Customers enrolled in the Voice Advantage Bundles, who fail to pay the entire bundle rate due per month, will have all existing Voice Advantage Bundles converted to the applicable tariff rates for the individual services included in their bundle. Service charges will not apply for converting services back to their individual tariff rates. Such customers will not be permitted to re-enroll in the Voice Advantage Bundle until such time as all associated unpaid balances have been paid in full.
- M. Voice Advantage Bundle customers have the option of subscribing to Voice Mail* and Internet* products at discounted rates.

11.1.3 Monthly Rates and Charges

- A. Subscribers to any of the Voice Advantage Bundles may upgrade their bundle for an additional \$5.00 per month to include:
 - 1. Call Conferencing 3 Way
 - 2. Anonymous Call Rejection
 - 3. Call Back Busy Unlimited
 - 4. Call Return Unlimited
 - 5. Call Forward All Calls
- B. Voice Advantage Basic² \$31.92¹ (I)
- C. Voice Advantage Unlimited² \$31.92¹ (I)
- D. All IntraLATA and InterLATA minutes in excess of minutes included in the bundles \$.10 per minute*

* Service not regulated under this tariff

¹This price does not include the deregulated intralata and interlata components.

²Effective December 1, 2013, Voice Advantage Bundles will no longer be available to new customers. Existing Voice Advantage Bundles customers will be allowed to keep their Voice Advantage Bundles at their current service location under the same billing party. No changes to or additions of services to the existing Voice Advantage Bundles are allowed.

11. Bundled Packages (Cont'd)

11.3 Voice Advantage II Bundles (Cont'd)

11.3.2 Regulations (Cont'd)

ExOp of Missouri, Inc., d/b/a FairPoint Communications will contact the customer and arrange a transfer to a business service or terminate service under the residential Voice Advantage II Bundle. Additional restrictions may apply as provided elsewhere in the tariff.

- K. Voice Advantage II Bundle customers have the option of subscribing to Voice Mail* and Internet* products at discounted rates.

11.3.3 Monthly Rates and Charges

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|----|------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| A. | Voice Advantage II Basic | \$29.95 ¹ (I) |
| B. | Voice Advantage II 600 | \$29.95 ¹ (I) |
| C. | Voice Advantage II Unlimited | \$29.95 ¹ (I) |
| D. | All IntraLATA and InterLATA minutes in excess of minutes included in the bundles | \$.10 per minute* |
| E. | Subscribers to any of the Voice Advantage II Bundles may upgrade their bundle for an additional \$5.00 per month to include: | |
| | 1. | Caller ID |
| | 2. | Call Waiting |
| | 3. | Call Waiting ID |
| | 4. | Call Conferencing 3 Way |
| | 5. | Anonymous Call Rejection |
| | 6. | Call Back Busy Unlimited |
| | 7. | Call Return Unlimited |
| | 8. | Call Forward All Calls |

Not all features may be available in all areas

¹This price does not include the IntraLATA and InterLATA components which are provided by Consolidated Communications Enterprise Services, Inc.

* Service not regulated under this tariff