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August 31, 2023

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

RE: Consolidated Communications of Missouri Company - Tariff Revision - PSC MO No. 1, Convenience Fee Increase

Dear Secretary:

Enclosed for filing, Consolidated Communications of Missouri Company d/b/a Consolidated Communications hereby submits the following tariff sheet with a proposed effective date of October 1, 2023.

Section 2 - Fourth Revised Sheet 11

The purpose of this filing is to increase the Convenience Fee by \$2.95.

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

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

Regards,

Carole J. Williamson

A handwritten signature in black ink that reads 'Carole J. Williamson'.

Director – Regulatory
P: 207.535.3069
carole.williamson@consolidated.com

CONSOLIDATED COMMUNICATIONS OF MISSOURI COMPANY

BILL MESSAGE – CUSTOMER NOTIFICATION

Effective October 1, 2023, the Convenience Fee will be increasing to \$4.95. This fee is charged for any bill payment transaction conducted over the phone, using either the automated system or a live agent.

Consolidated continues to offer other bill payment options free of charge. You may pay your bill or elect to receive invoices electronically on our website at www.consolidated.com and enroll to make recurring monthly payments or to make a convenient one-time payment. You may also pay your bill through the US Postal Service by submitting a check or money order along with the payment stub in the return envelope provided with your monthly statement. If you have any questions, please contact us at 1.844.YOUR.CCI (1.844.968.7224).

GENERAL AND LOCAL EXCHANGE TARIFF

RULES AND REGULATIONS

3. Alterations
- a. The Company will be reimbursed for the costs associate requests for relocation or rearrangement of facilities located on his premises.
4. Payment for Service
- a. The customer is required to pay all charges for exchange services and facilities, and for toll messages (including charges for messenger service) in accordance with provisions contained elsewhere in these Rules and Regulations.
- b. The customer is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.
- c. Bill Payment Options
- Customers may pay their bill by using the following options:
- mailing the payment to the Company address on the remittance slip attached to the monthly invoice;
 - making a payment via the Company's website by either enrolling for recurring payments or making a one-time payment;
 - making on-line payments via the Customer's banking institution or other non- Company payment application or agent;
 - making a payment via the phone either through a live agent of the Company or via the Company's automated Interactive Voice Response (IVR) system
- When customers choose to make a payment via the phone either through a live agent of the Company or via the Company's automated IVR system, the customer will be charged a Convenience Fee charge of \$4.95 per transaction. (I)
5. Maintenance and Repairs
- a. With the exception of customer premises equipment and inside wiring, all ordinary expense of maintenance and repair, unless otherwise specified in the Company's Tariff, is borne by the Company. In case of loss of, damage to, or destruction of, any of the Company's facilities, not due to ordinary wear and tear, the customer is held responsible for the cost of replacing the facilities destroyed or for the cost of restoring the facilities to its original condition, except where such damage is not occasioned by- the negligence of the customer. Customers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect or remove any facilities installed by the Company, except upon the written consent of the Company.
6. Unusual Installation Costs
- a. Where special conditions or special requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs.