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July 1, 2020

Steven Reed  
Governor Office Bldg.  
200 Madison St  
PO Box 360  
Jefferson City, MO 65102-0360

RE: Tariff Revision – Bill Payment Option/Convenience Fee  
Consolidated Communications of Missouri Company – PSC MO No. 1

Dear Mr. Reed:

Consolidated Communications of Missouri Company respectfully submits the following revised sheets of the General and Local Exchange Tariff No. 1 with a proposed effective date of August 1, 2020:

Section 1 – Third Revised Sheet 1  
Section 2 – Second Revised Sheet 11

The purpose of this filing is to provide detail about the various options customers have to pay their bills. Customers have the following options of paying their bill:

- 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.

Effective August 3, 2020, 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 \$1.00 per transaction. All other payment options remain free of charge. Notice of this new fee will be communicated to all customers in their July invoices. A copy of the customer notice is included with this filing.

Please contact me at (936) 788-7420, or Carrie Patterson at [carrie.patterson@consolidated.com](mailto:carrie.patterson@consolidated.com) with any questions or concerns regarding this filing.

Regards,

A handwritten signature in black ink that reads "Kevin J. Kastor". The signature is written in a cursive, flowing style.

Kevin J. Kastor  
Director – Government Affairs  
P: 936.788.7420  
[kevin.kastor@consolidated.com](mailto:kevin.kastor@consolidated.com)

## Bill Message – July 2020 Bills

Beginning on August 3, 2020, a \$1.00 Convenience Fee will be charged for any bill payment transaction conducted over the phone, using either the automated system or via a live agent. Consolidated continues to offer other bill payment options free of charge. You may pay your bill on our website at [www.consolidated.com](http://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

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GENERAL AND LOCAL EXCHANGE TARIFF

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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 \$1.00 per transaction.

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.