



Carole J. Williamson
Director – Tariffs & Compliance
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May 30, 2025

Nancy Dippell, Secretary
Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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

Dear Secretary:

Enclosed for filing, Consolidated Communications of Missouri Company, LLC d/b/a Consolidated Communications hereby submits the following tariff sheets with a proposed effective date of July 1, 2025.

Section 2 - Fifth Revised Sheet 11
Section 2 - First Revised Sheet 12

The purpose of this filing is to increase the Convenience Fee by \$3.00 when a customer makes payment via phone utilizing the assistance of a live agent of the Company.

A copy of the bill message language for this rate fee increase is attached and will be placed on applicable customer June bills.

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

Thank you for your assistance in this matter.

Regards,

A handwritten signature in black ink that reads "Carole J. Williamson". The signature is fluid and cursive, with the first name "Carole" being more prominent.

Carole J. Williamson

CONSOLIDATED COMMUNICATIONS OF MISSOURI COMPANY, LLC

BILL MESSAGE – CUSTOMER NOTIFICATION

Effective July 1, 2025, the Convenience Fee will be \$7.95 for agent assisted payments.

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 the Company's automated IVR system or utilizing the assistance of a live agent of the Company, the customer will be charged a Convenience Fee charge per transaction.

(C)

<u>Payment Option</u>	<u>Charge per Transaction</u>
Company's Automated IVR System	\$4.95
Utilizing the Assistance of Live Agent of the Company	\$7.95 (I)

(C)

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.

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(M) Information that previously appeared on this sheet appears in Section 2, Sheet 12.

GENERAL AND LOCAL EXCHANGE TARIFF

RULES AND REGULATIONS

D. Establishment and Furnishing of service (Cont'd)

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.

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7. Furnishing Party Line Services

- a. Two and four-party service within the established local base rate area, when offered, is furnished at any location where there is a vacancy on an existing line or, when there is no vacancy, a new line will be opened up when there is, in the opinion of the Company an opportunity to connect additional customers in nearby locations to that line within a reasonable time. In some exchanges this service is restricted to existing customers and will not be offered to other customers.
- b. Four-party service beyond the established local base rate area, when offered, will be furnished only when, in the opinion of the Company, there is sufficient demand for such service to assure a reasonable fill of the lines and where such demand is concentrated within a reasonable area.
- c. Two-party service beyond the established local base rate area is also furnished at certain exchanges and in those exchanges the same rules and regulations apply as set out for four-party service above.

8. Furnishing of Announcement, Answering and Recording Services

- a. Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler device or miscellaneous devices for recorded public announcements are subject to the following conditions:
- 1) For purposes of identification, customers to transmission service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
 - 2) customers transmitting factual public announcements, such as time, stock market quotations, airline schedules, and similar information are excluded from the preceding condition.

(M) Information that appears on this sheet was previously in Section 2, Sheet 11.