



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

June 1, 2021

Secretary to the Commission
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka KS 66604

RE: Consolidated Communications of Missouri Company - Tariff Revision - KCC General Exchange Tariff No. 1,
Convenience Fee Increase

Dear Secretary:

Enclosed for filing, Consolidated Communications of Missouri Company hereby submits the following tariff sheet with a proposed effective date of July 1, 2021.

Section 2 - Second Revised Sheet 26

The purpose of this filing is to increase the Convenience Fee by \$1.00.

A copy of the bill messaging that will be used to notify customers of this change is enclosed for your reference. The bill message will be delivered to customers as part of the June billing cycle.

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

CONSOLIDATED COMMUNICATIONS OF MISSOURI COMPANY
BILL MESSAGE – CUSTOMER NOTIFICATION

Effective July 1, 2021, the Convenience Fee will be increasing from \$1.00 to \$2.00. This fee is 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 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

SECTION 2 – RULES AND REGULATIONS (CONT'D)

N. Payment for Services and Facilities

1. The Customer shall pay for services and facilities including any FCC-approved end user charge monthly in advance, and shall pay for state or interstate long distance service charges billed by Consolidated Communications of Missouri Company, and service charges when billed.
2. All bills for local, toll, or miscellaneous services are due when rendered. After rendition of a bill, residence Customers shall have twenty-one (21) days and business Customers shall have fifteen (15) days to pay the charges stated.
3. Bill Payment Options

Customers may pay their bill by using the following options:

- o mailing the payment to the Company address on the remittance slip attached to the monthly invoice;
- o making a payment via the Company's website by either enrolling for recurring payments or making a one-time payment;
- o making on-line payments via the Customer's banking institution or other non-Company payment application or agent;
- o 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 \$2.00 per transaction.

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O. Discontinuance and Restoration of Service

1. The Company may suspend/disconnect, initiate toll blocking or refuse service for any of the following reasons:
 - a. The subscriber requests it;
 - b. The service has been abandoned by the subscriber;
 - c. The subscriber violates any rule of the Company, and such violation adversely affects the safety of the subscriber or other persons or the integrity of the telecommunications system;
 - d. A dangerous condition exists on the subscriber's premises;