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July 1, 2020

Mr. Darrell Nitschke, Executive Secretary
North Dakota Public Service Commission
600 East Blvd, Dept. 408
Bismarck, ND, 58505-0480

RE: Tariff Revision – Consolidated Communications Enterprise Services, Inc. – North Dakota P.S.C. No. 1

Dear Mr. Nitschke:

Consolidated Communications Enterprise Services, Inc. (CCES) hereby submits the following tariff pages to become effective on August 1, 2020.

Section 2, Page No. 1, First Revised
Section 2, Page No. 7, First Revised
Section 2, Page No. 8, First Revised

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.

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

Sincerely,

/s/Sarah A. Davis

Senior Director, Government Relations
Consolidated Communications
207.535.4188

Enclosure

GENERAL TARIFF AND PRICE LIST

TABLE OF CONTENTS

SECTION 2 - GENERAL RULES AND REGULATIONS

	Page	
2.1	2	Use of Facilities and Services
2.1.1	2	Obligation of Company
2.1.2	2	Limitations on Liability
2.1.3	3	Use of Service
2.1.4	3	Use and Ownership of Equipment
2.1.5	4	Directory Errors
2.2	5	Minimum Period of Service
2.3	6	Term Contracts
2.4	6	Payment for Services Rendered.....
2.4.1	6	Responsibility for All Charges
2.4.2	6	Deposits.....
2.4.3	7	Bill Payment Options..... (N)
2.4.4	8	Payment of Charges
2.4.5	8	Return Check Charge..... (T)
2.4.6	8	Late Payment Charges
2.5	9	Access to Customer's Premises.....
2.6	9	Telephone Surcharges
2.7	9	Suspension or Termination of Service.....
2.8	9	Additional Provisions Applicable To Business Customers
2.9	10	Additional Provisions Applicable to Residential Customers.....

GENERAL TARIFF AND PRICE LIST

SECTION 2 - GENERAL RULES AND REGULATIONS

2.4 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.4.2 Deposits (Cont'd)

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Tariff regulations for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations pertaining to customer deposits.

A. Interest on Deposits

Simple interest at the rate specified by the Commission shall be credited or paid to the customer while the Company holds the deposit.

B. Inadequate Deposit

If the amount of a deposit is proven to be less than required to meet the requirements specified above, the customer shall be required to pay an additional deposit upon request.

C. Return of Deposit

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by check. If the customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the customer by check.

2.4.3 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.

(N)

(N)

GENERAL TARIFF AND PRICE LIST

SECTION 2 - GENERAL RULES AND REGULATIONS

2.4 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.4.4 Payment of Charges (T)

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable as detailed in Section 2.4.3. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company. (C)

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered.

2.4.5 Return Check Charge (T)

When a negotiable instrument (check, credit card payment, direct debit payment) which has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$30.00.

2.4.6 Late Payment Charges (T)

- A. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the bill date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Tariff.
- B. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- C. Late payment charges do not apply to final accounts.