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via email: [ndpsc@nd.gov](mailto:ndpsc@nd.gov)

August 31, 2023

Mr. Steve Kahl, 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 – Convenience Fee Increase**

Dear Mr. Kahl:

Consolidated Communications Enterprise Services, Inc. (CCES) hereby submits the following tariff page to become effective on October 1, 2023.

Section 2, Page No. 7, Third Revised

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](mailto:carrie.patterson@consolidated.com) with any questions or concerns regarding this filing.

Sincerely,

/s/Carole J. Williamson

Director – Regulatory  
Consolidated Communications  
207.535.3069

Enclosure

**CONSOLIDATED COMMUNICATIONS ENTERPRISE SERVICES, INC. (CCES)**

**BILL MESSAGES – 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](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).

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GENERAL TARIFF AND PRICE LIST

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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 \$4.95 per transaction.

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