



PO Box 619969 Roseville, CA 95661-0969

Address Service Requested

ELECTRIC AND GAS INDUSTRIES
3800 WATT AVE STE 105
SACRAMENTO CA 95821-2622

See reverse side for alternate payment options

Remittance Information

Account Number: 916-150-4835/0
Billing Date 03/09/24
Due Date: 04/03/24
Amount Due: \$ 1,961.59
Total Amount Enclosed: \$

Make checks payable to CCI.

CONSOLIDATED COMMUNICATIONS
PO BOX 66523
SAINT LOUIS MO 63166-6523



04009161504835082024030900001961597

Please detach and return above portion with your payment.



Invoice Information

Account Number: 916-150-4835/0
Billing Date: 03/09/24
Due Date: 04/03/24
Amount Due: \$ 1,961.59

Account Summary

Past Charges and Credits
Previous Bill \$ 155.66
Payment Received 0.00
Adjustments 0.00
Balance Before New Charges \$ 155.66

New Consolidated Charges
Monthly Charges \$ 1,800.00
Nonrecurring and Prorated Charges 2.33
Taxes and Fees 3.60
Total New Consolidated Charges \$ 1,805.93

Total Amount Due \$ 1,961.59

Consumer Information Summary

¹ Prevent Disconnect ² LD Provider Change
For more information, please see page 2.

To avoid a late payment charge, payment must be received by April 03, 2024. If paying by mail, allow five to seven business days. For phone payment, call 1-866-240-8889.



Customer Service
Repair Service
Technical Support
www.consolidated.com

844-968-7224
844-968-7224
844-968-7224

Summary of Charges

	Recurring Charges	Nonrecurring and Prorated Charges	Toll	Federal Taxes	State/Local Taxes	Federal Surcharges	State/Local Surcharges	Total
Consolidated Communications CA	1,450.00	0.00	0.00	0.00	0.00	0.00	3.60	1,453.60
Consolidated Communications	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Consolidated Communications	350.00	2.33	0.00	0.00	0.00	0.00	0.00	352.33
Total	1,800.00	2.33	0.00	0.00	0.00	0.00	3.60	1,805.93

511-7228
3800 STE 150 WATT AVE COM

Monthly Charges	03/09/24 - 04/08/24		Amount
Qty	Description		
1	DDoS Mitigation 1G	\$	350.00
1	EVC Internet Access-1G		1,150.00
1	MetroEover Fiber EAC 1Gb		300.00
		Total Monthly Charges	\$ 1,800.00
Circuit Sub-Total		\$	1,800.00
Total Advanced Network Services		\$	1,800.00

Advanced Network Service Summary

Circuit ID	Monthly Charges	Nonrecurring and Prorated Charges	Gross Charges
511-7228	\$ 1,800.00	\$ 0.00	\$ 1,800.00
Total	\$ 1,800.00	\$ 0.00	\$ 1,800.00

Take the hassle out of bill payment.

Pay your CCI bill online at www.consolidated.com/bill. It's secure, safe and free. Check it out today!

CONCERNED ABOUT PRIVACY?

Customers who subscribe to Consolidated Caller ID Service have a special display device on which they see the name and telephone number of incoming calls before answering them. You may be concerned about your privacy and may not want your name and telephone number to be seen by the person you are calling. In response to this concern, Consolidated offers you two ways to prevent the display of your name and telephone number: Per-Call Blocking and Line Blocking.

Per-Call Blocking is available at no charge and will prevent the display of your name and telephone number on the Caller ID Service display device. Your line is already equipped for Per-Call Blocking. All you have to do is press *67 (dial 1167 on a rotary phone) before dialing the number.

Line Blocking is also available at no charge to nonpublished service customers and any other customers who declare they have a health or safety concern about displaying their name and telephone number. Once added to your line, Line Blocking automatically prevents the display of your name and telephone number on all calls to Caller ID Service subscribers. Line Blocking can be deactivated on a call-by-call basis by simply pressing *82 (dial 1182 on a rotary or dial-pulse phone) before making a call.

To Order Line Blocking: For more information or to order Line Blocking, customers should call **844.YOUR.CCI (844.968.7224)**. If you have more than one telephone number, please be sure to inform us of all of the numbers you wish to have the Line Blocking option.

Note: Caller ID Service is available in most areas. Line Blocking and Per-Call Blocking do not prevent the delivery of your number when you place a call to 800,855,866, 877,888 and 900 numbers, or on calls made to Enhanced 911. In these instances, your number and billing information may not be reused or sold in any circumstances except those permitted under 47 C.F.R § 64.1602.

CHANGES TO FEDERAL CHARGES

The Federal Universal Service Fund (FUSF) surcharge may change effective April 1, 2024. The FUSF surcharge, which is authorized by the FCC and reviewed quarterly, helps fund programs that provide discounts to schools, libraries, rural health care providers and low-income families. This charge is not applied to Lifeline Program participants, except for the FUSF surcharge on incidentals.

Also, effective April 1, 2024, the Federal Subscriber Line Charge and/or the Access Recovery Charge presented on your bill may change. These charges are required on residential telephone lines, single and multi-line business lines, Centrex lines, ISDN BRI and ISDN PRI lines. If this change occurs, it will not apply to customers who receive Lifeline Program support.

Late Payment Charge

If we do not receive your payment by your next bill date, a 1.5% late payment charge will be applied to the entire unpaid balance (excluding Digital Video charges), when the unpaid balance is \$20.00 or more. A fixed late fee of \$4.75 will be applied to Digital Video charges greater than \$10.00 past due.

Payments

- Mail a check or money order to: CONSOLIDATED COMMUNICATIONS P.O. BOX 66523 SAINT LOUIS, MO 63166-6523
- Call our automated system at 866-240-8889
- Make online one time payments or sign up for automatic monthly payments.
- For a complete list of customer service center locations or to learn more about the automated payment options, visit our website at www.mycci.net or view the informational pages in the Consolidated telephone directory. When paying by mail or deposit box, please enclose the remittance form and write your account number on the check.
- Pay in person at one of our customer service centers or at a deposit box at select customer service centers.

Taxes and Surcharges:

For a complete listing and description of the taxes and surcharges please go to www.consolidated.com/taxesandsurcharges.

Consumer Rights

- If you believe there is an error on your bill or have a question about your service, please call Consolidated Communications customer support, toll free at 1-844-968-7224.

If you are not satisfied with Consolidated Communications' response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone	1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail	California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-835-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

- To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If your complaint concerns Interstate or International calling, write the Federal Communications Commission at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or at fccinfo@fcc.gov or call 1-888-225-5322, or TTY 1-888-835-5322.

Note: The California Public Utilities Commission handles complaints of both Interstate and Intrastate unauthorized carrier changes (slamming). The California consumer protection rules are available online at www.ca/phone/info.com

- If you have questions about charges for Network access for Interstate calling, authorized by Federal Communications Commission, write the FCC, Common Carrier Bureau, Consumer Complaints, Mail Stop 1600A2, Washington, DC 20554, or call 1-888-225-5322.
- For immediate issues or concerns with Closed Captioning video service, please contact Consolidated Communications at 844.YOUR.CCI (844.968.7224), or email support@consolidated.com. For non-immediate Closed Captioning video service issues, write Jaime Montes, Director, Product Management Consumer, P.O. Box 619969, Roseville, CA 95661-0969.

