



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: 09/09/23  
**Due Date:** 10/04/23  
**Amount Due:** \$ 2,232.25  
**Total Amount Enclosed:** \$ \_\_\_\_\_

Make checks payable to CCI.

CONSOLIDATED COMMUNICATIONS  
PO BOX 66523  
SAINT LOUIS MO 63166-6523



04009161504835082023090900002232252

Please detach and return above portion with your payment.



**Important Messages**



Announcing the launch of our new Quick Pay site designed to make your payment experience convenient with even more payment options. You may pay your bill using your bank account or credit card as before but now you may also choose to pay using Venmo, PayPal, Apple Pay, or Google Pay. Visit [pay.consolidated.com](http://pay.consolidated.com) to get started.

**Invoice Information**

Account Number: 916-150-4835/0  
Billing Date: 09/09/23  
Due Date: 10/04/23  
**Amount Due:** \$ 2,232.25

**Account Summary**

<b>Past Charges and Credits</b>			
Previous Bill		\$	2,232.25
Payment Received	09/05/23		-2,232.25
Adjustments			0.00
<b>Balance Before New Charges</b>		<b>\$</b>	<b>0.00</b>
<b>New Consolidated Charges</b>			
Monthly Charges		\$	2,230.00
Taxes and Fees			2.25
<b>Total New Consolidated Charges</b>		<b>\$</b>	<b>2,232.25</b>
<b>Total Amount Due</b>		<b>\$</b>	<b>2,232.25</b>

**Consumer Information Summary**

<sup>1</sup> Prevent Disconnect <sup>2</sup> LD Provider Change  
For more information, please see page 2.

To avoid a late payment charge, payment must be received by October 04, 2023. 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](http://www.consolidated.com)

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



**Consumer Information**

**1 To Prevent Disconnect:**

Please be aware that all charges must be paid each month to keep your account and prevent collection activities. We are required to inform you that certain charges such as your telephone line, fees and surcharges must be paid in order to prevent interruption of basic local service. These charges are included in the Total Amount Due and are \$0.00. Neglecting to pay other charges such as video, internet, long distance or optional features may result in these services being interrupted, a conversion of bundled service to basic service (if applicable), and referral of the account to a collection agency resulting in damage to the customer's credit report.

Questions? Your local telephone directory can help. Look and see! Or visit [www.consolidated.com/support](http://www.consolidated.com/support)



**CONVENIENCE FEE  
PRICE INCREASE**

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](tel:1844.YOUR.CCI) ([1.844.968.7224](tel:1844.968.7224)).

**Monthly Charges**

<b>Recurring Charges</b>		<b>09/09/23 - 10/08/23</b>	
Qty.	Description		Amount
1	MetroEover Fiber EAC 1Gb	\$	300.00
1	EVC Internet Access-1G		1,930.00
	<b>Total Recurring Charges</b>	<b>\$</b>	<b>2,230.00</b>
<b>Taxes and Fees</b>			
Description			Amount
CA CPUC User Fee	\$		2.25
<b>Total Taxes and Fees</b>	<b>\$</b>		<b>2.25</b>
	<b>Total Monthly Charges</b>	<b>\$</b>	<b>2,232.25</b>

**Summary of Charges**

	Recurring Charges	Nonrecurring and Prorated Charges	Toll	Federal Taxes	State/Local Taxes	Federal Surcharges	State/Local Surcharges	Total
Consolidated Communications CA	2,230.00	0.00	0.00	0.00	0.00	0.00	2.25	2,232.25
Consolidated Communications	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Consolidated Communications	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total</b>	<b>2,230.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2.25</b>	<b>2,232.25</b>

511-7228*3800 STE 150 WATT AVE COM*

Monthly Charges	09/09/23 - 10/08/23		Amount
Qty	Description		
1	EVC Internet Access-1G	\$	1,930.00
1	MetroEover Fiber EAC 1Gb		300.00
		<b>Total Monthly Charges</b>	<b>\$ 2,230.00</b>
<b>Circuit Sub-Total</b>		<b>\$</b>	<b>2,230.00</b>
<b>Total Advanced Network Services</b>		<b>\$</b>	<b>2,230.00</b>

**Advanced Network Service Summary**

Circuit ID	Monthly Charges	Nonrecurring and Prorated Charges	Gross Charges
511-7228	\$ 2,230.00	\$ 0.00	\$ 2,230.00
<b>Total</b>	<b>\$ 2,230.00</b>	<b>\$ 0.00</b>	<b>\$ 2,230.00</b>

**Take the hassle out of bill payment.**

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



The internet upgrade you've been waiting for is here! When you sign up for Fidium Fiber internet, you upgrade your entire experience:

- A dedicated 100% fiber internet connection for the ultimate in reliability
- Ultra-fast speeds on all your devices, all at the same time
- The latest WiFi gateway for faster wireless speeds and better "whole-home" coverage
- The same upload AND download speed for better working from home, streaming, gaming, and more
- Our easy-to-use Attune™ WiFi app for the ultimate control of your home network

**Call to upgrade: 1.888.429.3138**



Fidium Fiber internet is the latest innovation from Consolidated Communications. Conditions apply. © 2023 Fidium. All rights reserved.

**CHANGES TO FEDERAL CHARGES**

The Federal Universal Service Fund (FUSF) surcharge may change effective October 1, 2023. 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 October 1, 2023, 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](http://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](http://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](mailto: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](http://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](mailto: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.

