



PO Box 619969 Roseville, CA 95661-0969

Address Service Requested

JOHNNY LEE
5624 HEATHER FIELD WAY
ELK GROVE CA 95757-8326

Remittance Information

Account Number: 916-897-2478/0
Billing Date: 04/15/21
Due Date: 05/10/21
Amount Due: \$ 90.10
Total Amount Enclosed: **Electronic Pay - Thank You!**
Make checks payable to CCI.

CONSOLIDATED COMMUNICATIONS
PO BOX 66523
SAINT LOUIS MO 63166-6523

See reverse side for alternate payment options



04009168972478022021041500000090100

Please detach and return above portion with your payment.



Invoice Information

Account Number: 916-897-2478/0
Billing Date: 04/15/21
Due Date: 05/10/21
Amount Due: \$ 90.10

Account Summary

Past Charges and Credits

Previous Bill	\$	86.94
Payment Received 04/08/21		-86.94
Adjustments		0.00
Balance Before New Charges	\$	0.00

New Consolidated Charges

Monthly Charges	\$	86.97
Taxes and Fees		3.13
Total New Consolidated Charges	\$	90.10
Total Amount Due	\$	90.10

* Electronic Pay - Thank You! *

IntraLATA Carrier: Consolidated Communications

InterLATA Carrier: Consolidated Communications

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 May 10, 2021. 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



Account: 916-897-2478/0

Billing Date: 04/15/21

Consumer Information

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



Account: 916-897-2478/0

Billing Date: 04/15/21

Phone Numbers Billed To 916-897-2478/0
916-897-2478/0

Monthly Charges

Recurring Charges		04/15/21 - 05/14/21	
Qty.	Description		Amount
1	Wireless Home Net 15/18M	\$	7.50
1	Digital Phone Service		11.99
1	Fiber 18/18 Mbps		74.09
1	Promo Int Renewal \$25 1y *		-25.00
1	Wireline Home Network Cr		-7.50
1	DPS 300 Interstate		0.60
1	DPS 300 Intrastate		2.40
1	LD Admin Charge		7.00
1	Broadband Eqp Maint Data		15.14
1	Regulatory Recov Fee DP		0.75
Total Recurring Charges		\$	86.97

Taxes and Fees

Description	Amount
Federal USF Surchge	\$ 0.32
Federal FET	0.23
CA CPUC User Fee	0.04
CA Lifeline(ULTS)	1.03
CA Teleconnect Fund(CTF)	0.17
CA Relay Service & Comm Device Fund	0.11
CA High Cost Fund A (CHCF-A)	0.15
CA Advanced Services Fund (CASF)	0.22
CA Emergency Telephone VOIP (911)	0.30
CA ELK GROVE City Utility Users	0.56
Total Taxes and Fees	\$ 3.13

Total Monthly Charges \$ 90.10

Promotion Expiration Information

Description	Expiration Date
Promo Int Renewal \$25 1y	01/17/2022

Summary of Charges

	Recurring Charges	Nonrecurring and Prorated Charges	Toll	Federal Taxes	State/Local Taxes	Federal Surcharges	State/Local Surcharges	Total
Consolidated Communications LD	10.00	0.00	0.00	0.23	0.25	0.32	0.74	11.54
Consolidated Communications	12.74	0.00	0.00	0.00	0.31	0.00	1.28	14.33
Consolidated Communications	64.23	0.00	0.00	0.00	0.00	0.00	0.00	64.23
Total	86.97	0.00	0.00	0.23	0.56	0.32	2.02	90.10

View all included features online at:
[www.consolidated.com/digital phone support/](http://www.consolidated.com/digital%20phone%20support/)

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!

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.

