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July 1, 2020

VIA E-FILING

Mr. Mark L. Johnson, Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 South Evergreen Park Drive SW
Olympia, WA 98504-7250

Re: Consolidated Communications of Washington Company, LLC d/b/a Consolidated
Communications WN U-1, Bill Payment Options

Received
Records Management
07/01/20 13:48
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Dear Mr. Johnson:

Consolidated Communications of Washington Company, LLC d/b/a Consolidated Communications respectfully submits the following revised sheet of the General Services WN U-1 Tariff with a proposed effective date of August 1, 2020:

First Revised Sheet 34

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 (936) 788-7420, or Carrie Patterson at carrie.patterson@consolidated.com with any questions or concerns regarding this filing.

Sincerely,

Kevin J. Kastor
Director - Government Affairs
Enclosures