

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of)	Case No. 20-1228-TP-ATA
Consolidated Communications of Ohio)	
Company, LLC to modify its General)	TRF No. 90-5033-TP-TRF
Exchange Services Tariff P.U.C.O. Tariff No.)	

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**REVIEW AND RECOMMENDATION
SUBMITTED ON BEHALF OF THE STAFF OF
THE PUBLIC UTILITIES COMMISSION OF OHIO**

On July 1, 2020, Consolidated Communications of Ohio Company, LLC (Applicant) filed an ATA seeking to revise its General Exchange Service Tariff P.U.C.O. No. 1. The Applicant proposes to revise its tariff language as it pertains to bill payment options for customers. Specifically, the Applicant is revising the language to differentiate the bill payment options that are free of charge and those that will incur a convenience fee. Bill payment options that will not be assessed a convenience fee are mailing the payment, paying online through the Applicant's website, and paying online through the customers banking institution. The bill payment option which is over the phone speaking with a live agent or through the Interactive Voice Response (IVR) will require a convenience fee of \$1. Customers will be made aware of the convenience fee prior to completion of the transaction and be given the opportunity to cancel if they do not want to pay the fee.

Additionally, pursuant to 4901:1-6-07 O.A.C., customer notices were sent via bill notation on July 2020 invoices. Staff's review found the customer notice to be compliant with Commission rules.

Therefore, pursuant to 4901:1-6-14(I)(2) O.A.C. of the Telephone Company Procedures and Standards, an application to make a material change in the terms and conditions of an existing basic local exchange service (BLES) by a local exchange carrier (LEC) must be filed as an ATA tariff amendment subject to the thirty-day automatic approval process. Staff reviewed all documents and exhibits filed with this application and finds them to be compliant with Commission rules. Thus, Staff has determined that the request to revise the Applicant's PUCO Tariff No. 1 appears to satisfy the Commission's requirements set forth in 4901:1-6-14 of the

Administrative Code. Staff recommends that this application be approved on July 31, 2020 and made effective on August 1, 2020.

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Summary: Staff Review and Recommendation electronically filed by Jason Well on behalf of PUCO Staff