



Understanding Your Bill

Twin Lakes Long Distance - If Twin Lakes Long Distance is your carrier, this is the total of your long distance and will be itemized on the back of your bill. If you have another long distance provider, you will receive a separate bill.

Wire Maintenance - Amount charged for maintenance on your wiring.

Local Service - Cost per line for home or business customers. This will also include the amount charged for services such as Call Waiting, Caller ID or other calling features.

E911 Service Charge - Collected for Enhanced 911 emergency system which enables emergency personnel to locate you even if you are unable to speak.

Directory Advertising - The monthly charge for business subscribers who purchase advertising services in the Twin Lakes Regional Directory.

FCC Subscriber Line Charge - Federal Communications Commission charge for access to the long distance network for service anywhere in the world.

Federal Universal Service Charge - This provides support to promote access to telecommunications services for those living in rural areas, low income eligible subscribers, rural health care facilities, schools and libraries.

Access Recovery Charge - Allows Local Exchange Carriers like Twin Lakes to recover a portion of the revenues for originating and terminating long distance calls.

Telephone Leased Equipment - Monthly charge for any phones leased from the company.

Broadband - Monthly service charge for Internet access. If you choose the Worry Free Modem, Router or Wi-Fi Extender Plan it is included in this line item. Broadband service is prorated from the date the service is installed.

TV Services - Monthly charge for TV equipment and service. TV Services are not prorated.

Federal/State/Local Taxes - Charges required by and collected on behalf of the federal, state and local governments.

Credit - CR after any dollar amount indicates a credit to the customer's bill.

Service Order Charges - This will include charges for any change in your service which you have requested such as the addition of services, installation charges, charges to transfer service from one location to another, charges for any changes in your services, installing a jack, or to transfer your services from one location to another. These charges will always be itemized on the lower portion of your bill.

Prorated Charges and/or Credits - These are applied when new subscribers are connected or when changes are made in service. These amounts cover services, equipment and/or wire maintenance from the first day service was installed or changed through the end of the normal billing period. Internet and Phone service are prorated from the date the service is installed.

Due Date: Your balance is due the 15th of each month. There will be a late fee of \$25.00 if full payment is not received on time.

Please note: We bill at the first of the month for your services. Your statement may include prorated charges and your services are billed one month in advance. For example: If your services are connected on Feb 2nd, you should receive your first statement on March 1st. The statement will include charges beginning Feb 2nd through the entire month of March, along with any service order charges that apply.

Service Work Order Charge	\$10.00
Central Office Connection	\$8.00 connection in our central office
Premise Visit	\$25.00 trip to location
Installation Inside Wire	\$20.00 per jack
Connection to Demarcation	\$15.00 for outside line connection

TV installation with 24 month agreement – FREE up to 2 TVs

TV installation with no agreement – Starting at \$280.00

Broadband installation with 12 month agreement –FREE

Broadband installation with no agreement - \$185.00

FCC Regulations require you to select a long distance company to provide your 1 + dialed long distance service. You must contact your long distance carrier to establish an account with them on your new number.

Any long distance carrier, except Twin Lakes Long Distance, will send you a separate bill for your long distance charges. Please contact the carrier to establish service.

PIC CODE	LONG DISTANCE CARRIER	PHONE NUMBER
Twin Lakes Website: www.twlakes.coop		Router Username: _____
TL Email Username: _____@twlakes.net		Router Password: _____
TL Email Password: _____		
Watch TV Everywhere Account Number _____		

If you would like to inquire about your order, you may contact the Service Department by dialing 611 within the Twin Lakes local calling area or by dialing:

Baxter, Chestnut Mound and Cookeville South	858.3191
Celina and Moss	243.2000
Gainesboro, Granville, Highland and North Springs	268.0281
Clarkrange and Jamestown	879.5869
Livingston, Crawford and Rickman	823.5566
Byrdstown	864.2000

If your order requires any construction, it could take longer for installation.

ESTIMATED QUOTE LOCAL SERVICE (MONTHLY) \$_____

ESTIMATED QUOTE SERVICE CHARGE (ONE TIME CHARGE) \$_____

PHONE NUMBER 615/ 931 - _____ **CUSTOMER NUMBER:** _____

If you have any questions concerning your first bill, please call the Customer Service Department:

Baxter, Chestnut Mound and Cookeville South	858.2151
Celina and Moss	243.2121
Gainesboro, Granville, Highland and North Springs	268.2121
Clarkrange and Jamestown	879.5811
Livingston, Crawford and Rickman	823.5511
Byrdstown	864.2151