



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.

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 Router or Wi-Fi Extender Plan it is included in the worry free 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: Your services will be billed on the first of each month. Your statement may include prorated charges, and 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
Premise Visit \$49.99
Installation Inside Wire \$49.99 each for 1-2 jacks, and \$35.00 each for 3 or more.
**Additional charges apply for pre-wiring or in-wall wiring.*

TV installation – FREE with customer owned streaming devices

TV installation with set top boxes (STB) – \$75.00 for the first STB \$25.00 for each additional STB

Broadband installation – FREE

**Installation fees may apply to access points or other specialized items.*

***411 Directory Assistance: Each call to 411 incurs a \$0.50 charge. If 411 connects the call for you, there is an additional charge of \$0.25 per minute.**

Payment options: You can pay by Automatic Bank Draft, online at twlakes.smarthub.coop, by phone with Secure Pay at 888.220.6229, mail or in one of our convenient local offices.

Save \$20.00 off your next bill when you sign up for Automatic Bank Draft or Paperless Billing.

SmartHub Email

SmartHub Password

TL Email Username: _____@twlakes.net

Router Username: _____

TL Email Password: _____

Router Password: _____

Watch TV Everywhere Account Number _____

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

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

**If your order requires construction, please anticipate an extended installation period.*

ESTIMATED QUOTE LOCAL SERVICE (MONTHLY) \$ _____

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

PHONE NUMBER 615/ 931 - _____ ACCOUNT NUMBER: _____

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

| | |
|--|----------|
| <i>Baxter, Chestnut Mound and Cookeville South</i> | 858.2151 |
| <i>Celina and Moss</i> | 243.2121 |
| <i>Gainesboro, Granville, Highland and North Springs</i> | 268.2121 |
| <i>Clarkrange and Jamestown</i> | 879.5811 |
| <i>Livingston, Crawford and Rickman</i> | 823.5511 |
| <i>Byrdstown</i> | 864.2151 |
| <i>Cookeville</i> | 476.2151 |