

NOTICE

From Twin Lakes Telephone Cooperative

The Tennessee Regulatory Authority of Tennessee designated Twin Lakes Telephone Cooperative the "Eligible Telecommunications Carrier" for its service area for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

Twin Lakes Telephone Cooperative provides basic single party residence (with unlimited local usage) and basic business service for rates which range from \$18.00 for residential customers and \$27.50-\$35.00 for business customers.

This includes access to:

- Voice grade access to the public switched network
- Minutes of use for local service provided at no additional charge
- Access to emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911
- Toll limitation service for qualifying low-income customers

In addition, Twin Lakes provides one copy of its annual local directory without charge.

Touch tone service is available at no additional charge per month. Twin Lakes would be pleased to provide you with specific rates for your area upon request.

Twin Lakes offers qualified customers Lifeline Service. Lifeline is a non-transferable, federal benefit that makes monthly telephone service more affordable on one wireless or one home telephone, but not both. If you are a low-income customer you may qualify for Twin Lakes' Lifeline Program. This means you may receive a monthly discount for your voice telephone charges.

If you have any questions, please call Twin Lakes at 1-800-644-8582.

