



PO Box 125 • Gainesboro TN 38562-0125

**G** DOE JOHN  
 ACCOUNT NO: 9999999  
 TELEPHONE: (999)999-9999  
 BILL DATE: 04/01/2018  
 Page: 4 of 5

**TWIN LAKES LONG DISTANCE**

**TWIN LAKES LONG DISTANCE USAGE FOR TELEPHONE: (999)999-9999**

**H**

TC TYPE OF CALL	INDICATOR LEGEND	TC TYPE OF CALL
DD DIRECT DIAL - DAY RATE		
P1 PLAIN & SIMPLE PLAN 100		

**I** TWIN LAKES LONG DISTANCE CHARGES AND CREDITS

04-01	PLAIN & SIMPLE PLAN 100				
		STATE TAX	.35		4.95
		LOCAL TAX INTRA	.12		.47
		<b>TWIN LAKES LONG DISTANCE CHARGES &amp; CREDITS</b>			<b>5.42</b>

**J** TWIN LAKES LONG DISTANCE DETAIL OF ITEMIZED CALLS

DATE	CONT	TC	TO PLACE AND NUMBER			MIN	AMOUNT
03-16	6:32am	DD P1	CALLED CITY	ST	999 999 9999	13.0	.00
03-16	7:59am	DD P1	CALLED CITY	ST	999 999 9999	1.0	.00
03-16	8:02am	DD P1	CALLED CITY	ST	999 999 9999	13.0	.00
03-17	9:37am	DD P1	CALLED CITY	ST	999 999 9999	6.0	.00
03-17	9:44am	DD P1	CALLED CITY	ST	999 999 9999	4.0	.00

5 CALL(S) FOR 37 MINUTE(S)  
**PLAIN & SIMPLE PLAN 100 37.0 MINUTES USED**

**K**

TWIN LAKES LONG DISTANCE SUBTOTAL		.00
TWIN LAKES LONG DISTANCE CHARGES & CREDITS		5.42
<b>TWIN LAKES LONG DISTANCE TOTAL ITEMIZED CHARGES</b>		<b>5.42</b>

**G.** On each of the pages you will notice the subscriber account information in the upper right hand corner of the statement. Please ensure that this information is correct.

**H.** The long distance detail legend will help to identify the type of call that was made from your phone as well as any Optional Calling Plans that were applied to the call.

**I.** This section displays the monthly recurring charge for your Optional Calling Plan (if any) and your carrier rates.

**J.** Toll detail is provided to you in this section. Calls are rated based on your Optional Calling Plan (if any) and your carrier rates.

**K.** The bottom of each call detail page will have a subtotal listed for the calls made. The final page will display the total of all long distance charges and the taxes applied (if applicable).

# Understanding Your New Bill

**Bill At A Glance 04/01/2018**  
 DOE JOHN

BALANCE FROM LAST BILLING		165.98
PAYMENT(S) RECEIVED - THANK YOU!	03-04	165.98CR
<b>PREVIOUS BALANCE DUE</b>		<b>165.98</b>

**SUMMARY BY SERVICE TYPE**

TELEPHONE SERVICES	37.80
INTERNET SERVICES	55.45
TV SERVICES	11.46
TLTV BASIC PROGRAMMING	30.86
TWIN LAKES LONG DISTANCE	5.42
TWIN LAKES SECURITY	24.99

**CURRENT BILLING AMOUNT 165.98**

**Total Due: Please Pay This Amount 165.98**

*\*\* Your bill may vary from the samples provided. You may see additional pages based upon usage or the number of services on your account.*



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**Bill At A Glance 04/01/2018**  
DOE JOHN

BALANCE FROM LAST BILLING 165.98  
PAYMENT(S) RECEIVED - THANK YOU! 03-04 165.98CR  
**PREVIOUS BALANCE DUE 165.98**

**SUMMARY BY SERVICE TYPE**

TELEPHONE SERVICES 37.80  
INTERNET SERVICES 55.45  
TV SERVICES 11.46  
TLTV BASIC PROGRAMMING 30.86  
TWIN LAKES LONG DISTANCE 5.42  
TWIN LAKES SECURITY 24.99  
**CURRENT BILLING AMOUNT 165.98**

Total Due: Please Pay This Amount 165.98

TELEPHONE: (999)999-9999 ACCOUNT NO: 9999999

Previous Bill	Payment/Adj	Current Billing	Total Due
\$165.98	\$165.98CR	\$165.98	\$165.98

**MESSAGE CENTER**

For billing questions or service changes, call our Customer Care Team at 1-800-844-9582. For Technical Support, call 931-268-0281. Business hours are Monday - Friday, 8:00 a.m. - 5:00 p.m.

Payment options: You can pay by Automatic Bank Draft, online at tvlakes.smarthub.coop, by phone with Secure Pay at 888-220-6229, mail or in one of our convenient offices.

To ensure proper credit, please return the bottom portion of this page with your payment. If your payment is received after the due date of the 15th, your account may be subject to a \$25.00 late fee, disconnection and reconnection fees to restore service. These charges will appear on your next statement.

Please return lower portion with your payment...retain upper portion for your records



PO Box 125 • Gainesboro TN 38562-0125

Check for Address Change

Payment Due	Total Due
04/15/2018	\$165.98

Enter Amount Paid

04/01/2018 000000  
99999  
DOE JOHN  
ACCOUNT NO: 9999999 A000NP  
TELEPHONE: (999)999-9999

**TWIN LAKES**  
PO BOX 125  
GAINESBORO TN 38562-0125



**MONTHLY USAGE FOR TELEPHONE: (999)999-9999**

Description	Date	Quantity	Amount
<b>TELEPHONE SERVICES</b>			
FCC SUBSCRIBER LINE	04/01-04/30	1 @	6.50
ACCESS RECOVERY CHARGE		1 @	3.00
E911 CHARGE		1 @	1.16
FEDERAL UNIVERSAL SERVICE		1 @	1.85
RESIDENTIAL ACCESS LINE		1 @	18.00
WORRY FREE WIRE MAINT TV		1 @	3.49
FEDERAL TAX			1.02
STATE TAX			2.05
LOCAL TAXES			.73
<b>TELEPHONE SERVICES SUBTOTAL</b>			<b>37.80</b>
		(999)999-9999 TOTAL	<b>37.80</b>
<b>TV SERVICES</b>			
RETRANSMISSION FEE	04/01-04/30	1 @	9.99
STATE TAX			.70
LOCAL TAX VIDEO			.27
VIDEO FRANCHISE FEE			.50
<b>TV SERVICES SUBTOTAL</b>			<b>11.46</b>
<b>BASIC PROGRAMMING</b>			
STATE TAX	04/01-04/30		.10
STATE TAX TV			1.03
LOCAL TAX VIDEO			.04
VIDEO FRANCHISE FEE			.70
<b>BASIC PROGRAMMING SUBTOTAL</b>			<b>30.86</b>
		(999)100-9999 TOTAL	<b>42.32</b>
<b>INTERNET SERVICES</b>			
BROADBAND 12M	04/01-04/30	1 @	49.99
WORRY FREE ROUTER PLAN		1 @	4.99
STATE TAX			.35
LOCAL TAXES			.12
<b>INTERNET SERVICES SUBTOTAL</b>			<b>55.45</b>
		(999)105-9999 TOTAL	<b>55.45</b>
<b>TWIN LAKES SECURITY</b>			
SECURITY MONITORING	04/01-04/30	1 @	24.99
<b>TWIN LAKES SECURITY SUBTOTAL</b>			<b>24.99</b>
		TN Cert #C-0026	<b>(999)105-9999 TOTAL 24.99</b>
<b>SUB-TOTAL</b>			<b>159.56</b>

**PLEASE INDICATE CHANGE OF ADDRESS**

Name	Contact Number	
Address		
Delivery Address		
City	State	Zip
Signature	Effective Date	

**A.** The Bill Header Section is a quick way to look at your previous and current due along with any payments or adjustments that had occurred in the past period.

**B.** Your summary for each type of service and charge associated will display in the Bill At A Glance column.

**C.** The Message Center is a good location to check for important notices from Twin Lakes.

**D.** Please tear off the remittance stub and include with your payment. Please do not attach the payment to the stub.

**E.** The Monthly Usage section of the bill can be used to further explain charges associated with each service. Charges will be itemized for each type of service.

**F.** If you would like us to update your customer information, please fill out the change of address section. Please remember to sign before mailing. This is the backside of the remittance stub and will be mailed with your payment.