

# NOTICE

## From Twin Lakes Telephone Cooperative Corp.

The Tennessee Public Utilities Commission designated Twin Lakes Telephone Cooperative Corp. (“Twin Lakes”) 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 provides the supported services—voice telephony service and broadband Internet access service—throughout its designated service area. **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
- Broadband Internet access service which includes the capability to send data to and receive data from the Internet, but excludes dial-up service.

Twin Lakes Telephone Cooperative Corp. provides basic single party residence (with unlimited local usage) and basic business service for rates which range from \$22.34-\$39.99 for residential customers and \$27.50-\$36.99 for business customers. Broadband Internet access service is provided at rates which start at \$49.99 per month for residential customers and \$69.99 per month for business customers. Twin Lakes would be pleased to provide you with specific rates for your area upon request.

Twin Lakes offers qualified customers a Lifeline Service Discount. Lifeline is a non-transferable, federal benefit that makes monthly phone or broadband service more affordable. Eligible households may apply the monthly Lifeline discount on either voice (home or wireless) or broadband (home or wireless), but not both. The current discount provided under Twin Lakes Lifeline service is \$9.25 per month for broadband with a minimum speed of 25/3 Mbps subject to certain exceptions or \$5.25 per month for voice-only service for each month the customer qualifies.

A household is eligible for the Lifeline discount if the customer’s annual household income is at or below 135% of the federal poverty guidelines. You may also qualify for the Lifeline program if a customer, a dependent, or the customer’s household participates in one or more of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income;
- Federal Public Housing Assistance (FPHA)
- Veterans and Survivors Pension Benefit.

Twin Lakes is an active participant in the Affordable Connectivity Program. The Affordable Connectivity Program is a federal government benefit program operated by the FCC that helps ensure households can afford the broadband they need for work, school, healthcare and more. The benefit provides a discount of up to \$30 per month toward internet service for eligible households. The Affordable Connectivity Program is non-transferable and limited to one monthly service discount per household. If the program ends, or when a household is no longer eligible, subscribers will be subject to Twin Lakes’ standard internet rates and terms. To find out if you qualify for the Affordable Connectivity Program, please visit: <https://acpbenefit.org/>

Twin Lakes will not discriminate against any individual for any reason and will provide services to all citizens in a nondiscriminatory fashion. It is the intent of the Twin Lakes to fully comply with the provision of Title VI and Title VII of the Civil Rights Act of 1964. Twin Lakes is committed to a moral, ethical, and legal responsibility to ensure equitable employment practices and the delivery of services regardless of an individual’s race, color, religion, national origin, age, disability, gender or political affiliation.

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

