



# BEN LOMAND CONNECT

Telephone: 931-668-4131  
311 N Chancery St P O Box 670

Website: www.blomand.net  
McMinnville, TN 37111-0670

April 1, 2014

**Attn: Current Lifeline Assistance Participant**

Our records indicate you currently receive the "Lifeline Assistance" credit on your Ben Lomand Connect monthly telephone bill.

The Tennessee Regulatory Authority (TRA) requires that all recipients of "Lifeline Assistance" re-qualify twice a year. To re-qualify, you must furnish us with proof of your eligibility by presenting one of the following **dated within the past two weeks:**

1. **Food Stamps** A current printout from Department of Human Services stating you are on the program.
2. **LIHEAP** Low Income Home Energy Assistance. Proper documentation showing you currently qualify for this assistance from your electric company
3. **Medicaid** A current printout from Department of Human Services stating you participate in the program.
4. **NSL** National School Lunch Program. Printout from school stating your child or children participate in program.
5. **SSI** Supplementary Security Income. A letter from the Social Security Administration stating that you are a current SSI fund recipient.
6. **TANF** Temporary Assistance for Needy Families. Proper documentation showing you currently qualify for this assistance from Department of Human Services.

In order to continue receiving the "Lifeline Assistance" credit, **we must receive your proof of eligibility by May 1, 2014.** If proof of eligibility is not received by this date, the credit will be removed from the **June 1, 2014** bill.

If you do not qualify for "Lifeline Assistance" under any of the six guidelines listed above, you may qualify by your income. To find out if you qualify, call the TRA @ 1-800-342-8359 ext 158.

Please fill out the short form enclosed and mail it along with your proof of eligibility to:

Ben Lomand Connect  
311 N Chancery St  
McMinnville, TN 37110

To re-qualify in person, please stop by our office between the hours of 8:00 to 5:00 pm on Monday thru Friday. Our office locations are:

311 N Chancery St  
McMinnville, TN 37110  
Ph 931-668-4131

502 Ben Lomand Dr  
Sparta, TN 38583  
Ph 931-738-2201

43 Main St  
Tracy City, TN 37387  
Ph 931-592-2121

If you have questions, feel free to call our office.

Sincerely,  
Avalyn Lacy



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**Bundles Phone Internet TV Business Security Secure Care Flite**

[LOCAL](#) [CALLING FEATURES](#) [VOICE MAIL](#) [LONG DISTANCE](#)

## Local Service & Pricing

### SERVICES FOR CITY OF MANCHESTER, MCMINNVILLE AND SPARTA CUSTOMERS

**Residential Installation Charge** \$20.00 (one time)  
**Premise Visit:** \$35.00 (one time)  
**Service Connection Charge:**

**Residential Coop Membership Fee:** \$10.00 (one time)

#### Capital Credit Information

**Residential Basic Phone Line:** \$14.00 (monthly)

#### Explanation of Your Telephone Bill

**Inside Wire Maintenance (optional):** \$2.00 (monthly)

#### Explanation of Inside Wire Maintenance

**Access Recovery Charge**  
 Ben Lomand Connect customers will see the Access Recovery Charge added to their phone bill.

[Learn more . . .](#)

Do you need help paying your telephone service?  
 Click on the link below to learn if you are eligible to enroll in the Lifeline program.

[Learn more . . .](#)

#### Support & Service

Customer service and tech support for Internet, Phone and TV service.

#### Online Billing

Go paperless - view and pay your bill online.

#### Ben Lomand Connect Stores

Pay your bill, learn about our services, get questions answered and more.

#### Online Yellow Pages

Local search made simple – find local businesses Phone numbers and addresses online.

[Store Locator](#) [Corporate Info](#) [Terms & Conditions](#) [Privacy Policy](#) [Acceptable Use Policy](#) [Tariffs](#) [Internet/Network Practices](#) [Contact Us](#) [The Connection](#)

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# Do you need help

*paying for*

## Telephone Service?



You are eligible to enroll in the Lifeline program if you participate in one of the following:

### Tennessee criteria:

- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Low Income Home Energy Assistance Program (LIHEAP)
- Free Lunch Program

**OR live in Section 8 federal housing.**  
*(Section 8 only. HUD and other federal programs may not automatically qualify).*

### What is the Lifeline Program?

Established by the FCC to ensure that telephone service is available and affordable for low income telephone subscribers. Administered by the TN Regulatory Authority, the Lifeline program reduces the monthly local service portion of your telephone bill.

Lifeline does not assist with the long distance portion of your bill or with special features such as Caller ID or Call Waiting.



### Two Ways to Apply for Lifeline:

If you receive one of any of the available public assistance programs (see list on front), call Ben Lomand Connect to provide you with an application.

**OR**

If you "DO NOT" receive public assistance, you may qualify if your total household gross monthly income is equal or less than the amounts found in the Gross Monthly Income table on the TRA website at [www.tn.gov/tra/consumerfiles/teleassist.shtml](http://www.tn.gov/tra/consumerfiles/teleassist.shtml)

Tennessee Regulatory Authority  
Consumer Services Division  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
1-800-342-8359 (voice)  
1-888-276-0677 (TTY)  
615-741-8953 (fax)

**BEN**  **LOMAND**  
CONNECT

800.974.7779 • [www.blomand.net](http://www.blomand.net)

**REDACTED – FOR PUBLIC INSPECTION**

**BEN LOMAND RURAL TELEPHONE COOPERATIVE, INC. (SAC 290553)**

**ATTACHMENT - LINE 3017**

**ATTACHMENT REDACTED IN ENTIRETY**