

**Tevin Thompson - Docket number 08-00119**

10-0083

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 4/29/2010 1:51 PM  
**Subject:** Docket number 08-00119

I am a Nexus Communication Inc. customer of reachout wireless, I understand that Reachout wireless is under review. I would like to say that citizens of Tennessee like myself thank reachout for providing low income assisted phone service to people who are not able at this time to afford cell phone service any other way. I am asking you to consider the people who are using this service for family services, emergencies, or even for business. You say that you are here to help the people of Tennessee, so help keep the free minutes phone service that reachout wireless provide. It is about the need of the people, assist the need of the people. I am sure that everyone that contact you and the other representative appreciate the dedicated effort that you are doing to provide the care and the need that will ensure the wellbeing of the people. By no means that I am saying that a phone is a necessity like oxygen, but what I am say is that it has become a way of life that the entire world has their hands in the pot. There aren't many people who do not have a cell phone. There are people with several phones. I ask you to work for the people who depend and rely upon the service that reachout wireless provide.

Thank You  
[REDACTED]

RECEIVED  
2010 APR 29 PM 4:11  
T.R.A. DOCKET ROOM



## **Tevin Thompson - Keeping Nexus' wireless Lifeline program going to help low income families**

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**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 4/29/2010 11:54 AM  
**Subject:** Keeping Nexus' wireless Lifeline program going to help low income families

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**To:**

Sara Kyle, Chairman

Tennessee Regulatory Authority

460 James Robertson Parkway

Nashville, TN 37243

Email: [contact.tra@tn.gov](mailto:contact.tra@tn.gov)

Re: Nexus Communications, Inc., Docket No. 08-00119

I am writing this to let the TRA know how much the Nexus Communications, Inc., (dba Reachout Wireless) free minutes government assisted program means to me—I receive the free phone and the free monthly minutes and it is such a blessing to me and my family to know that i can reach my disabled wife anytime i have to leave the house. We need to keep this going for low income people. I worked 36 years and my social security does not stretch for extras.

Keeping Nexus' wireless Lifeline program going will continue to help low income Tennesseans seek meaningful employment, communicate with emergency services, and stay in touch with their families throughout these difficult economic times.

This wireless Lifeline program is a very vital program and I do not want to see it go away.

Thank you,

[REDACTED]



## **Tevin Thompson - Reachout wireless program**

---

**From:** [REDACTED]  
**To:** "contact.tra@tn.gov" <contact.tra@tn.gov>  
**Date:** 4/29/2010 9:02 AM  
**Subject:** Reachout wireless program  
**CC:** "CustomerFeedback@REACHOUTMOBILE.com"  
<CustomerFeedback@REACHOUTMOBILE.com>

---

**To:**  
**Sara Kyle, Chairman**  
**Tennessee Regulatory Authority**  
**460 James Robertson Parkway**  
**Nashville, TN 37243**  
**Email: contact.tra@tn.gov**

**Re: Nexus Communications, Inc., Docket No. 08-00119**

**I am writing this to let the TRA know how much the Nexus Communications, Inc., (dba Reachout Wireless) free minutes government assisted program means to me - (add you personal experience and feelings)**

**Keeping Nexus' wireless Lifeline program going will continue to help low income Tennesseans seek meaningful employment, communicate with emergency services, and stay in touch with their families throughout these difficult economic times.**

**This wireless Lifeline program is a very vital program and I do not want to see it go away.**

**Thank you,**

[REDACTED]



**Tevin Thompson - Nexus Communications, Inc., Docket No. 08-00119**

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**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 4/29/2010 9:02 AM  
**Subject:** Nexus Communications, Inc., Docket No. 08-00119

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Re: Nexus Communications, Inc., Docket No. 08-00119

Dear Congressman John J Duncan Jr.,

Please, support the Federal Grants to keep Nexus' wireless Lifeline program going. They will continue to help low income Tennesseans seek meaningful employment, communicate with emergency services, and stay in touch with their families throughout these difficult economic times.

I am also writing the TRA to let them know how much the Nexus Communications, Inc., (dba Reachout Wireless) free minutes government assisted program means to me – I have a child and I use the Reach Out Wireless for work, the doctor, school, transportation, and safekeeping.

Sara Kyle, Chairman

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Email: contact.tra@tn.gov

This wireless Lifeline program is a very vital program and I do not want to see it go away, please.

Please, support the petitions in the State of Tennessee for the Federal Grants to keep the Wireless Phone Service Free!

Thank you,

[REDACTED]

I know our residents here in Montgomery Village Ministry fully depend on the Reach Out Wireless Phones for food stamp interviews by phone, doctor appts, and emergency use. Please reconsider and keep this free service on for the residents of Montgomery Village and other low income families that otherwise can not afford a telephone.



## Tevin Thompson - phone free

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**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 4/28/2010 3:12 PM  
**Subject:** phone free

---

please do not end the reachout service cause i need this service real bad right now  
iam retired can i keep my service [REDACTED]



## **Tevin Thompson - Reach-Out Wireless**

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**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 4/28/2010 2:20 PM  
**Subject:** Reach-Out Wireless

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Thank you,  
[REDACTED]



**Tevin Thompson - Nexus Communications, Inc**

---

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 4/28/2010 1:50 PM  
**Subject:** Nexus Communications, Inc

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**From:** [REDACTED]  
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**Date:** 4/28/2010 1:33 PM

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The New Busy think 9 to 5 is a cute idea. Combine multiple calendars with Hotmail. Get busy.

**Tevin Thompson - Nexus Communications, Inc., Docket No. 08-00119**

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**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 4/28/2010 12:40 PM  
**Subject:** Nexus Communications, Inc., Docket No. 08-00119

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Tennessee Regulatory Authority

460 James Robertson Parkway

Nashville, TN 37243

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**Date:** 4/28/2010 12:40 PM  
**Subject:** Nexus Communications, Inc., Docket No. 08-00119

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Tennessee  
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[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



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[http://www.windowlive.com/campaign/thenewbusy?tile=multicalendar&ocid=PID28326::T:WLMTAGL:ON:WL:en-US:WM\\_HMP:042010\\_5](http://www.windowlive.com/campaign/thenewbusy?tile=multicalendar&ocid=PID28326::T:WLMTAGL:ON:WL:en-US:WM_HMP:042010_5)

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**Date:** 4/28/2010 1:50 PM  
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**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 4/28/2010 2:20 PM  
**Subject:** Reach-Out Wireless

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Thank you,

"If you never accept a challenge, you will never feel the excitement of victory."  
PEACE, LOVE, and SERENITY

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 4/28/2010 3:12 PM  
**Subject:** phone free

please do not end the reachout service cause i need this service real bad  
right now iam retired can i keep my service [REDACTED]



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**To:** <contact.tra@tn.gov>  
**Date:** 4/29/2010 9:02 AM  
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[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**To:** "contact.tra@tn.gov" <contact.tra@tn.gov>  
**CC:** "CustomerFeedback@REACHOUTMOBILE.com"  
<CustomerFeedback@REACHOUTMOBILE...  
**Date:** 4/29/2010 9:02 AM  
**Subject:** Reachout wireless program

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[REDACTED]



**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 4/29/2010 11:54 AM  
**Subject:** Keeping Nexus' wireless Lifeline program going to help low income families

\* \*

\*To:\*

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\*Tennessee Regulatory Authority\*

\*460 James Robertson Parkway\*

\*Nashville, TN 37243\*

\*Email: \*\*contact.tra@tn.gov\* <contact.tra@tn.gov>\*\*

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\*Re: Nexus Communications, Inc., Docket No. 08-00119\*

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\*

\* \*

\* \*

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\* \*

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\* \*

\* \*

\*Thank you,\*  
[REDACTED]

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**To:** <contact.tra@tn.gov>  
**Date:** 4/29/2010 1:51 PM  
**Subject:** Docket number 08-00119

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Thank You  
[REDACTED]



**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 4/29/2010 3:46 PM  
**Subject:** reachout wireless free phone service

to whom it may concern i am a reachout wireless user and without this program i could not afford to have a cell phone. this is a very important program and should receive the attention required. please don't let this program lose its funding. thank you. [REDACTED]

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 4/29/2010 4:57 PM  
**Subject:** Re Nexus Communications, Inc, Docket No. 08-00119

**Re:**  
Nexus Communications, Inc., Docket No. 08-00119

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Thank  
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**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 4/29/2010 4:58 PM  
**Subject:** Reachout wireless communications.program.

I am writing to let you know how much the nexus communication's inc reachout wireless free minutes government assisted program means to me. I can't afford a cell phone an this helps with emergencys an when i need to contact my family.

Without this i would not be in contact with my family an when i need them. For emergencys. Please don't cut out this program it has been a great help for me. An im sure a lot of people. Thank you for listening.

**From:**   
**To:** <contact.tra@tn.gov>  
**CC:** <customerfeedback@reachoutmobile.com>  
**Date:** 4/29/2010 8:17 PM  
**Subject:** Reachout Wireless

To:  
Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243  
Email: contact.tra@tn.gov

Re: Nexus Communications, Inc., Docket No. 08-00119

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**To:** <contact.tra@tn.gov>  
**Date:** 4/29/2010 10:49 PM  
**Subject:** Sara Kyle, Chairman

Re: Nexus Communications, Inc., Docket No. 08-00119

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**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**CC:** <customerfeedback@reachoutmobile.com>  
**Date:** 4/30/2010 10:21 AM  
**Subject:** Reachout Wireless Phone Service

To:  
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Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243  
Email: contact.tra@tn.gov

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Thanking you in advance,  
[REDACTED]

W

## Sharla Dillon - Fwd: Reachout Wireless Phone Service

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**From:** [REDACTED]  
**To:** Dillon, Sharla  
**Date:** 4/30/2010 11:10 AM  
**Subject:** Fwd: Reachout Wireless Phone Service

---

>>> Wesceta P Fletcher/Admin/Craigmont\_MS/MCS <FletcherWescetaP@mcsk12.net> 4/30/2010 10:16 AM  
>>>

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Tennessee Regulatory Authority  
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RE 20-0083

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2010 APR 30 AM 9:31

T.R.A. DOCKET ROOM

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Tennessee Regulatory Authority

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Email: [contact.tra@tn.gov](mailto:contact.tra@tn.gov)

Re: Nexus Communications, Inc., Docket No. 08-00119

I am writing this to let the TRA know how much the Nexus Communications, Inc., (dba Reachout Wireless) free minutes government assisted program means to me—I receive the free phone and the free monthly minutes and it is such a blessing to me and my family to know that i can reach my disabled wife anytime i have to leave the house. We need to keep this going for low income people. I worked 36 years and my social security does not stretch for extras.

Keeping Nexus' wireless Lifeline program going will continue to help low income Tennesseans seek meaningful employment, communicate with emergency services, and stay in touch with their families throughout these difficult economic times.

This wireless Lifeline program is a very vital program and I do not want to see it go away.

Thank you,

[REDACTED]



RECEIVED

2010 MAY -7 AM 9: 20

T.R.A. DOCKET ROOM

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 5/6/2010 12:30 PM  
**Subject:** Re: My telephone

Hello,

My name is [REDACTED] and I have a phone through ReachOut Wireless, and I need my minutes on my phone to get of hold of my family, and to use my phone in case that there are any emergency situations that should arrive. My address is [REDACTED]

[REDACTED] For I do not have any other phone in case there is an emergency situation. Like being out on the streets or ect. Thank you again [REDACTED]

**Sharla Dillon - REACHOUT WIRELESS PROGRAM**

RECEIVED

**From:**

**To:** <contact.tra@tn.gov>

**Date:** 5/6/2010 12:38 PM

**Subject:** REACHOUT WIRELESS PROGRAM

2010 MAY -7 AM 9:20

T.R.A. DOCKET ROOM

Hello,

I am sending this letter to say that please keep the Reachout Wireless gov.ass.program going. Having the program helps me keep in touch with my family & I can keep up with my doctor appointments.

The program is very helpful to people like me that need the extra help,so I ask please keep funds to keep the program going.

THANK YOU

Hotmail is redefining busy with tools for the New Busy. Get more from your inbox. [See how.](#)



**Sharla Dillon - Nexus Communications, Inc., Docket No. 08-00119**

RECEIVED

2010 MAY -7 AM 9:20

**From:** [REDACTED]

**To:** <contact.tra@tn.gov>,  
<CustomerFeedback@REACHOUTMOBILE.com.>

TRA DOCKET ROOM

**Date:** 5/6/2010 12:21 PM

**Subject:** Nexus Communications, Inc., Docket No. 08-00119

**To:**

Sara Kyle, Chairman

Tennessee Regulatory Authority

460 James Robertson Parkway

Nashville, TN 37243

Email: contact.tra@tn.gov

I am writing this to let the TRA know how much the Nexus Communications, Inc., (dba Reachout Wireless) free minutes government assisted program means to me - I depend on these free minutes every month, I'm disabled, I use a cane and a electric wheel chair. I'm also on oxygen and I fall quite a bit. I have no income just a utility check I get from the housing I live in and I keep this cell phone on me at all times in case I fall so I can call someone. I can't afford a cell phone on a contract or pay for minutes for the pre paid ones you can buy. This is my only hope is with Reach Out Wireless. I'm sure there is a whole lot more than me like this. Keeping Nexus' wireless Lifeline program going will continue to help low income Tennessean's seek meaningful employment, communicate with emergency services, and stay in touch with their families throughout these difficult economic times. Please help us keep this free assistant program going? This wireless Lifeline program is a very vital program and I do not want to see it go away. Thank you for your time and may GOD BLESS you.

Thank you,

[REDACTED]



**Sharla Dillon - "Important Feedback"**

RECEIVED  
RECEIVED

2010 MAY -7 AM 9:21

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 5/6/2010 12:13 PM  
**Subject:** "Important Feedback"

TRA DOCKET ROOM  
TRA DOCKET ROOM

**To:**  
**Sara Kyle, Chairman**  
**Tennessee Regulatory Authority**  
**460 James Robertson Parkway**  
**Nashville, TN 37243**  
**Email:** [contact.tra@tn.gov](mailto:contact.tra@tn.gov)

**Re: Nexus Communications, Inc., Docket No. 08-00119**

I am writing this to let the TRA know how much the Nexus Communications, Inc., (dba Reachout Wireless) free minutes government assisted program means to me - (add you personal experience and feelings)

Keeping Nexus' wireless Lifeline program going will continue to help low income Tennesseans seek meaningful employment, communicate with emergency services, and stay in touch with their families throughout these difficult economic times.

This wireless Lifeline program is a very vital program and I do not want to see it go away.

Thank you, From [REDACTED]  
You can reach me at [REDACTED]

The New Busy is not the old busy. Search, chat and e-mail from your inbox. Get started.



May 5, 2010

RECEIVED

2010 MAY 10 PM 1:33

T.R.A. DOCKET ROOM

To: Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243  
Email: contact.tra@tn.gov


Nexus Communications, Inc., Docket No. 08-00119

I am writing this to let the TRA know how much the Nexus Communications, Inc., (dba Reachout Wireless) free minutes government assisted program means to me

Keeping Nexus' wireless Lifeline program going will continue to help low income Tennesseans seek meaningful employment, communicate with emergency services, and stay in touch with their families throughout these difficult economic times.

This wireless Lifeline program is a very vital program and I do not want to see it go away.

Thank you,

A large, dark, irregular redacted area covering the signature and name of the sender. The redaction is made with heavy black ink or a marker, obscuring all text in this section.

5-4-10

To: Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243  
Email: contact.tra@tn.gov

Nexus Communications, Inc., Docket No. 08-00119

I am writing this to let the TRA know how much the Nexus Communications, Inc., (dba Reachout Wireless) free minutes government assisted program means to me

Keeping Nexus' wireless Lifeline program going will continue to help low income Tennesseans seek meaningful employment, communicate with emergency services, and stay in touch with their families throughout these difficult economic times.

This wireless Lifeline program is a very vital program and I do not want to see it go away.

Thank you,

[REDACTED]



MAY 5, 2010

To: Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243  
Email: contact.tra@tn.gov

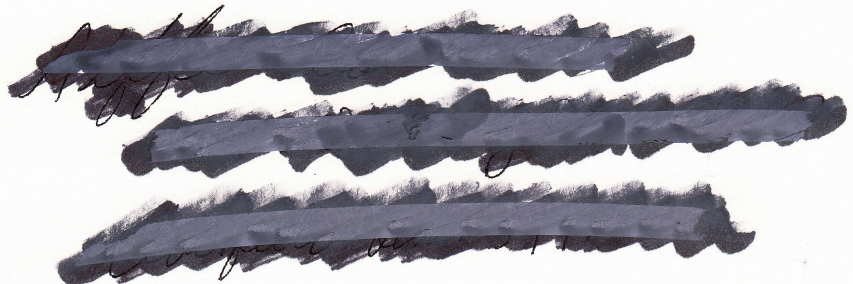
Nexus Communications, Inc., Docket No. 08-00119

I am writing this to let the TRA know how much the Nexus Communications, Inc., (dba Reachout Wireless) free minutes government assisted program means to me

Keeping Nexus' wireless Lifeline program going will continue to help low income Tennesseans seek meaningful employment, communicate with emergency services, and stay in touch with their families throughout these difficult economic times.

This wireless Lifeline program is a very vital program and I do not want to see it go away.

Thank you,



May 2010

To: Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243  
Email: contact.tra@tn.gov

Nexus Communications, Inc., Docket No. 08-00119

I am writing this to let the TRA know how much the Nexus Communications, Inc., (dba Reachout Wireless) free minutes government assisted program means to me

Keeping Nexus' wireless Lifeline program going will continue to help low income Tennesseans seek meaningful employment, communicate with emergency services, and stay in touch with their families throughout these difficult economic times.

The Reachout Wireless phones get out in our community in alot of places unlike other cell phones. We can't get on other government assisted programs like Safelink etc. because they say there is no service in our area

This wireless Lifeline program is a very vital program and I do not want to see it go away.

Thank you,  
Fr:





10-00083

RECEIVED

2010 MAY 10 AM 9:13

April 30, 2010

**REACH OUT** T.R.A. DOCKET ROOM

[REDACTED] at Sen. Corker's Office [REDACTED] left a message with the following information:

[REDACTED] and her father [REDACTED] both really need the services that Reach Out Wireless provides.

**Mary Kraycirik - Call Regarding Reach Out**

---

**From:** [REDACTED]  
**To:** Thompson, Tevin  
**Date:** 4/30/2010 11:14 AM  
**Subject:** Call Regarding Reach Out

---

Tevin,

I had a call from [REDACTED] He would like to know what will happen to the minutes he has paid to put on his phone if his service is turned off. His phone number is [REDACTED]

[REDACTED] Thanks,  
[REDACTED]



## REACH OUT WIRELESS

[REDACTED], at [REDACTED] would like a call back  
regarding the outcome.

**Mary Kraycirik - Reachout/Wirless Inquiries Per State Representative Tommie Brown's Office - Thank You.**

---

**From:** "LaDonna Nelms" <ladonna.nelms@capitol.tn.gov>  
**To:** <tevin.thompson@tn.gov>, <mary.kraycirik@tn.gov>  
**Date:** 4/29/2010 2:29 PM  
**Subject:** Reachout/Wirless Inquiries Per State Representative Tommie Brown's Office - Thank You.  
**Attachments:** Voice Message from Unknown (817709371008); Voice Message from Unknown (817709371012); Voice Message from Unknown (817709371009); Voice Message from Unknown (817709371017)

---

<<Voice Message from Unknown (817709371008)>> <<Voice Message from Unknown (817709371012)>>  
<<Voice Message from Unknown (817709371009)>> <<Voice Message from Unknown (817709371017)>>

Best Regards,  
LaDonna T. Nelms CPS  
Executive Assistant to Representative Tommie F. Brown  
House Higher Education Subcommittee  
Tennessee General Assembly  
36 Legislative Plaza  
Nashville, TN 37243  
615.741.4374 (Office)  
615.253.0203 (Fax)



**From:** "Unity Messaging System - TGAUNITY1" <Unity\_TGAUNITY1@capitol.tn.gov>  
**To:** "Tommie Brown" <rep.tommie.brown@capitol.tn.gov>  
**Date:** 4/28/2010 1:37 PM  
**Subject:** Voice Message from Unknown (817709371008)  
**Attachments:** VoiceMessage.wav

**From:** "Unity Messaging System - TGAUNITY1" <Unity\_TGAUNITY1@capitol.tn.gov>  
**To:** "Tommie Brown" <rep.tommie.brown@capitol.tn.gov>  
**Date:** 4/28/2010 2:40 PM  
**Subject:** Voice Message from Unknown (817709371012)  
**Attachments:** VoiceMessage.wav



**From:** "Unity Messaging System - TGAUNITY1" <Unity\_TGAUNITY1@capitol.tn.gov>  
**To:** "Tommie Brown" <rep.tommie.brown@capitol.tn.gov>  
**Date:** 4/28/2010 3:24 PM  
**Subject:** Voice Message from Unknown (817709371009)  
**Attachments:** VoiceMessage.wav

**From:** "Unity Messaging System - TGAUNITY1" <Unity\_TGAUNITY1@capitol.tn.gov>  
**To:** "Tommie Brown" <rep.tommie.brown@capitol.tn.gov>  
**Date:** 4/29/2010 9:07 AM  
**Subject:** Voice Message from Unknown (817709371017)  
**Attachments:** VoiceMessage.wav



**Mary Kraycirik - Reachout Wireless**

---

**From:** "Pamela Mason" <pamela.mason@capitol.tn.gov>  
**To:** <Mary.Kraycirik@tn.gov>  
**Date:** 4/30/2010 1:31 PM  
**Subject:** Reachout Wireless  
**Attachments:** ReachoutWireless.doc

---

Ms. Kraycirik,

Attached is list of callers, and some background, regarding Reachout Wireless received by Rep. Fitzhugh.

Please let our office know if we can be of further assistance.

Thank you,

Pamela Mason

<<ReachoutWireless.doc>>

Our office began receiving calls Wednesday, April 28, from Reachout Wireless customers. These callers said that they had received a text urging them to call their legislator as soon as possible or risk losing their free minutes and their phone service.

After receiving calls throughout the morning I called the Nexus office in Ohio and was connected to Mr. Steven Fenker.

Mr. Fenker told me there is a legal case pending before the TRA and that legislators were being contacted to help influence TRA in that case. When I told him that TRA is an independent agency and that legislators were not involved, he told me they could influence TRA decision making.

The following is a list of callers, to date, that were patched through to our office. Each number is in the 731 area code.

[REDACTED]

901 Area Code

[REDACTED]



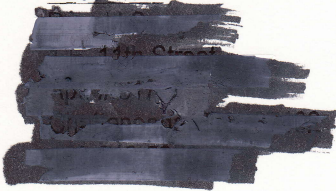
**Mary Kraycirik - RE: Reachout/Wirless Inquiries Per State Representative Tommie Brown's Office - Thank You.**

---

**From:** "LaDonna Nelms" <ladonna.nelms@capitol.tn.gov>  
**To:** <tevin.thompson@tn.gov>, <mary.kraycirik@tn.gov>  
**Date:** 4/29/2010 2:31 PM  
**Subject:** RE: Reachout/Wirless Inquiries Per State Representative Tommie Brown's Office - Thank You.

---

Subscriber



Best Regards,  
LaDonna T. Nelms CPS  
Executive Assistant to Representative Tommie F. Brown  
House Higher Education Subcommittee  
Tennessee General Assembly  
36 Legislative Plaza  
Nashville, TN 37243  
615.741.4374 (Office)  
615.253.0203 (Fax)

---

**From:** LaDonna Nelms  
**Sent:** Thursday, April 29, 2010 2:27 PM  
**To:** 'tevin.thompson@tn.gov'; 'mary.kraycirik@tn.gov'  
**Subject:** Reachout/Wirless Inquiries Per State Representative Tommie Brown's Office - Thank You.

<< Message: Voice Message from Unknown (817709371008) >> << Message: Voice Message from Unknown (817709371012) >> << Message: Voice Message from Unknown (817709371009) >> << Message: Voice Message from Unknown (817709371017) >>

Best Regards,  
LaDonna T. Nelms CPS  
Executive Assistant to Representative Tommie F. Brown  
House Higher Education Subcommittee  
Tennessee General Assembly  
36 Legislative Plaza  
Nashville, TN 37243  
615.741.4374 (Office)  
615.253.0203 (Fax)

**Sara Kyle - Keep Reach Out Wireless Alive, PLEASE.**

---

**From:** [REDACTED]  
**To:** <sara.kyle@tn.gov>  
**Date:** 5/11/2010 11:05 AM  
**Subject:** Keep Reach Out Wireless Alive, PLEASE.

---

RECEIVED  
2010 MAY 12 PM 2:56  
T.R.A. DOCKET ROOM

Ms. Kyle,

Please allow Reach Out Mobile to continue service here in TN!

I am a single mother, disabled, and have 2 children.

This service is literally a lifeline for me, and I know of many, many others that find this service to be also!

It was such a huge relief when this service became available, PLEASE allow it's continuance.

Thank you!

[REDACTED]



**Sharla Dillon - Nexus Communication Incorporated Docket # 0800119**

---

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 5/7/2010 3:04 PM  
**Subject:** Nexus Communication Incorporated Docket # 0800119  
**CC:** <customerfeedback@reachoutmobile.com>, <mariamuldrow@yahoo.com>

---

May 7, 2010

My name is [REDACTED] and I would like to continue my service with Reach Out Mobile. My number is [REDACTED]. If you have any messages for please please contact me via phone or text messaging. I am mobile, I am currently experiencing problems with my mail services, and miss a letter sent by mail.

Thanks,

[REDACTED]

**Sharla Dillon**

---

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 5/8/2010 11:46 AM

---

I [REDACTED] would like to stay with Reach Out Wireless and hopefully continue to receive FREE minutes each month.

Thank You  
[REDACTED]



**Sharla Dillon - Nexus Communications**

---

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 5/8/2010 11:34 PM  
**Subject:** Nexus Communications

---



Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243  
Email: contact.tra@tn.gov

Re: Nexus Communications, Inc., Docket No. 08-00119

I am writing this to let the TRA know how much the Nexus Communications, Inc., (dba Reachout Wireless) free minutes government assisted program means to me – I am disabled and use my phone to contact doctors, hospitals, and for them to contact me. I worked most of my life and I feel 68 minutes per month is not too much to ask in these economic times. We as a nation are always helping others and sometimes fall short in helping those here in the USA, please help in this matter. For some this is their only source of contact with the outside world as they are bedridden or homebound. We are only asking for a little over 1 hour per month. So little to ask for to give a little hope. It is my understanding it is federally funded and not state funded, I do not see where it would take any funding from our state programs.

Keeping Nexus' wireless Lifeline program going will continue to help low income Tennesseans seek meaningful employment, communicate with emergency services, and stay in touch with their families throughout these difficult economic times.

This wireless Lifeline program is a very vital program and I do not want to see it go

away.

Thank you,

A dark, horizontal, irregularly shaped redacted area, likely covering a signature or name.



**Sharla Dillon - nexus communication INC. docket number 08-00119**

---

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 5/10/2010 8:18 PM  
**Subject:** nexus communication INC. docket number 08-00119

---

Dear Ms. Sarah Kylec

Chairman

Tennessee Regulatory Authority

Hello my name is LaDerreka Cork. My phone number is 574-3247. I want to continue my reachout wireless free minutes each month. I depend on this program for an emergency. Please do not stop this program. I really need this phone in case of anything might happen. I am unable to purchase minutes each month due to the income. Thanks again.

RECEIVED 460 James Robertson Parkway

2010 MAY 12 AM 11:26 Nashville, Tn. 37243

T.R.A. DOCKET ROOM May 8, 2010

Sara Kyle Chairman  
Regulatory authority

To whom may concern

I am writing you to continue  
the Reach Out wireless government  
assisted Cellular Service in the  
state of Tennessee.

Sign:



Subject: Nexus Communications Inc.

08-0019



DEAR SARA KAYLE

Tennessee REGULATORY  
AUTHORITY I [REDACTED]

[REDACTED] I Like

To Keep My Free

Reach Out Wireless

Phone my number

is [REDACTED]

Thank You [REDACTED]

src. NEXUS COMMUNICATIONS  
INC. DOT 0800119

**Sara Kyle - I am asking for chairman Kyle's help!!**

---

**From:** [REDACTED]  
**To:** <sara.kyle@tn.gov>  
**Date:** 5/11/2010 2:06 PM  
**Subject:** I am asking for chairman Kyle's help!!

---

RECEIVED  
2010 MAY 12 AM 9:16  
T.R.A. DOCKET ROOM  
10-00083

Dear Chairman Kyle, I recently tried to apply for a Reach Out Wireless Government assisted cell phone and I was told that as a resident of Tennessee I could not apply right now because the funding may be cut off here in Tennessee for this service. I am asking as a lifetime Tennessee resident that you support the Reach Out wireless program because I cannot afford a cell phone and the reason that I wanted this service was in the event that I or my children have an emergency and need to get in contact with someone immediately. This program is vital to many underprivileged people who need to be able to contact someone should an emergency arise!! I cannot afford to buy a phone much less pay for service and the free 68 monthly minutes would be available for me in case of emergency. There are many elderly people in the same situation and I am scared to think that I could be out somewhere or my children and not be able to call someone if we have a dire emergency! I am asking for your consideration and support in this matter! Thank you [REDACTED]

[REDACTED]



**REACH OUT**

[REDACTED]

RECEIVED

2010 MAY 12 AM 9:46

T.R.A. DOCKET ROOM

RECEIVED

CONSUMER SERVICES DIVISION

MAY 11 2010

TN REGULATORY AUTHORITY

Ms. Edmondson has been laid off and cannot afford a phone. She wants funding for Reach Out to continue.

**REACH OUT**

RECEIVED

RECEIVED  
CONSUMER SERVICES DIVISION

2010 MAY 12 AM 8:46

MAY 11 2010

T.R.A. DOCKET ROOM

TN REGULATORY AUTHORITY

Ms. Carruthers would like the funding for Reach Out to continue.



May 5, 2010

RECEIVED

2010 MAY 12 AM 9:35

TRA DOCKET ROOM

To: Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243  
Email: contact.tra@tn.gov

Nexus Communications, Inc., Docket No. 08-00119

I am writing this to let the TRA know how much the Nexus Communications, Inc., (dba Reachout Wireless) free minutes government assisted program means to me

Keeping Nexus' wireless Lifeline program going will continue to help low income Tennesseans seek meaningful employment, communicate with emergency services, and stay in touch with their families throughout these difficult economic times.

This wireless Lifeline program is a very vital program and I do not want to see it go away.

Thank you,

[REDACTED]

May 5, 2010

To: Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243  
Email: contact.tra@tn.gov

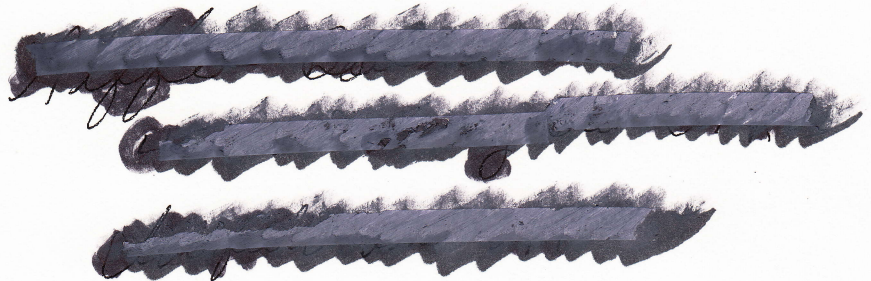
Nexus Communications, Inc., Docket No. 08-00119

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Thank you,





May 2010

To: Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243  
Email: contact.tra@tn.gov

Nexus Communications, Inc., Docket No. 08-00119

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The Reachout Wireless phones get out in our community in alot of places unlike other cell phones. We can't get on other government assisted programs like Safelink etc. because they say there is no service in our area

This wireless Lifeline program is a very vital program and I do not want to see it go away.

Thank you,

Fr:



Ms. S. Pyra

the Recchard Wireless Telephone  
Told me to contact you because the  
Government will discontinue the  
phone service please allow the  
Government to continue to fund  
this programs. I-n-others needs a  
phone & phone service They give us  
FREE minutes every month. Thank  
you. ~~Box~~ Docket number 08-00119

[REDACTED]



yes sir or ma this is [redacted]  
[redacted] And I would like  
to keep my phone with  
Reach Out Wiles Ever-month  
I called and they said I  
need to send in a letter  
here is my cell phone number  
[redacted]

Subject Nexus Communications  
inc. 08-00119

I would like my free minutes  
sir or ma I have not  
~~been~~ received them yet this  
month

Thank you all  
Very much I would  
like to stay with reach  
out wiles so I can get  
my free minutes each month I'm  
on disability I can not  
afford to buy none  
Thank you all so  
much Sincerely [redacted]



RECEIVED

2010 MAY 13 AM 10:57

T.R.A. DOCKET ROOM

~~Matthew Phibbs~~  
~~Matthew Phibbs~~  
~~Matthew Phibbs~~  
~~Matthew Phibbs~~  
5-11-10

Dear, Miss Sara Pyle,  
My name is Stephen Garbrough,  
why I'm writing please keep  
our minutes coming monthly bec-  
-ause I am disable, the phone  
which is 68 mins. comes in very  
handy because it is very important  
to me that we keep them. For  
one reason we had car trouble  
the phone came in handy to call  
for help, because I cannot afford  
to buy one of those monthly flat  
rate prices.

Thank You,

~~Matthew Phibbs~~

~~Matthew Phibbs~~

~~Matthew Phibbs~~

my cell ph. #

Reach-Out-201-  
-less

Nexus Communication Inc.  
Docket No. 0800119



5-10-10

To whom this may concern, I  
would like to continue ~~my~~<sup>your</sup> services  
in Tennessee so I can receive a  
Reach out Wireless cell phone. Please  
Send me one phone.

[REDACTED]



Dear Regulatory Authority Board Member  
Sarah Kyle,

My name is  
[REDACTED] and I am  
writing you in regards of my  
government cell phone service.

I am requesting that my free  
monthly minutes continue with  
reachout wireless Nexus  
Communication Inc. Doc. #

08'00119

The free monthly minutes  
we receive have been  
extremely beneficial to my  
family. Thank You for your  
Time.

Sincerely,

[REDACTED]  
[REDACTED]



May 2010

TO WHOM IT May Concern,

I AM asking please to  
Let The people continuing  
TO Recieve THE MONTHLY  
Free Minutes, ON OUR REACH  
OUT Wireless PHONES, We need  
These phones and minutes, we  
Travel outside The Home, We keep  
Out Children, anytime an emergency  
comes up we'll Be able to use The Phone

Thank you. My Name [REDACTED]  
Phonett [REDACTED]

My ADDRESS [REDACTED]

CITY-Memphis [REDACTED]

STATE-TN. Zip code [REDACTED]



May 11 2010

TO WHOM IT May Concern,

I AM asking please to  
Let The people Continuing  
TO Recieve THE MONTHLY  
Free minutes, ON OUR REACH  
Out Wireless PHONES, We need  
These phones and minutes, we  
Travel outside The Home, We keep  
Out Children, anytime an emergency  
comes up we'll Be able to use The Phone

Thank you. My Name [REDACTED]  
Phone# [REDACTED]

My ADDRESS [REDACTED] Ave Zip [REDACTED]  
CITY [REDACTED] APT# [REDACTED]  
STATE TN. Zip code [REDACTED]



May 2010

TO WHOM IT May Concern,

I AM asking please to  
let the people continuing  
to receive THE MONTHLY  
Free minutes, on OUR REACH  
out Wireless PHONES, we need  
these phones and minutes, we  
travel outside the home, we keep  
out children, anytime an emergency  
comes up we'll be able to use the phone

Thank you. My Name [REDACTED]  
Phone# [REDACTED]

My ADDRESS [REDACTED]

CITY [REDACTED]

STATE TN. Zip code [REDACTED]



May-11-2010

RECEIVED

2010 MAY 14 PM 12:51

T.R.A. DOCKET ROOM

TO WHOM IT MAY CONCERN,  
I AM ASKING PLEASE TO  
LET THE PEOPLE CONTINUING  
TO RECEIVE THE MONTHLY  
FREE MINUTES, ON OUR REACH  
OUT WIRELESS PHONES, WE NEED  
THESE PHONES AND MINUTES, WE  
TRAVEL OUTSIDE THE HOME, WE KEEP  
OUT CHILDREN, ANYTIME AN EMERGENCY  
COMES UP WE'LL BE ABLE TO USE THE PHONE  
THANK YOU. MY NAME [REDACTED]  
PHONE# [REDACTED]  
MY ADDRESS [REDACTED]  
CITY [REDACTED]  
STATE TN. Zip Code [REDACTED]



Dear Chairman Kyle,

May 11, 2010

I recently tried to apply for the Reach Out Wireless government assisted program and I was told that as a resident of Tennessee That I could not apply right now because the funding may be cut off here in Tennessee for this program. I am asking as a lifetime Tennessee resident that you support the Reach Out Wireless program because many Tennesseans need this help!

The reason that I wanted this service was in the event that I or my children have an emergency and need to get in contact with someone immediately. This program is vital to many underprivileged people who may have an emergency arise! I cannot afford a cell phone or service. The free 68 minutes that this program provides monthly would be available for me in case of an emergency. There are many Tennesseans in the same situation. I am scared to think that I or my children could be out somewhere or even at home and not be able to contact anyone in a dire emergency!

I am asking for your support in this matter. I feel as if there are many programs that waste government money but this program is not a waste and it is very necessary!! Thank you very much for your time and consideration for this matter!!

Sincerely,

The signature and address are redacted with heavy black ink. The signature appears to be a single line, followed by a return address consisting of approximately five lines of text, all obscured by the redaction.

NEXUS COMMUNICATIONS  
INC 08-0019

I want to CONTINUE my  
Reach out WIRELESS  
and I want to continue my minutes  
a month. Thank you.

Sign

Get my mail.

08/0



May 2010

TO WHOM IT May Concern,

I AM asking please to  
Let The people continuing  
TO Recieve THE MONTHLY  
Free minutes, ON OUR REACH  
Out Wireless PHones, We need  
These phones and minutes, we  
Travel outside The Home, we keep  
Out Children, anytime an emergency  
comes up we'll Be able to use The Phone

Thank you. My Name  
Phonett

My ADDRESS

CITY Memphis

STATE TN. Zip Code



May 2010

TO WHOM IT May Concern,  
I AM asking please TO  
Let The people Continuing  
TO Receive THE MONTHLY  
Free Minutes, ON OUR REACH  
Out Wireless PHONES, We need  
These phones and minutes, we  
Travel outside The Home, we keep  
Out Children, anytime an emergency  
comes up we'll Be able to use The Phone

Thank you. My Name  
Phone#

My ADDRESS

CITY

STATE Tel. Zip Code



May 2010

TO WHOM IT May Concern,

I AM asking please to  
Let The people continuing  
TO Recieve THE MONTHLY  
Free minutes, ON OUR REACH  
OUT Wireless PHONES, We need  
These phones and minutes, we  
Travel outside The Home, We Keep  
Out Children, anytime an emergency  
comes up we'll Be able to use the Phone

Thank you. My Name  
Phone#

My ADDRESS

CITY

STATE TN. Zip Code



May 2010

TO WHOM IT May Concern,

I AM asking please TO  
Let The people Continuing  
TO Recieve THE MONTHLY  
Free minutes, ON OUR REACH  
Out Wireless PHONES, We need  
These phones and minutes, we  
Travel outside The Home, we keep  
Out Children, anytime an emergency  
comes up we'll Be able to use The Phone

Thank you. My Name [REDACTED]  
Phone# [REDACTED]

MY ADDRESS [REDACTED]

CITY [REDACTED]

STATE TN. Zip Code [REDACTED]



I want to ~~to~~ Apply for  
A Reach out wire less phone  
Because some tryed to Break  
In my house and I have  
a Disable person and my  
Self there and some hit  
me In the face Last night  
~~because~~ When I went to the  
Dumpsters and took out my  
Trash please Help me Im  
Scared Were I Live It dont  
Seem Safe

I Recive Food Stamps  
200 a month.



RECEIVED

2010 MAY 17 PM 12:34

DRG-001 P1912:34  
DCA. DOCKET ROOM

Nexus Communications. inc.

I would like 2 continue 2 get your wireless service and continue 2 get the free monthly min. I need this cell phone because I don't have any income coming in and this is how doctors and other family members get in touch with me since I live with friends

Sincerely

A large, dark, rectangular redacted area covering the signature and any text below it.



Nexave Communications, inc. 08-00119

I would like 2 stay with your wireless company. I would like 2 continue 2 get the free monthly min. because I don't make enough money for a real phone and I depend on this cell phone for doctors and other family members I get ahold of me.

Sincerely

A large, dark, horizontal rectangular area that has been heavily blacked out or redacted, obscuring the signature and any text that might have been present below the 'Sincerely' line.

DEAR Sara Kyle Chairman  
Tennessee Regulatory Authority  
Nexus Communications

Inc Docket  
08-00-119

I Just wanted to say  
that with out my phone  
I have no way to call  
my Daddy with my Grand  
Daddy his 87 years old  
my family live out of  
town it hard when you  
cant call them And my  
mother just die so its  
hard living here in  
Nashville and cant call  
no one ~~else~~ ~~that~~ Sorry  
About that will you  
help me thank you  
it mean a lot to me.  
Thank you Again.



Nexius Communications. inc. 08-00119

I would like 2 continue 2 get your  
wireless service and continue 2 get the  
free monthly min. I ~~can~~ cant afford a  
cell phone because I dont make alot of money  
and I depend on this govt assisted phone for  
Doctors and other family members 2 get  
hold of me.

Sincerely

A large, dark, rectangular redacted area covering the signature and any text that might have been below it.



May 2010

TO WHOM IT May Concern,

I AM asking please to  
Let The people continuing  
TO Recieve THE MONTHLY  
Free minutes, ON OUR REACH  
Out Wireless PHONES, We need  
These phones and minutes, we  
Travel outside The Home, We keep  
Out Children, anytime an emergency  
comes up we'll Be able to use The Phone

Thank you. My Name  
Phonette

My ADDRESS

CITY Memphis

STATE TN. Zip code 38126



May 2010

TO WHOM IT May Concern,

I AM asking please TO  
Let The people Continuing  
TO Recieve THE MONTHLY  
Free minutes, ON OUR REACH  
Out Wireless PHONES, We need  
These phones and minutes, we  
Travel outside The Home, We keep  
Out Children, anytime an emergency  
comes up we'll Be able to use The Phone

Thank you. My Name  
Phonett

MY ADDRESS

CITY

STATE IN. Zip Code



Subject: Nexus Communications Inc  
Docket # 0800119

I Am writing in Request to  
Continue to Receive my Free  
minutes, As I am a Senior  
Citizen.

Name:

[REDACTED]

Cell #

[REDACTED]



Nexus Communication Inc  
Docket # 0800119

S-14110

RECEIVED  
MAY 18 PM 12:30  
DOCKET NO. 0800119

Attn: Sarah Kyle, Chairman of TRA  
460 James Robertson Parkway  
Nashville, TN 37243

My name is [REDACTED] and my  
address is [REDACTED]

[REDACTED] My ReachOut Wireless  
phone number is [REDACTED]

I am requesting that the Reach  
Out Wireless phone service continue  
to be funded by the State of  
TN. I am presently receiving  
Food stamps. My TennCare was  
taken away in 2005 so it is  
very difficult for me to pay for  
medical services since I have no  
income. I am presently filing  
for Social Security Disability. If  
my ReachOut Wireless Service is  
cancelled, my ability to contact

my family, pharmacies, clinic  
physicians, and my mental health  
center (Frayser Family Counseling  
Center) will be severely impaired.  
Your support of this vital program  
will be immensely appreciated.

Thank You,

A dark, horizontal redacted area, likely covering a signature or name.



5-14-10

Nexus Communication Inc  
Docket # 0800119

Attn: Sarah Kyle, Chairman of TRA  
460 James Patterson Parkway  
Nashville, TN 37243

My name is [REDACTED] and my  
address is [REDACTED]

[REDACTED] My Reach Out  
Wireless phone number is [REDACTED]

I am requesting that the Reach Out  
Wireless phone service continue to be  
funded by the State of TN. I  
receive both Tenn Care Medicaid and  
Food Stamps. I will be a 1st year  
college student this fall. If my  
Reach Out Wireless service is  
cancelled, my to contact my family,  
college study friends, physician,  
pharmacies, and my mental health  
center will be severely impaired.  
Your support of this important





10-0083

Page 1 of 2

46 James Robertson Pky  
3721

**Audrey Jenkins**

**From:** Steve Kriegish  
**Sent:** Thursday, April 29, 2010 12:13 PM  
**To:** Staff  
**Cc:** House Members; Senate Members  
**Subject:** FW: Funding for Wireless Telecommunications Service

Phone  
Messages:  
(11)

From Rep. Judy  
Barker

Forwarded at the request of the Tennessee Regulatory Authority.

---

**MEMORANDUM**

**TO:** All Members of the General Assembly and Staff  
**FROM:** Sara Kyle, Chairman  
**DATE:** April 29, 2010  
**RE:** Funding for Wireless Telecommunications Service

741-2904

Under the name Reachout Wireless, Nexus Communication, Inc. has been providing wireless telecommunications service to Tennessee residents who qualify for the Lifeline and Link-up programs. A question has arisen between Nexus and the federal Universal Service Administration Company (USAC) as to whether Nexus is properly certified in Tennessee as a wireless Eligible Telecommunications Carrier, and therefore whether it is eligible for universal service funds. Because of an emergency petition filed by Nexus, it has become a matter for the Directors of the Authority to consider at the next Authority Conference.

The following are talking points that could be used by you and your staff when dealing with questions from constituents:

- 1) The funding of the service, which includes 68 free minutes every month for eligible Tennessee residents, comes from the federal universal service fund.
- 2) A telecommunications service provider must be properly certified in order to qualify for reimbursement from the fund.
- 3) Nexus/Reachout Wireless has petitioned the Tennessee Regulatory Authority to rule on its certification; this is a legal issue and because this matter is currently pending before the Authority in Docket No. 10-00083, we can't discuss this case in any further detail.
- 4) Please ask for name and contact information, write down any comments they may make, and provide that information to Tevin Thompson, Deputy Chief of Consumer Services, Tennessee Regulatory Authority, ext. 158 or Mary Kraycirik at ext. 192, so that it can then be filed in the docket for public review.

Thank you all for your thoughtful consideration of this matter.



# PHONE CALL

FOR [REDACTED] DATE 5/14 TIME     A.M. P.M.

M [REDACTED]

OF [REDACTED]

PHONE ☐ FAX ☐ MOBILE ☐ AREA CODE [REDACTED] NUMBER [REDACTED] EXTENSION [REDACTED]

MESSAGE [REDACTED]

SIGNED [REDACTED]

PHONED	RETURNED YOUR CALL	PLEASE CALL	WILL CALL AGAIN	CAME TO SEE YOU	WANTS TO SEE YOU
--------	--------------------	-------------	-----------------	-----------------	------------------

**Tops** FORM 4003

# PHONE CALL

FOR [REDACTED] DATE 5/14 TIME     A.M. P.M.

M [REDACTED]

OF [REDACTED]

PHONE ☐ FAX ☐ MOBILE ☐ AREA CODE [REDACTED] NUMBER [REDACTED] EXTENSION [REDACTED]

MESSAGE Keep Wireless - No need to call again

SIGNED JUST @pinion

PHONED	RETURNED YOUR CALL	PLEASE CALL	WILL CALL AGAIN	CAME TO SEE YOU	WANTS TO SEE YOU
--------	--------------------	-------------	-----------------	-----------------	------------------

**Tops** FORM 4003

# PHONE CALL

FOR [REDACTED] DATE     TIME     A.M. P.M.

M [REDACTED]

OF [REDACTED]

PHONE ☐ FAX ☐ MOBILE ☐ AREA CODE [REDACTED] NUMBER [REDACTED] EXTENSION [REDACTED]

MESSAGE [REDACTED]

SIGNED [REDACTED]

PHONED	RETURNED YOUR CALL	PLEASE CALL	WILL CALL AGAIN	CAME TO SEE YOU	WANTS TO SEE YOU
--------	--------------------	-------------	-----------------	-----------------	------------------

**Tops** FORM 4003

# PHONE CALL

# PHONE CALL

FOR SB DATE 6/1 TIME     A.M. P.M.

M [REDACTED]

OF [REDACTED]

PHONE ☐ FAX ☐ MOBILE ☐ AREA CODE [REDACTED] NUMBER [REDACTED] EXTENSION [REDACTED]

MESSAGE Want to keep service

SIGNED [REDACTED]

PHONED	RETURNED YOUR CALL	PLEASE CALL	WILL CALL AGAIN	CAME TO SEE YOU	WANTS TO SEE YOU
--------	--------------------	-------------	-----------------	-----------------	------------------

**Tops** FORM 4003

# PHONE CALL

FOR [REDACTED] DATE     TIME     A.M. P.M.

M [REDACTED]

OF [REDACTED]

PHONE ☐ FAX ☐ MOBILE ☐ AREA CODE [REDACTED] NUMBER [REDACTED] EXTENSION [REDACTED]

MESSAGE [REDACTED]

SIGNED [REDACTED]

PHONED	RETURNED YOUR CALL	PLEASE CALL	WILL CALL AGAIN	CAME TO SEE YOU	WANTS TO SEE YOU
--------	--------------------	-------------	-----------------	-----------------	------------------

**Tops** FORM 4003

# PHONE CALL

FOR [REDACTED] DATE     TIME     A.M. P.M.

M [REDACTED]

OF [REDACTED]

PHONE ☐ FAX ☐ MOBILE ☐ AREA CODE [REDACTED] NUMBER [REDACTED] EXTENSION [REDACTED]

MESSAGE [REDACTED]

SIGNED [REDACTED]

PHONED	RETURNED YOUR CALL	PLEASE CALL	WILL CALL AGAIN	CAME TO SEE YOU	WANTS TO SEE YOU
--------	--------------------	-------------	-----------------	-----------------	------------------

**Tops** FORM 4003



**PHONE CALL**

FOR \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_ A.M. P.M.

M. \_\_\_\_\_

OF \_\_\_\_\_

PHONE ☐ FAX ☐ MOBILE ☐ AREA CODE \_\_\_\_\_ NUMBER \_\_\_\_\_ EXTENSION \_\_\_\_\_

MESSAGE \_\_\_\_\_

PHONED	RETURNED YOUR CALL
PLEASE CALL	WILL CALL AGAIN
CAME TO SEE YOU	WANTS TO SEE YOU

SIGNED \_\_\_\_\_ TOPS FORM 4003

**PHONE CALL**

FOR \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_ A.M. P.M.

M. \_\_\_\_\_

OF \_\_\_\_\_

PHONE ☐ FAX ☐ MOBILE ☐ AREA CODE \_\_\_\_\_ NUMBER \_\_\_\_\_ EXTENSION \_\_\_\_\_

MESSAGE *Keep wireless*

PHONED	RETURNED YOUR CALL
PLEASE CALL	WILL CALL AGAIN
CAME TO SEE YOU	WANTS TO SEE YOU

SIGNED \_\_\_\_\_ TOPS FORM 4003

TOPS NO. 4003

**PHONE CALL**

FOR \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_ A.M. P.M.

M. \_\_\_\_\_

OF \_\_\_\_\_

PHONE ☐ FAX ☐ MOBILE ☐ AREA CODE \_\_\_\_\_ NUMBER \_\_\_\_\_ EXTENSION \_\_\_\_\_

MESSAGE \_\_\_\_\_

PHONED	RETURNED YOUR CALL
PLEASE CALL	WILL CALL AGAIN
CAME TO SEE YOU	WANTS TO SEE YOU

SIGNED \_\_\_\_\_ TOPS FORM 4003

**PHONE CALL**

FOR \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_ A.M. P.M.

M. \_\_\_\_\_

OF \_\_\_\_\_

PHONE ☐ FAX ☐ MOBILE ☐ AREA CODE \_\_\_\_\_ NUMBER \_\_\_\_\_ EXTENSION \_\_\_\_\_

MESSAGE \_\_\_\_\_

PHONED	RETURNED YOUR CALL
PLEASE CALL	WILL CALL AGAIN
CAME TO SEE YOU	WANTS TO SEE YOU

SIGNED \_\_\_\_\_ TOPS FORM 4003

**PHONE CALL**

FOR \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_ A.M. P.M.

M. \_\_\_\_\_

OF \_\_\_\_\_

PHONE ☐ FAX ☐ MOBILE ☐ AREA CODE \_\_\_\_\_ NUMBER \_\_\_\_\_ EXTENSION \_\_\_\_\_

MESSAGE *Cell Phone*

PHONED	RETURNED YOUR CALL
PLEASE CALL	WILL CALL AGAIN
CAME TO SEE YOU	WANTS TO SEE YOU

SIGNED \_\_\_\_\_ TOPS FORM 4003




**REACH OUT**

RECEIVED

2010 MAY 18 AM 7:31

T.R.A. DOCKET ROOM



Ms.  would like to keep her service with Reach Out.

**Sharla Dillon - Nexus communication inc docket#0800119**

---

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 5/17/2010 7:12 PM  
**Subject:** Nexus communication inc docket#0800119

---

[REDACTED]

To those at Contact TRA at TN.gov whom may hear my request of continual service from Reach Out Wireless which is supported by the State of Tennessee. Its important that my phone service continue to assist me in my endeavor to find steady employment. These are trying economic times for our nation and local economy. So please don't make it harder that it already is. Please give me a little more time with my phone to find employment. Although we may be eager to assist those of foreign affairs - difficulty. Lest not shrink from the seemingly impossible choice of helping those who are facing difficulties here at home too. Thank you for your assistance in this matter.

[REDACTED]



RECEIVED

2010 MAY 25 PM 2:06

T.R.A. DOCKET ROOM

May 22, 2010

Sara Kyle  
TM Regulatory  
3460 James Robertson Parkway  
Nashville, TN 37243

Re: 08-00-119

Please continue to provide minutes  
for my phone, Reach Out Wireless plan.

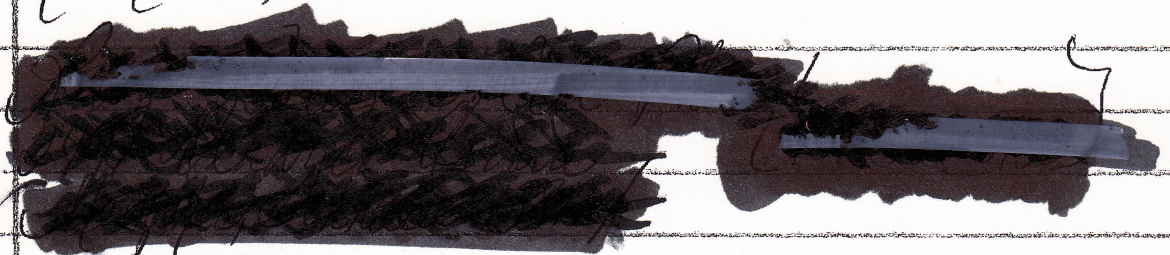
Thank you





May 18, 2010

Chairman Sarah Taylor  
Regulator 3600 Hardy  
James Robert P. King  
Nashville, Tennessee 37243



Re: Reach Out Wireless  
Shelf #. 08-00119  
Nexus Communicator, Co.

My husband is writing to you on  
regards to Reach Out Wireless Program.

It has been brought to my attention  
that it is being considered to terminate  
Reach Out Wireless Nexus Communicator, Co.

This is my life line to family and  
friends. I am dependent on this to be  
able to communicate with loved ones.

I have no other way to communicate



with family and love ones.

This would be a extreme hardship  
as I am imploring you to please  
allow this life line program to  
continue for me and others  
who truly need to be able  
to communicate with families and  
friends

Respectfully Yours  
[Redacted Signature]



5-24-2010

Please file in L-272

10-00083

"Nexus"

Shanks,

Lisa

the

e

stion

I am w  
to new  
gov. ce

[REDACTED]



Melissa Bradford  
573 Old Decatur Riceville Rd.  
Decatur, In. 37322

May 22, 2010

Dear Mrs. Sara Kyle,

My name is [REDACTED] I am writing to you in regard to the Reach Out Wireless service phone that I received. I am 52 years old and I'm disabled and can't afford a house phone. I applied for this phone so I could keep in touch with my kids and grand kids. But since I've had this phone I can not use it for several reasons. One its a black berry & I've never seen one before and can't figure out how to use it to text. For another it will not stay charged. I will charge it for 4 hours & try to place a call & it shuts down saying Battery to low for handset use.

Now I know beggars can't be choosy but I would like one I can use & also not have to worry about if I'm going to have money to put time on it.



I would appreciate any help you can offer me. I know I'm not the only one in need of this wonderful service but I don't get to get out much & the phone would be my only way of communication with the outside world.

Sorry for the trouble but again I thank you in advance for any help that you can give me. If you want me to send this phone back & you send me another one that will work & that I can operate that would be great.

Please help me be able to keep in touch with my family & friends.

Yours Truly,

A rectangular area of the document has been redacted with a thick black marker, obscuring the signature.

P.S. I called the number on the pamphlet that came with the phone & the guy I spoke with told me to write to you. He also told me to take the phone to a Verizon store & see if they could figure out the problem. Please answer & let me know what to do. All the love I have &



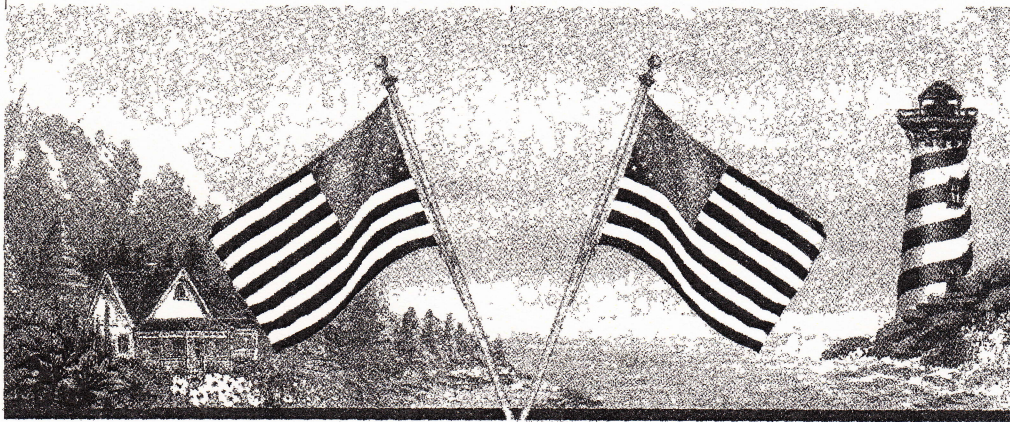
is a disability check each month which is not  
even enough to pay my bills.

RECEIVED

MAY 27 REC'D

SARAYKLE COMMISSIONER  
TN REGULATORY AUTHORITY





May 24, 2010

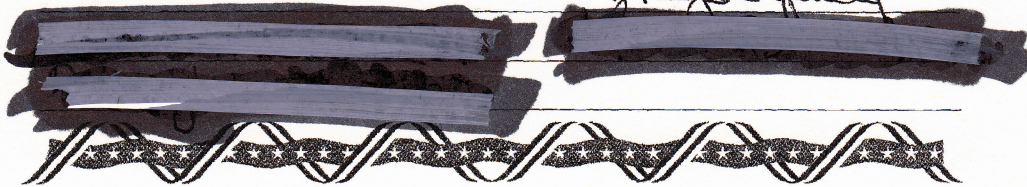
Dear Mr Kyle,

I applied for a cell phone today issued by the government. I was told that they are no longer given out due to the government in TX voting against doing it.

I feel this is very unfair to those in need of these cell phones. I am someone who is on the Food Stamp Program with a very meager monthly income. I'm unable to work and have applied for disability. Being 69 yrs old and in my situation is a rather scary thing.

I would be grateful for the cell phones to be distributed again. Whatever could be done would be much appreciated.

Respectfully





To: Whom It May Concern:

I've been trying to get Reach Phone service ever since I first saw the ad on T.V. I keep getting told that the service is not available in my Zip Code, and I can't understand why.

I'm on SSI and I also get food stamps. I know I qualify for this service. I have home phone service, but I have heart trouble, and if I'm on the road and my car breaks down or I'm having trouble with my heart I need some way to get help.

Thanking You In Advance  
On Any Kind Of Help  
Sincerely,

# Reach Home Phone



To whom my concern:

I wanted to send a letter of  
appreciation to your company for the  
cell phone service you all provide.  
I thank you very much for all you do,  
it is nice to know that I can get in  
touch with people when I need to  
especially  
if it was a case of emergency.

I thank you

Sarah Kyle Chairman  
Tenn Regulatory Authority  
James Robertson Pkwy 460  
Nashville Tenn

39293





5/20/10

RECEIVED  
2010 MAY 20

My name is [REDACTED] live at

[REDACTED]  
would like to continue, to receive  
my monthly minutes from Reachout  
Wireless, P.O. BOX 47168  
Columbus OH 43224-7168,

[REDACTED]  
[REDACTED]  
[REDACTED]


5-25-10

ERNEST EVANS

Memphis, TENN

DEAR Ms. SARA KYLE"

I CALLED THE 1-877-870-9444 "TO RECIEVE A  
FREE CELL PHONE, They told me, I had to Support  
their, "NEXUS, Communication, Docket # 0800119.  
Maybe You CAN give me A Little MORE INFORMATION  
ON this, "BECAUSE" I COULDN'T MAKE OUT EXACTLY  
WHAT they WERE SAYING. Seems like they ARE  
trying to get the Services here, they SAID, they  
NEEDED my Support. Please give me A Little  
MORE INFORMATION ON this MATTER, "BUT I  
REALLY Need the Cell phone "They Asked me  
IF I recieve GOVERNMENT Assit. WHICH I  
recieve Food Stamps. THANK YOU VERY  
MUCH FOR YOUR time.

  
Docket #. 0800119



Reach Out Wireless,

My name is [REDACTED]

I have been living with my dad, AND he, passed Feb. 2. I have to live here until the place sells & I need me a Replacement phone.

Myself, I am not in good health. I suffer from C.O.P.D. Suffer from a broken back & leg. Degenerative bone disease Arthritis. 3 Back Surgeries, 2 on my knee hysterectomy, Gallstone, & exploratory surgery.

I'm on 100% disability, 5 lbs weight lift, is all I can lift. I live by myself. My check is only \$648.00 per month.

Until my Father's Estate is settled please send me a Replace phone because the house phone is going to be cut off.

I really need a phone for emergency calls. If nothing else, I would really like to have a camera phone cause I have a 2yr old Grandson & a 12yr old granddaughter. I need to keep pictures of both to keep close to my heart cause I have lost my Mother

personal  
information  
redacted  
JCC

39 yr old sister (left a 7 yr old son)

I've had a real hard time dealing with,  
and now my Father in 7 yrs.

I would really appreciate a nice  
phone with mins. because I can't  
afford to buy one.

I was only getting \$113.00 or  
something close to that.

Here is my cards, Disability A.B.  
Windsor Medical, Food Stamps.

Phone# until end of month

931-381-9732

If you need anything else or  
any questions you need to ask me,  
feel free to call.

Thank you for your time ~~and~~  
and I will be grateful if you can  
help me out. I am really going  
through some bad and hard times right  
now, and I need all the help I can get.

Also please keep me in your prayers  
through this and whatever you can  
do to help me. God Bless You. Thanks So Much.

[Redacted signature]



DOCKET# C800119

DEAR SARA KYLE, 05/27/10

TO WHOM THIS MAY CONCERN,  
MY NAME IS [REDACTED]  
AND I RESIDE AT [REDACTED]

[REDACTED] ONE DAY  
I SAW THE REACH OUT MOBILE  
COMMERCIAL AND THOUGHT THIS  
WAS A GREAT OPPORTUNITY FOR  
ME TO BE PRIVILEGED ENOUGH  
TO HAVE MY OWN CELL PHONE.  
MS. SARA KYLE PLEASE DON'T  
END THIS PROGRAM FOR THE  
WIREFLESS MOBILE PHONE. THIS  
CAN BE MY ONLY WAY OF  
SEARCHING FOR JOBS OR COMM-  
UNICATING WITH MY SON (19)  
WHO'S IN COLLEGE AND MY  
PARENTS WHO RESIDE  
IN FRANKLIN COUNTY, IN.

THANK YOU,  
[REDACTED]



10-00083

RECEIVED

2010 JUN -7 AM 10:37

ATTN: Ms. Sara Tyle - Chairwoman  
The Regulatory of party

my name is [REDACTED] I'm  
a disable american veteran and I'm  
writing to you to let you know  
that I'm receiving the Free Phone  
and Minutes each month and it's  
very well needed, it's the only  
Phone that I have and writing  
to you I hoping that I can  
to receive the benefits of  
the reach out wireless services.  
from Nexus Communication Inc  
my Loc# is 0800119 I would  
like in advance to thank you  
for your support in keeping  
this valuable service for  
me and many many others

Thanks to  
you from  
[REDACTED]



Sharla Dillon - number 800119

---

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 6/1/2010 9:52 AM  
**Subject:** number 800119  
**CC:** <customerfeedback@reachoutmobile.com>

---

RECEIVED

2010 JUN -7 PM 3:34

T.R.A. DOCKET ROOM

i recently received my cell phone with free minutes. i use this phone when go out in the car and have not used any minutes. I value this phone because i am on a limited income and cannot afford a regular cell phone. im not a phone talker on the road and keep this phone for emergencies.

☺i for one was very saddened by the news that you were going to discontinue free minutes. i think this is a valuable tool to have for emergencies when your out and about. in todays times, you never know whats going to happen away from home. thanks to this service, i feel confident that if anything happens while im on the road, i have a way to notify someone.

please reconsider and continue supporting free minutes for reach out america.

thank you,



**Sharla Dillon - (no subject)**

---

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 5/27/2010 6:45 AM  
**Subject:** (no subject)  
**CC:** <customerfeedback@reachoutmobile.com>

---

I am writing this to let the TRA know how much the Nexus communication, Inc., (dba Reachout Wireless) free minutes governments assisted program means to me. This letter is for Mike Bell our state representative about Reachout Wirless I got this phone for my son who has a mental challenge and this phone sure is a help for him cause he knows if he needs help he has his phone and for these phones to be cut out for people who need them would be a bad decision on your part I think you need to reconsider that these are a big help to those who can't afford a cell phone and help's the family's of those who have them. To know that if there family members who has one need's help he can get it so think about the people who really need's them but can't afford them.

**FOR MY SON**

[REDACTED]

[REDACTED]

Keeping Nexus'wireless Lifeline program going will continue to help low income Tennessee seek meaningful employment, communicate with emergency services, and stay in touch with their families throughout these difficult economic times.

This wireless Lifeline program is a very vital program and I do not want to see it go away.

Thank you

[REDACTED]



**Sharla Dillon - Reach Out Wireless**

---

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 5/25/2010 5:18 PM  
**Subject:** Reach Out Wireless  
**CC:** [REDACTED]

---

To whom it may concern,

I am writing this letter to you all asking that you would continue the reach out wireless program. I am in need of a government assistance phone and it is getting harder and harder out here with finding a job without one. Could you please continue the service for Reach Out Wireless. I believe that everyone that does get assistance should have a phone. It should mainly be for emergency purposes. That phone would really come in handy for a lot of people including me. It is a great usage for people receiving assistance that need to look for employment out here in this world. I am just signing up for it and it is already being cut off. What else are people going to be cut off from in this world? Keep in mind though that it does help out a lot especially for women and men who are single parents with children out here that can barely take care of their homes.

**Sharla Dillon - Reach Out Wireless**

---

**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 5/25/2010 5:18 PM  
**Subject:** Reach Out Wireless  
**CC:** [REDACTED]

---

To whom it may concern,

I am writing this letter to you all asking that you would continue the reach out wireless program. I am in need of a government assistance phone and it is getting harder and harder out here with finding a job without one. Could you please continue the service for Reach Out Wireless. I believe that everyone that does get assistance should have a phone. It should mainly be for emergency purposes. That phone would really come in handy for a lot of people including me. It is a great usage for people receiving assistance that need to look for employment out here in this world. I am just signing up for it and it is already being cut off. What else are people going to be cut off from in this world? Keep in mind though that it does help out a lot especially for women and men who are single parents with children out here that can barely take care of their homes.



**Sharla Dillon - State Representative Vote**

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**From:**

**To:** [REDACTED], <contact.tra@tn.gov>, <customerfeedback@reachoutmobile.com>

**Date:** 6/8/2010 10:52 AM

**Subject:** State Representative Vote

---

RECEIVED  
2010 JUN -9 AM 10:37  
T.D. LOCKET ROOM

I find your, Reach Out Mobile, services very beneficial. As a community we are asking that you do not remove your product.

10-00083

RECEIVED

June 7, 2010

AM 9:38

Nexus Communication Docket # 0800119

I am requesting a lifelink cellphone.

Name -

[REDACTED]



**Sharla Dillon - nexus communicationsink.docketmember0800119**

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**From:** [REDACTED]  
**To:** <contact.TRA@TN.gov>  
**Date:** 6/11/2010 1:33 PM  
**Subject:** nexus communicationsink.docketmember0800119

---

I think that you help keep the reach out wireless program going to help the low income families of Tennessee. We have an extremely high poverty rate and the employment opportunities are even lower. In Sneedville Tennessee where I live the last of the factories here has closed down. For the nearest employment you have to drive across a mountain and approximately one hour to get there. Citizens need the wireless service in case of emergencies that arise. The nearest phone is around 30 minutes away. Please help Tennessee keep the wireless program alive as it is needed badly.

[REDACTED]

[REDACTED]

**Sharla Dillon - mobile phone assistance program**

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**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 6/10/2010 12:04 PM  
**Subject:** mobile phone assistance [REDACTED]

---

I have had a mobile phone for 12 years.  
But due to the current economy I am not going to be able to keep my phone. I use the cricket phone. As you can see I am already using the cheapest program out there.  
I had heard of this program and I got a form to apply, only to learn that this program has not been funded this year.  
60 minutes is not a lot of time. But it will work for people who really need it. I hope I only need one for a short period of time.  
Please refund this this program.

I am a native Tennessean and I need help at this time.  
When I say I am a native. My great, great, great, great grandfather recieved a land grant on the Stones River for service in the revolutionary war.  
He is now burried in Mt Juliet. His grave was moved when Percy Priest Lake came in.  
Again I pray that I only need this assistance for a short period of time.  
Thank You for your consideration.

[REDACTED]



## Sharla Dillon - Government phone service/Reachout mobile

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**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 6/9/2010 12:51 PM  
**Subject:** Government phone service/Reachout mobile

---

To whom it may concern:

I am writing on behalf of my father who is a recipient of the Reachout government phone service. As of November 2009, my father was taken off his job. He has still not received any benefits from the unemployment office and he hasn't found a job in order to pay for bills. My father lives far from me and this phone is my only means of contacting him. It is hard to send money for him and pay my bills. I was hoping that TN will reconsider on taking away this benefit for people that really need it.

[REDACTED]  
My father's # [REDACTED]

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The New Busy is not the too busy. Combine all your e-mail accounts with Hotmail. Get busy.

**Sharla Dillon - reachout wireless phones**

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**From:** [REDACTED]  
**To:** <contact.tra@tn.gov>  
**Date:** 6/10/2010 8:41 AM  
**Subject:** reachout wireless phones

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I am writing this letter to ask you help keep Reachout wireless free minutes program here in tennessee because there is people like myself that need this program I have diabetes and when i am out and about i need to be able to call my family if some thing was to happen to me and reachout wireless is very dependable and works everywhere most other cell phones don,t work everywhere in this area this is why i am begain you to PLEASE keep this program going for all of our low income familys

yours hopefully  
[REDACTED]



RECEIVED

2010

My name is [REDACTED] live at

[REDACTED]

would like to continue, to receive

my monthly minutes from Reachout

Wireless, P.O. BOX 47168

Columbus OH 43224-7168,

[REDACTED]

[REDACTED]