

# TENNESSEE REGULATORY AUTHORITY



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460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

November 8, 2010

Lance J.M. Steinhart  
Lance J.M. Steinhart, P.C.  
1720 Windward Concourse  
Suite 115  
Alpharetta, Georgia 30005

RE: Docket No. 10-00128, *Application of Smart Connections, Inc. for a Certificate of Public Convenience and Necessity to Provide Competing Local Exchange and Interexchange Telecommunications Services in Tennessee* **Data Request #4.**

In order to assist TRA Staff in the review of the above application, please provide the following information:

- 1) Biography information in Exhibit D of the application indicates Stephanie Brannon is an account manager with Lost Key Telecom, Inc. Identify by name and address all entities with which Lost Key Telecom, Inc. is affiliated, shares common ownership, or operates under a pseudo or assumed name, including but not limited to any parent, subsidiary, affiliate or associate, sister, or holding company, and all d/b/a or f/k/a designations.
- 2) Identify by name and address all entities with which Smart Connections, Inc. is affiliated, shares common ownership, or operates under a pseudo or assumed name, including but not limited to any parent, subsidiary, affiliate or associate, sister or holding company, and all d/b/a or f/k/a designations.
- 3) Identify the address, contact information, name and title of all company owners, operators, principals, officers, directors, members, shareholders, or stakeholders, and others holding management or executive positions in relation to all entities identified in your responses to questions 1 and 2 above.
- 4) Have any of the entities and/or persons identified in your responses to questions 1 and 2 above been investigated, audited or had their authority to operate revoked by any state or federal agency? If so, explain and provide the following additional information:
  - a. Identify the name of the agency, state or federal, and the docket or identification number of the case or controversy and the name of the entity or persons involved.
  - b. For each entity and/or person, state specifically the allegations, complaint, or basis for the investigation or review, and any provide response, answer or defenses raised thereto.
  - c. State the status of the investigations, reviews, audits, cases or controversies identified in your above responses to this question.
  - d. State the position of Smart Connections, Inc. or Lost Key or any parent, subsidiary, affiliate or associate sister, or holding company and all d/b/a/ or f/k/a designations related to either company concerning all such matters identified above.

- 5) Attached is an application printed from the Internet website for Smart Connections, which would indicate to the public that Smart Connections is currently offering Lifeline/Link-Up Services in Tennessee. Please explain why this form would be online, leading Tennessee consumers to believe they can obtain these services from Smart Connections, Inc., when the company has not been granted authority to provide telecommunications services in Tennessee as of this date.
- 6) The Tennessee Regulatory Authority must have enough financial information to ensure that Smart Connections, Inc. has a reasonable expectation of being a "going concern" financially. Projections and vague references to private investors is not sufficient to establish this financial capability. Therefore, please provide proof of the funding sources mentioned such as letters from the private investors mentioned, proof of personal capital such as a copy of the Gulf CD statement, loan commitments from the banking relationships mentioned, or proof that a Small Business Administration Loan (SBA) has been applied for.

Notating Docket No. 10-00128 clearly on each page, please file your response, including all supporting documentation and exhibits, no later than 2:00 pm on November 19, 2010. The Authority's rules provide that you may file with the TRA Docket Manager, Sharla Dillon, either: (1) thirteen written copies of your response, or (2) four written copies and an electronic version. Should you have any questions regarding this data request, please contact Lisa Foust at (615) 741-2904 ext. 220.

Sincerely,

A handwritten signature in black ink, appearing to read "David Foster", written in a cursive style.

David Foster  
Utilities Division Chief



## URGENT: FILL OUT AND SEND BACK IMMEDIATELY

This form must be completely filled out, signed and received by us in order for you to receive your **Government Assistance Benefits!**

# TENNESSEE Lifeline / Link-up Application

### APPLICANT INFORMATION (Address must be your principle residence)

1. Verify Your Information



Account Number

Last Name

First Name

Middle Init.

Street

Apt. Number

City

State

Zip Code

- ☐ I already receive Lifeline assistance through another telephone company.
- ☐ I or another member of my household previously received Link-Up assistance at the above address.  
(Note: You may not receive Link Up assistance more than once at the same principal residence)

### ELIGIBILITY REQUIREMENTS

2. Select Your Box



**I currently participate in or receive benefits from one of the following programs (Check All That Apply):**

- |   |   |
|---|---|
| <input type="checkbox"/> TennCare Medicaid  | <input type="checkbox"/> Supplemental Security Income (SSI)                 |
| <input type="checkbox"/> Supplemental Nutrition Assistance Program (Food Stamps)  | <input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP) |
| <input type="checkbox"/> Temporary Assistance to Needy Families Program (TANF)  | <input type="checkbox"/> National School Lunch-Free Lunch Program (NSLP)    |
| <input type="checkbox"/> Federal Public Housing Assistance (Section 8)  | <input type="checkbox"/> Resident Of Federally Recognized Tribal Land       |
| <input type="checkbox"/> Household Income Based On Federal Poverty Guidelines<br>(Must Provide Proof Of Income With Application To Qualify) |   |

### CERTIFICATION AND SIGNATURE (PLEASE READ AND SIGN BELOW)

3. Read, Sign & Date



I understand that I must meet the above requirements to receive Lifeline or Link-Up benefits and will notify my local telephone company when I am no longer participating in any of the above-designated program(s). I understand that I may only receive Link-Up benefits for one line at my principal residence. I consent to the release of my personal information as may be required for the administration of the Lifeline or Link-Up programs. I designate my local telephone company as my agent for purposes of changing my PIC-LPIC. I understand that any service or billing issues can be resolved by calling customer service. Local service is subject to various federal and local charges. This is a month to month agreement with a minimum of 30 days and payments are non refundable. I understand that I am required to make my first payment upon the billing due date, 30 days after installation date, to continue my next month of service or service will be disconnected. I have read and understand the privacy notice and option election contained on the back side of this form. Long distance usage for 1-411, party lines, chat lines, data transfer including internet or calls outside the contiguous 48 states will result in loss of Long Distance privileges.

**I HEREBY CERTIFY UNDER PENALTY OF PERJURY THAT THE INFORMATION CONTAINED IN THIS APPLICATION IS TRUE AND CORRECT.**

Signature

Date

Date of Birth (dd/mm/yy)

### FOR APPLICANT'S AUTHORIZED REPRESENTATIVE USE

I am an Authorized Representative for this applicant and I am submitting this form on behalf of this applicant. I am willing to assist this applicant in seeking telephone service benefits.

Authorized Representative Name (Please Print)

Date

## THREE EASY WAYS TO SEND US COMPLETED FORM

1

**FAX TOLL FREE:**  
**877-865-9799**

2

**eMAIL:**  
**lifeline@**  
**smartconnectionphones.com**

3

**US MAIL:**  
**Smart Connections, Inc.**  
**21815 Emerald Coast Parkway**  
**Suite 124**  
**Destin, FL 32550**

**Privacy Notice/Opt-in Election** - Please contact Customer Service at the number listed on the front of this form with any questions or comments about this Privacy Notice and Opt-in Election.

**Overview:** Your Telephone Company respects your privacy. The Privacy Notice below details the measures taken by Your Telephone Company to protect your privacy in connection with your Lifeline/Link-Up Application. Your Telephone Company provides this Privacy Notice to help you make an informed decision about whether to use or continue using the Your Telephone Company's Services. Your use of Your Telephone Company's Services and any personal information you provide to Your Telephone Company remains subject to the terms of this Privacy Notice and Consent. **If you do not agree to the terms of this privacy policy and do not wish to consent to the disclosure of you personally identifiable information ("PII"), please do not provide Your Telephone Company with any information and do not use Your Telephone Company's Services. Your use of the Services after the privacy policy has been modified will signify your acceptance of the changes for information gathered after the date of the change.** This Privacy Notice discloses our privacy practices including the notification of: (i) PII collected through our Services; (ii) Intended usage of this PII; (iii) The circumstances under which we disclose PII; (iv) Choices available regarding opt-in/opt-out, data collection, use and distribution of the information; (v) Security measures to protect the loss or misuse of information under Your Telephone Company's control; (vi) How to maintain the accuracy of your information.

#### **Information We Collect**

- You provide certain personally identifiable information (such as your name, contact information, other PII and other information volunteered by you) to Your Telephone Company when applying for Lifeline/Link-up benefits.

- If you submit personally identifiable information to us through the Your Telephone Company Services, then we use your personal information to operate, maintain, and provide to you the features and functionality of the Your Telephone Company. Your Telephone Company may combine information about you that we have with information we obtain from business associates or otherwise. Without limitation, information collected, including PII, may be used by Your Telephone Company for internal research purposes, marketing, promotions and public relations, subject only to the terms of our privacy policy.

- Your Telephone Company will not disclose, transfer, sell or otherwise communicate your PII to any third party, other than Your Telephone Company's subsidiaries and affiliates, and each of (i) their employees or (ii) vendors and contractors operating under confidentiality agreements and subject to Your Telephone Company's privacy policy, unless you give Your Telephone Company permission to do so, except as set forth in this privacy policy.

#### **When We Disclose Information**

- We provide personally identifiable information and non-personally-identifiable information to our subsidiaries, affiliated companies, or other businesses or persons for the purpose of processing such information on our behalf. We require that these parties agree to process such information in compliance with our privacy policy, and we use reasonable efforts to limit their use of such information and to use other appropriate confidentiality and security measures.

- We do not share your personally identifiable information (such as name or email address) with other, third-party companies for their commercial or marketing use without your consent or except as part of a specific program or feature for which you will have the ability to opt-in or opt-out. **By signing this Application you are expressly opting-in (consenting) to permit Your Telephone Company to disclose you PII to companies that perform marketing services for us or to other partners who with which we have joint marketing agreements, such as to offer you additional product or services.** We may make such disclosures about you as a consumer, customer or former customer. Your Telephone Company may consider requests from unrelated third parties to contact you, but we will not give that third party any PII unless Your Telephone Company has obtained your consent. You must notify Your Telephone Company in writing if you wish to withdraw this consent. In addition, your request not to share Third Party Data with our Affiliate(s) does not prohibit us from contacting you about additional products or services.

- We may release personally identifiable information and/or non-personally-identifiable information if required to do so by law, or in the good-faith belief that such action is necessary to comply with state and federal laws (such as U.S. Copyright Law) or respond to a court order, subpoena, or search warrant ("Mandatory Disclosures").

- Your Telephone Company also reserves the right to disclose personally identifiable information and/or non-personally-identifiable information that Your Telephone Company believes, in good faith to take precautions against liability, to investigate and defend itself against any third-party claims or allegations, to assist government enforcement agencies, to protect the security or integrity of our company, and to protect the rights, property, or personal safety of Your Telephone Company, or others ("Mandatory Disclosures").

- As we develop our business, we may buy or sell assets or change our name or form of entity, and, depending upon the transaction, your personal information may be one of the transferred assets; provided, however, we will not sell or transfer PII except subject to the terms of our privacy policy. For instance, in the event that Your Telephone Company is acquired by another company, your PII may be part of the assets transferred to the acquiring party. The collected information may be provided in the aggregate to third parties, including potential business partners and advertisers, but this information is not linked to any PII before it is disclosed unless Your Telephone Company has obtained your consent. In the unlikely event of our bankruptcy, insolvency, reorganization, receivership, or assignment for the benefit of creditors, or the application of laws or equitable principles affecting creditors' rights generally, we may not be able to control how your personal information is treated, transferred, or used.

**Changes and Updates to This Privacy Notice:** Please understand that our privacy policy may change from time to time and this will be reflected by the "effective date" below. If we decide to make any material changes, we will post these changes Your Telephone Company. In general, we only use your personal information in the manner described in the Privacy Notice in effect when we received the personal information you provided. Your continued use of the Your Telephone Company Services constitutes your agreement to this Privacy Notice and any future revisions. For revisions to this Privacy Notice that may be materially less restrictive on our use or disclosure of the personal information you have already provided to us, we will attempt to obtain your consent before implementing such revisions with respect to such information.

**Effective Date:** This privacy policy is effective as of January 1, 2010.