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March 3, 2015

VIA ELECTRONIC AND OVERNIGHT MAIL

Chairman, Tennessee Regulatory Authority
c/o Sharla Dillon, Dockets and Records Manager
Tennessee Regulatory Authority
502 Deaderick Street, 4th Floor
Nashville, Tennessee 37243

Docket No. 15-00030

Re: Petition for Approval of the Interconnection Agreement Negotiated by Charter Fiberlink - Tennessee, LLC and Ben Lomand Telephone Cooperative, Inc.

Dear Ms. Dillon:

Enclosed are the original and five (5) copies of the Petition for Approval of the Interconnection Agreement negotiated by Charter Fiberlink - Tennessee, LLC ("Charter") and Ben Lomand Telephone Cooperative, Inc. ("Ben Lomand"). The enclosed petition has been electronically filed. This letter is the required follow-up to the electronic filing.

We are not aware of any provision in this Agreement that may be inconsistent with any previous Authority decisions to which either Charter or Ben Lomand was a party.

In addition, enclosed is a check in the amount of \$50.00 in payment of the filing fee for this petition. Please file the petition in your usual fashion and return one (1) file-stamped copy in the enclosed envelope.

Please let me know if you have any questions.

Very truly yours,


Charles V. Gerkin, Jr.
Counsel to Charter Fiberlink - Tennessee, LLC

CVG/jh

cc: Charter Fiberlink - Tennessee, LLC
David Vaughn, Ben Lomand Telephone Cooperative, Inc.
Eileen Bodamer, Bodamer Consulting, LLC

BEFORE THE TENNESSEE REGULATORY AUTHORITY

Nashville, Tennessee

IN RE:

APPROVAL OF THE INTERCONNECTION
AGREEMENT NEGOTIATED BY CHARTER
FIBERLINK - TENNESSEE, LLC AND BEN
LOMAND TELEPHONE COOPERATIVE,
INC. PURSUANT TO SECTIONS 251 AND
252 OF THE COMMUNICATIONS ACT OF
1934, AS AMENDED BY THE
TELECOMMUNICATIONS ACT OF 1996

DOCKET NO. _____

**PETITION FOR APPROVAL OF THE INTERCONNECTION AGREEMENT NEGOTIATED BY CHARTER
FIBERLINK - TENNESSEE, LLC AND BEN LOMAND TELEPHONE COOPERATIVE, INC.
PURSUANT TO SECTIONS 251 AND 252 OF THE TELECOMMUNICATIONS ACT OF 1996**

Charter Fiberlink - Tennessee, LLC ("Charter") and Ben Lomand Telephone Cooperative, Inc. ("Ben Lomand") respectfully file this request with the Tennessee Regulatory Authority ("TRA") for approval of the attached Interconnection Agreement ("Agreement"). The Agreement was negotiated between Charter and Ben Lomand pursuant to Sections 251 and 252 of the Communications Act of 1934, as amended by the Telecommunications Act of 1996 (the "Act"). The Agreement establishes the rates, terms and conditions for the interconnection of their networks to exchange traffic between their networks, including provisions for number portability and directory listings for Charter's customers. Charter and Ben Lomand, therefore, respectfully request that the TRA act within ninety (90) days specified by the Act and approve the Agreement.

THE PARTIES

1. Charter is a Competitive Local Exchange Carrier authorized by the TRA to provide telecommunications services in the State of Tennessee.

2. Ben Lomand is a telephone cooperative as defined in Tenn. Code Ann. §65-29-102 and serves customers in the Tennessee counties of White, Warren, Van Buren, Grundy, and portions of Franklin, Coffee, and Bedford.

THE AGREEMENT

3. Charter and Ben Lomand have successfully negotiated the Agreement for the interconnection of their networks. A copy of the Agreement is attached hereto and incorporated herein by reference.

4. Charter and Ben Lomand have entered into this Agreement pursuant to Sections 251(b)(5) and 252(a) of the Act.

5. Pursuant to Section 252(e) of the Act, Charter and Ben Lomand are submitting the Agreement to the TRA for its consideration and approval. A copy of the Agreement is attached hereto as Attachment A, and a copy of Ben Lomand's Disaster Recovery Plan is attached hereto as Attachment B. Attachments A and B are incorporated herein by reference.

COMPLIANCE WITH THE ACT

6. First, as required under Section 252(e)(2)(A)(i) of the Act, the Agreement does not discriminate against any other telecommunications carrier. Other carriers are not bound by the Agreement and remain free to negotiate independently with Ben Lomand pursuant to Section 252 of the Act.

7. Second, the Agreement is consistent with the public interest, convenience, and necessity, as required under Section 252(e)(2)(A)(ii) of the Act.

APPROVAL OF THE AGREEMENT

8. In accordance with Section 252(e) of the Act, the TRA is charged with approving or rejecting the Agreement within 90 days of its submission. The Act provides that the TRA may reject

the Agreement only if it finds the Agreement or any portion thereof discriminates against a telecommunications carrier not a party to the Agreement or if it finds that the implementation of the Agreement or any portion thereof is not consistent with the public interest, convenience, and necessity.

9. Petitioners aver the Agreement is consistent with the standards for approval.

10. Petitioners respectfully request that the TRA approve the Agreement negotiated between the parties without revision as expeditiously as possible consistent with the public interest.

This 3 day of March, 2015.

Respectfully submitted,

CHARTER FIBERLINK - TENNESSEE, LLC

By:

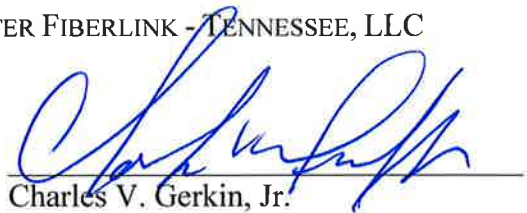

Charles V. Gerkin, Jr.
Friend, Hudak & Harris, LLP
Three Ravinia Drive, Suite 1700
Atlanta, Georgia 30346
770-399-9500
Its Attorney

EXHIBIT "A"

**INTERCONNECTION AGREEMENT BY AND BETWEEN
CHARTER FIBERLINK - TENNESSEE, LLC AND
BEN LOMAND TELEPHONE COOPERATIVE, INC.**

AGREEMENT

By AND BETWEEN

Ben Lomand Telephone Cooperative, Inc.

AND

Charter Fiberlink – Tennessee, LLC

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This AGREEMENT ("Agreement") by and between Ben Lomand Telephone Cooperative, Inc. ("Ben Lomand Telephone"), a Tennessee corporation with offices at 311 North Chancery St., McMinnville TN 37110 and Charter Fiberlink – Tennessee, LLC ("Charter"), a Delaware limited liability company with offices at 12405 Powerscourt Drive, St. Louis, MO 63131. This Agreement may refer to either Ben Lomand Telephone or Charter as a "Party" or to both Ben Lomand Telephone and Charter as the "Parties."

Witnesseth:

WHEREAS, Ben Lomand Telephone is an Incumbent Local Exchange Carrier providing local exchange service in its territory; and

WHEREAS, Charter is authorized by the Tennessee Regulatory Authority to operate as a Competitive Local Exchange Carrier in the State of Tennessee and provides local service; and

WHEREAS, this Agreement is entered into under subsections 251(a) and (b) of the Communications Act of 1934, as amended by the Telecommunications Act of 1996 (the "Act"); and

WHEREAS, Ben Lomand Telephone represents that it is a rural telephone company (as defined in 47 U.S.C. § 153) and the Parties agree that by voluntarily entering into this Agreement, Ben Lomand Telephone, as a rural telephone company, is not waiving its rights under 47 U.S.C. § 251 (f) of the Act.

NOW THEREFORE, in consideration of the mutual agreements contained herein, Ben Lomand Telephone and Charter agree as follows:

GENERAL TERMS AND CONDITIONS

1. Scope of Agreement

1.1. This Agreement includes: this Principal Document ("General Terms and Conditions"), including Attachments A ("Glossary of Terms"); B ("Interconnection and Exchange of Traffic"); C ("Local Number Portability"); D ("Miscellaneous Services"); and E ("Pricing"). This Agreement specifies the rights and obligations of each Party with respect to the establishment of local interconnection within the incumbent service area of Ben Lomand Telephone. Certain terms used in this Agreement shall have the meanings defined in the Glossary of Terms, or as otherwise elsewhere defined throughout this Agreement. Other terms used but not defined herein will have the meanings ascribed to them in the Act, in the FCC's, and in the Commission's Rules and Regulations.

1.2. Each Party hereby incorporates by reference, to the extent applicable, those provisions of its Tariffs that govern the provision of any of the services or facilities provided hereunder. The fact that a condition, right, obligation, or other term appears in this Agreement but not in any such Tariff shall not be interpreted as, or be deemed grounds for finding, a conflict for purposes of this Section. If any provision of this Agreement and an applicable Tariff cannot be reasonably construed or interpreted to avoid conflict, the provision contained in this Agreement shall prevail. If any provision contained in these General Terms and Conditions of the Agreement

and any attachment or appendix hereto cannot be reasonably construed or interpreted to avoid conflict, the provision contained in the Attachment or Appendix shall prevail.

1.3. Subject to the requirements of Applicable Law, a Party shall have the right to add, modify, or withdraw its Tariff(s) at any time, without the consent of, or notice to, the other Party.

1.4. Pursuant to Sections 251(a) and (b) of the Telecommunications Act of 1996 ("Act"), this Agreement sets forth the terms and conditions for the interconnection of Charter's network to Ben Lomand Telephone's network, compensation for the transport and termination of telecommunications traffic between Ben Lomand Telephone and Charter, and the provision of ancillary functions by Ben Lomand Telephone and Charter.

1.5. The Parties acknowledge and agree that by entering into and performing in accordance with this Agreement, the Parties have not waived any applicable exemptions that are provided by or available under the Act, including but not limited to those described in 47 USC 251(f), or under state law, if any.

1.6. Either Party may fulfill the requirements imposed upon it by this Agreement by itself or may cause its Affiliates to take such actions to fulfill the responsibilities.

1.7. This Agreement replaces in its entirety the Parties' January 11, 2007 Agreement filed and approved by the State of Tennessee under 07-00222.

2. Term and Termination

2.1 The initial term of this Agreement shall be three (3) years, beginning on the Effective Date.

2.2 At the end of the initial term and each renewal term this Agreement shall automatically renew for additional terms of one year unless either Party gives notice at least ninety (90) days prior to the end of the then-current term of its desire to terminate this Agreement and negotiate a new agreement to govern the exchange of Local Traffic and ISP-bound Traffic between the Parties' networks.

2.3 If either Party gives notice pursuant to Section 2.2 of its desire to terminate this Agreement and negotiate a new agreement, the Parties shall promptly commence to negotiate in good faith in an effort to reach a new agreement and shall continue to exchange Local Traffic and ISP-bound Traffic pursuant to the terms and conditions of this Agreement until they reach a new agreement.

2.4 If the Parties are unable to negotiate a new agreement within one hundred and thirty five (135) days after notice is provided pursuant to Section 2.2, either Party may petition the Commission to arbitrate any open issues pursuant to Section 252 of the Act.

2.5 Either Party may terminate this Agreement in whole or in part in the event of a default by the other Party; provided however, that the non-defaulting Party has notified the defaulting Party in writing of the alleged default and the defaulting Party has not cured the alleged default within thirty (30) calendar days of receipt of written notice thereof. Default is defined to include:

- i. A Party's insolvency or the initiation of bankruptcy or receivership proceedings by or against the Party; or
- ii. A Party's refusal or failure in any material respect to properly perform its obligations under this Agreement, or the violation of any of the material Terms or conditions of this Agreement.
- iii. A Party's assignment of any right, obligation, or duty, in whole or in part, or of any interest, under this Agreement without any consent required under Section 11.10 below.

3. Network Management

3.1 General. The Parties will work cooperatively with each other to install and maintain effective and reliable interconnected networks, including but not limited to, the exchange of toll-free maintenance contact numbers and escalation procedures. The Parties will provide public notice of network changes in accordance with applicable federal and state rules and regulations.

3.2 Dialing Parity. Ben Lomand Telephone and Charter shall provide local and toll dialing parity, as defined in FCC rules and regulations, with no unreasonable dialing delays. Dialing parity shall be provided for all originating traffic that requires dialing to route a call.

3.3 Programming. Each Party shall regularly program and update its own switches and network systems in a timely manner pursuant to the Telcordia Local Exchange Routing Guide guidelines to recognize and route traffic to the other Party's assigned NPA-NXX codes. Neither Party shall impose any fees or charges whatsoever on the other Party for such activities, nor shall either Party fail or refuse to promptly load the other Party's assigned NPA-NXX codes into its switch(es).

3.4 Grade of Service. Each Party shall provision its network to provide a designed blocking objective of P.01.

3.5 Protective Controls. Either Party may use protective network traffic management controls such as 7-digit and 10-digit code gaps on traffic toward each other's network, when required to protect the public switched network from congestion due to facility failures, switch congestion or failure, or focused overload. Charter and Ben Lomand Telephone will immediately notify each other of any protective control action planned or executed.

4. Compensation for Call Transport and Termination

4.1 Local Traffic and ISP-bound Traffic. The Parties agree that Local Traffic and ISP-bound Traffic originating on each Party's network that is delivered for termination on the other Party's network is expected to be roughly balanced and, in light of the total anticipated volume of such Local Traffic and ISP-bound Traffic, that the net amount of any reciprocal compensation for the transport and termination of such Local Traffic and ISP-bound Traffic is expected to be de minimis. The Parties agree to a "bill and keep" reciprocal compensation plan under which neither Party shall be required to compensate the other for the transport and termination of Local Traffic and ISP-bound Traffic.

4.2 Non-Local Assignment of Numbers. If either Party assigns an NPA/NXX to a Rate Center and one or more numbers from that NPA/NXX is assigned to an End User physically located outside of the Local Calling Area associated with such Rate Center, (i) traffic originating from within the Local Calling Area associated with the Rate Center to which the NPA/NXX is assigned and delivered to an End User physically located outside of such Local Calling Area, and (ii) traffic originating from such number and terminating within the Local Calling Area associated with such Rate Center shall not be deemed to be Local Traffic. Each Party agrees to identify any such non-Local Traffic to the other Party and to compensate the other Party for originating and terminating such non-Local Traffic at their applicable tariffed interstate or intrastate switched access rates, as applicable.

4.3 Neither Party shall represent switched access traffic or other non-Local Traffic as Local Traffic or ISP-bound Traffic for purposes of determining compensation for the call.

5. Billing and Payment

5.1 Billing. Subject to Section 5.5, below, each Party shall bill the other Party on a monthly basis for all applicable charges under this Agreement. Charges will be billed in advance for all services and facilities to be provided during the next billing period except for charges associated with service usage and nonrecurring charges, which will be billed in arrears.

5.2 Payment Due. Payment of all invoices is due within sixty (60) days after the invoice date. If the sixtieth day after the invoice date falls on a Saturday, Sunday or designated bank holiday, the payment due date shall be the next day thereafter that is not a Saturday, Sunday or designated bank holiday.

5.3 Late Payment Charge. Late payments (including late payment of disputed amounts that are resolved in favor of the Billing Party) shall be subject to a late payment charge equal to the lesser of one and one-half percent (1.5%) per month or portion thereof or the maximum rate allowed by law of the unpaid balance until the full amount due, including associated late payment charges, is paid in full.

5.4 Billing Disputes.

a. Unpaid Amounts. The billed Party shall provide written notice to the billing Party of any dispute concerning any billed but unpaid amount within sixty (60) days after the invoice date, providing specific details regarding the disputed amount and the reason for disputing each disputed item. The billed Party shall pay by the payment due date all disputed amounts that are not disputed within sixty (60) days of the invoice date, subject to the right to dispute amounts after payment as provided in sub-section b.

b. Paid Amounts. The billed Party shall provide written notice to the billing Party of any dispute concerning any billed amount which the billed Party has already paid within one hundred eighty (180) days after the invoice date. If the billed Party fails to dispute any amount within such one hundred eighty (180) day period, whether paid or not, the amount billed shall conclusively be deemed correct, and the billed Party shall be deemed to have waived any right to dispute its obligation to pay such amount or to seek a refund thereof.

c. Prospectively Disputed Class of Charges. If a class of charges has been invoiced to the billed Party for three consecutive billing periods and the billed Party has specifically disputed that class of charges in accordance with section 5.4.a during each of the three consecutive billing periods and such dispute either remains unresolved or is resolved in the billed Party's favor, the billed Party may dispute that class of charges on a prospective basis beginning with the fourth or any subsequent consecutive billing period in which that class of charges is invoiced until the dispute is resolved by giving written notice of such prospective dispute within ten (10) business days after the due date of the fourth or any subsequent consecutive invoice containing the disputed class of charges, providing specific details regarding the disputed class, as well as the circumstances surrounding and reasons for disputing the class of charges.

d. Resolution of Disputes. All disputes concerning invoiced amounts will be resolved pursuant to the Dispute Resolution provisions set forth in Section 6. Upon resolution of any disputed charges the following terms apply:

- i. no later than the second bill date following resolution of the dispute, the billing Party shall credit the billed Party's account for all disputed amounts resolved in favor of the billed Party, any late payment charges actually paid by the billed Party with respect to such disputed amounts, and interest at the same rate as the late payment charge on all amounts actually paid by the billed Party with respect to such disputed amounts; and
- ii. within fifteen (15) days following resolution of the dispute, the billed Party shall remit to the billing Party any unpaid portion of all disputed

amounts resolved in favor of the billing Party, together with applicable late payment charges on such unpaid amounts.

5.5 Back Billing. Neither Party will bill the other Party for previously unbilled charges for services or facilities that were provided more than one (1) year prior to the date of billing.

5.6 Recording. The Parties shall each perform traffic recording and identification functions necessary to provide and bill for the services contemplated hereunder. Each Party shall calculate terminating minutes of use based on standard automatic message accounting records made within its network. The records shall contain ANI or service provider information necessary to identify the originating carrier. The Originating Party shall generate and provide traffic records to the Terminating Party in Exchange Message Interface or another agreed-upon record format. The Parties shall each use commercially reasonable efforts to provide these records monthly, but in no event later than thirty (30) days after generation of the usage data.

6. Dispute Resolution

6.1 Avoidance of Litigation. Except as provided under Section 252 of the Act with respect to the approval of this Agreement by the Commission and when arbitration by the Commission is otherwise expressly provided for herein, the Parties desire to resolve disputes arising out of or relating to this Agreement without litigation to the extent reasonably possible. Accordingly, except for action seeking a temporary restraining order or an injunction related to the purposes of this Agreement, or to compel compliance with this dispute resolution process, the Parties agree to use the following dispute resolution procedures with respect to any controversy or claim arising out of or relating to this Agreement or its breach.

6.2 Informal Resolution of Disputes. At the written request of either Party, each Party will appoint a knowledgeable, responsible representative, empowered to resolve such dispute, to meet and negotiate in good faith to resolve any dispute arising out of or relating to this Agreement. Discussions and correspondence among the representatives for purposes of these negotiations shall be treated as confidential information developed for purposes of settlement, exempt from discovery, and shall not be admissible in any arbitration, lawsuit or regulatory proceeding without the concurrence of all Parties. Documents identified in or provided with such communications, which are not prepared for purposes of the negotiations, are not so exempted and may, if otherwise discoverable, be discovered or if otherwise admissible, be admitted in evidence, in any arbitration, lawsuit or regulatory proceeding.

6.3 Formal Dispute Resolution. If negotiations fail to produce an agreeable resolution of any dispute within sixty (60) days, then either Party may proceed with any remedy available to it pursuant to law, equity or agency mechanisms; provided, that upon mutual agreement of the Parties such disputes may also be submitted to binding arbitration. Each Party shall bear its own costs arising from any formal dispute resolution process, except that the Parties

shall equally split the fees of any mutually agreed upon arbitration procedure and the associated arbitrator.

6.4 Continuity of Service. During the pendency of any dispute resolution procedure the Parties shall continue providing services to each other and shall continue to perform their payment obligations (including making payments in accordance with this Agreement).

7. Liability

7.1 Indemnity. Each Party (the “Indemnifying Party”) shall indemnify and hold harmless the other Party (“Indemnified Party”) from and against losses, costs, claims, liabilities, damages, and expenses (including reasonable attorney’s fees) (collectively, “Damages”) suffered or asserted by customers and other third parties for:

7.1.1 damage to tangible personal property or personal injury proximately caused by the negligence or willful misconduct of the Indemnifying Party, its employees, agents or contractors;

7.1.2 claims for libel, slander, or infringement of copyright arising from the material transmitted over the Indemnified Party’s facilities arising from the Indemnifying Party’s own communications (including its employees, agents and contractors) or the communications of such Indemnifying Party’s customers; and

7.1.3 claims for infringement of patents arising from combining the Indemnified Party’s facilities or services with, or the using of the Indemnified Party’s services or facilities in connection with, facilities of the Indemnifying Party.

Neither Party’s indemnification obligations hereunder shall be applicable to any Damages to the extent caused by, arising out of or in connection with the negligence, intentional acts or omissions or willful misconduct of the Indemnified Party, including its employees, agents and contractors.

7.2 Procedure. The Indemnified Party will notify the Indemnifying Party promptly in writing of any claims, lawsuits, or demands by customers or other third parties for which the Indemnified Party alleges that the Indemnifying Party is responsible under this Section, and, if requested by the Indemnifying Party, will tender the defense of such claim, lawsuit or demand. In the event the Indemnifying Party does not promptly assume or diligently pursue the defense of the tendered action, then the Indemnified Party may proceed to defend or settle said action and the Indemnifying Party shall hold harmless the Indemnified Party from any loss, cost liability, damage and expense. In the event the Party otherwise entitled to indemnification from the other elects to decline such indemnification, then the Party making such an election may, at its own expense, assume defense and settlement of the claim, lawsuit or demand. The Parties will cooperate in every reasonable manner with the defense or settlement of any claim, demand, or lawsuit. Neither Party shall accept the terms of a settlement that involves or references the other Party in any matter without the other Party’s written approval.

7.3 Limitation. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT TO THE CONTRARY OTHER THAN SECTION 7.5, EXCEPT TO THE EXTENT CAUSED BY ITS GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, NEITHER PARTY SHALL BE LIABLE TO THE OTHER OR ITS AFFILIATES OR CUSTOMERS FOR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE OR CONSEQUENTIAL COSTS, LIABILITIES, OR DAMAGES, INCLUDING ECONOMIC LOSS OR LOST BUSINESS OR PROFITS, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT OR TORT (INCLUDING STRICT LIABILITY), WHETHER FORESEEN OR FORESEEABLE, ALL CLAIMS FOR WHICH ARE HEREBY SPECIFICALLY WAIVED.

7.4 Disclaimer of Warranties. EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, NEITHER PARTY MAKES, AND EACH PARTY HEREBY SPECIFICALLY DISCLAIMS, ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, REGARDING ANY MATTER SUBJECT TO THIS AGREEMENT, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR IMPLIED WARRANTIES ARISING FROM COURSE OF DEALING OR COURSE OF PERFORMANCE.

7.5 The limitation of liability in Section 7.3 shall not apply to:

- a. provable damages arising from the gross negligence or willful misconduct of either Party or its Affiliates or
- b. provable damages arising from either Party's breach of the confidentiality provisions of Section 11.4 or the indemnification provisions of Section 7.1. Nothing herein shall restrict either Party's right to injunctive relief.

8. Notices

8.1 Notices given by one Party to the other Party under this Agreement shall be in writing and shall be: (i) delivered personally; (ii) delivered by express delivery service; or (iii) mailed, certified mail, return receipt requested to the following addresses of the Parties:

To Charter:

Charter Communications, Inc.
Attention: Legal Dept.-Telephone
12405 Powerscourt Drive
St. Louis MO 63131
Phone: 314-543-2414
Email: Michael.Moore@charter.com

To Ben Lomand Telephone:

Ray Cantrell, GM-CEO
311 North Chancery St.
McMinnville TN 37110
931-668-4131
931-668-6646 (fax)

with a copy to:

Charter Communications, Inc.
Attn: Corporate Telephone – Carrier Relations
12405 Powerscourt Drive
St. Louis, MO 63131

with a copy to:

David Vaughn, Regulatory Manager
311 North Chancery St.
McMinnville TN 37110
931-668-4131
931-668-6646 (fax)

and

Charles A. Hudak, Esq.
Friend, Hudak & Harris, LLP
Three Ravinia Drive, Suite 1450
Atlanta, Georgia 30346
770-395-0000 (fax)

or to such other address as either Party shall designate by proper notice. Notices will be deemed given as of the earlier of: (i) the date of actual receipt; (ii) the next business day when notice is sent via express mail or personal delivery; (iii) three (3) days after mailing in the case of certified U.S. mail.

8.2 In order to facilitate trouble reporting and to coordinate the repair of transport facilities, trunks, and other inter-network connection arrangements provided by the Parties under this Agreement, each Party has established contact(s) available 24 hours per day, seven days per week, at telephone numbers to be provided by the Parties. Each Party shall call the other at these respective telephone numbers to report trouble with connection facilities, trunks, and other inter-network connection arrangements, to inquire as to the status of trouble ticket numbers in progress, and to escalate trouble resolution.

24 Hour Network Management Contacts:

For Charter:

NOC Phone: 866-248-7662
Email: DLCorpNSOCTechs@Chartercom.com

For Ben Lomand Telephone:

NOC Phone: 931-668-4131

Before either party reports a trouble condition, it must first use reasonable efforts to isolate the trouble to the other Party's facilities, service, and arrangements. Each Party will advise the other of any critical issues associated with the inoperative facilities, service, and arrangements and any need for expedited clearance of trouble. In cases where a Party has isolated the trouble to the other Party's network and has indicated the essential or critical need for restoration of the facilities, services or arrangements, the other Party shall use commercially reasonable efforts to expedite the clearance of trouble.

9. Regulatory Approval

9.1 This Agreement, and any amendment or modification hereof, will be submitted to the Commission for approval within thirty (30) days after obtaining the last required Agreement signature. In the event any governmental authority or agency having jurisdiction rejects any provision hereof, the Parties shall negotiate promptly and in good faith such revisions as may reasonably be required to achieve such approval consistent with the requirements for each Party under applicable law.

9.2 The Parties agree that their entrance into this Agreement is without prejudice to any positions they may have taken previously, or may take in future, in any legislative, regulatory, judicial or other public forum addressing any matters, including matters related to the same types of arrangements covered in this Agreement.

10. Authorization

10.1 Ben Lomand Telephone represents that it is a corporation duly organized, validly existing and in good standing under the laws of the State of Tennessee and has full power and authority to execute and deliver this Agreement and to perform its obligations under this Agreement.

10.2 Charter represents that it is a limited liability company duly organized, validly existing and in good standing under the laws of the State of Delaware and has full power and authority to execute and deliver this Agreement and to perform its obligations under this Agreement.

10.3 Charter shall not place any orders under this Agreement until it has obtained such authorization as may be required by Applicable Law, and Charter shall cease placing any orders under this Agreement in the event any such authorization required by Applicable Law lapses or is cancelled, terminated, or otherwise ceases to exist. Charter shall provide proof of such authorization to Ben Lomand Telephone upon request.

11. Miscellaneous

11.1 Compliance. Each Party shall comply with all applicable federal, state, and local laws, rules and regulations applicable to its performance under this Agreement.

11.2 Independent Contractors. Neither this Agreement, nor any actions taken by either Party in compliance with this Agreement, shall be deemed to create an agency or joint venture relationship between the Parties, or any relationship other than that of provider and receiver of services. Neither this Agreement, nor any actions taken by either Party in compliance with this Agreement, shall create a contractual, agency, or any other type of relationship or third party liability between either Party's customers or others.

11.3 Force Majeure. Neither Party shall be liable for any delay or failure in performance of any part of this Agreement, other than an obligation to pay money for services or

facilities already rendered, from any cause beyond its control and without its fault or negligence including, without limitation, acts of nature, acts of civil or military authority, government regulations, embargoes, epidemics, terrorist acts, riots, insurrections, fires, explosions, earthquakes, nuclear accidents, floods, work stoppages, equipment failure, power blackouts, volcanic action, other major environmental disturbances, unusually severe weather conditions or any other circumstances beyond the reasonable control and without the fault or negligence of the Party affected (collectively, a "Force Majeure Event"). If any Force Majeure Event occurs, the Party delayed or unable to perform shall give prompt notice to the other Party and shall take all reasonable steps to correct the Force Majeure Event. During the pendency of the Force Majeure Event, the duties of the Parties under this Agreement affected by the Force Majeure Event (other than obligations to pay money for services or facilities already rendered) shall be abated and shall resume without liability thereafter.

11.4 Confidentiality. The Parties shall protect the confidentiality of each other's proprietary information and use such information only for the purpose of performing their obligations under this Agreement and shall protect the confidentiality of all customer proprietary network information as required by 47 U.S.C. § 222, and all applicable state statutes and regulations. The Parties agree that all information concerning each Party's network, traffic and customers that has not been made public by such Party and all information expressly or impliedly designated by a Party as proprietary information either: (i) is the proprietary information of such Party pursuant to 47 U.S.C. § 222(a) and (b), and all traffic and customer information other than subscriber list information is customer proprietary network information as defined in 47 U.S.C. § 222(h)(1); or (ii) is otherwise confidential and proprietary information of the disclosing Party. The Parties shall comply with all valid regulations of the FCC promulgated pursuant to 47 U.S.C. § 222, in addition to all applicable state statutes and regulations.

11.5 Fraud. Neither party shall bear responsibility for, nor have any obligation to investigate or make adjustments to the other Party's account in cases of, fraud by the other Party's Customers or other third parties. Provided, however, that both Parties shall cooperate to discover and prevent fraud by each Party's Customers or other third parties.

11.6 Law Enforcement Interface.

1. With respect to requests for call content interception or call information interception directed at Charter's End User or Customer, Ben Lomand will have no direct involvement in law enforcement interface. In the event a Party receives a law enforcement surveillance request for an End User of the other Party, the Party initially contacted shall direct the agency to the other Party.

2. Notwithstanding Sub-section 1 above, the Parties agree to work jointly in security matters to support law enforcement agency requirements for call content interception or call information interception.

11.7 Governing Law. For all claims under this Agreement that are based upon issues within the jurisdiction (primary or otherwise) of the FCC, the exclusive jurisdiction and remedy for all such claims shall be as provided for by the FCC and the Act. For all claims under this Agreement that are based upon issues within the jurisdiction (primary or otherwise) of the Commission, the exclusive jurisdiction for all such claims shall be with the Commission, and the exclusive remedy for such claims shall be as provided for by such Commission. In all other respects, the domestic laws of the State of Tennessee without reference to conflict of law provisions shall govern this Agreement.

11.8 Change of Law. The terms and conditions of this Agreement shall be subject to any and all applicable laws, rules, regulations or guidelines that subsequently may be adopted by any federal, state, or local government authority. Any modifications to this Agreement occasioned by such change shall be effected through good faith negotiations.

11.9 Taxes. Each Party purchasing services hereunder shall pay or otherwise be responsible for all federal, state, or local sales, use, excise, gross receipts, transaction or similar taxes, fees or surcharges levied against or upon such purchasing Party (or the providing Party when such providing Party is permitted to pass along to the purchasing Party such taxes, fees or surcharges), except for any tax on either Party's corporate existence, status or income.

11.10 Assignment. This Agreement shall be binding upon the Parties and shall continue to be binding upon all such entities regardless of any subsequent change in their ownership. Each Party covenants that, if it sells or otherwise transfers to a third party any facilities used in the performance of this Agreement, it will require as a condition of such transfer that the transferee assume this Agreement and the obligations of such Party hereunder with respect to services provided over the transferred facilities. Except as provided in this paragraph, neither Party may assign or transfer (whether by operation of law or otherwise) this Agreement (or any rights or obligations hereunder) to a third party without the prior written consent of the other Party, which consent will not be unreasonably withheld; provided that either Party may assign this Agreement to a corporate Affiliate or an entity acquiring all or substantially all of its assets or equity by providing prior written notice to the other Party of such assignment or transfer. Any attempted assignment or transfer that is not permitted is void ab initio. Without limiting the generality of the foregoing, this Agreement shall be binding upon and shall inure to the benefit of the Parties' respective successors and assigns.

11.11 Audit and Review. Upon reasonable written notice, each Party or its authorized representative shall have the right to conduct annual reviews of and make copies of the relevant data (including without limitations billing records) possessed by the other Party to give assurance of compliance with the provisions of this Agreement. Each Party's right to access information for review purposes is limited to data not in excess of twelve (12) months in age and the Party requesting a review shall fully cooperate with the Party being reviewed and shall bear its own costs associated with conducting such review. The Party being reviewed will fully cooperate with the reviewing Party and provide access to necessary and applicable information at no charge to the reviewing Party during normal business hours.

11.12 Headings. The headings used in the Agreement are inserted for convenience of reference only and are not intended to be a part of or to affect the meaning of the Agreement.

11.13 Non-Waiver. Failure of either Party to insist on performance of any term or condition of this Agreement or to exercise any right or privilege hereunder shall not be construed as a continuing or future waiver of such term, condition, right or privilege.

11.14 Publicity and Use of Marks. Neither Party nor its subcontractors or agents shall use the other Party's trademarks, service marks, logos or other proprietary trade dress in any advertising, press releases, publicity matters or other promotional materials without such Party's prior written consent.

11.15 No Third Party Beneficiaries. This Agreement is for the sole benefit of the Parties and their permitted assigns, and nothing herein expressed or implied shall create or be construed to create any third-party beneficiary rights hereunder.

11.16 No License. No license under patents, copyrights, or any other intellectual property right (other than the limited license to use consistent with the terms, conditions and restrictions of this Agreement) is granted by either Party, or shall be implied or arise by estoppel with respect to any transactions contemplated under this Agreement.

11.17 Technology Upgrades. Nothing in this Agreement shall limit either Party's ability to upgrade its network through the incorporation of new equipment, new software or otherwise, provided that the Party initiating the upgrade shall provide the other Party written notice at least ninety (90) days prior to the incorporation of any such upgrade in its network which will materially impact the other Party's service. Each Party shall be solely responsible for the cost and effort of accommodating such changes in its own network.

11.18 Entire Agreement. This Agreement, together with all schedules, exhibits, and addenda hereto, constitutes the entire agreement between the Parties with respect to the subject matter hereof, superseding all prior and contemporaneous understandings, proposals and other communications, oral or written. Neither Party shall be bound by any terms additional to or different from those in this Agreement that may appear subsequently in the other Party's form documents, purchase orders, quotations, acknowledgments, invoices or other communications. This Agreement may not be amended, modified, or supplemented except by written instrument signed by both Parties.

11.19 Severability. In the event that any one or more of the provisions contained herein, is, for any reason, held to be unenforceable in any respect under law or regulation, the remainder of this Agreement will not be affected thereby and will continue in full force and effect.


11.20 Joint Work Product. This Agreement is the joint work product of the Parties and has been negotiated by the Parties and/or their respective counsel and shall be fairly interpreted in accordance with its terms. In the event of any ambiguities, no inferences shall be drawn against either Party.

11.21 Authority. The Parties each represent and warrant that the undersigned representative of each Party is fully authorized to execute this Agreement and so bind that Party to the terms herein.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed on their behalf by their duly authorized representatives on the dates set forth below.

Ben Lomand Telephone:

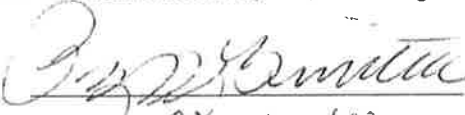
Ben Lomand Telephone Cooperative, Inc.

By: 
Name: RAY D. CANTRELL
Title: GM / CEO
Date: 1/29/15

Charter:

Charter Fiberlink – Tennessee, LLC

By Charter Communications, Inc., its Manager

By: 
Name: Peggy Gianninetti
Title: VP - Circuit Operations
Date: 1-14-15

ATTACHMENT A – GLOSSARY OF TERMS

1. General Rule

Unless the context clearly indicates otherwise, when a term listed in this Glossary is used in this Agreement, the term shall have the meaning stated in this Glossary. A defined term intended to convey the meaning stated in this Glossary is capitalized when used. Other terms that are capitalized, and not defined in this Glossary or elsewhere in this Agreement, shall have the meaning stated in the Act. Additional definitions that are specific to the matters covered in a particular provision of this Agreement may appear in that provision. To the extent that there may be any conflict between a definition set forth in this Glossary and any definition in a specific provision, the definition set forth in the specific provision shall control with respect to that provision.

Unless the context clearly indicates otherwise, any term defined in this Glossary which is defined or used in the singular shall include the plural, and any term defined in this Glossary which is defined or used in the plural shall include the singular

2. Definitions

2.1 **Access Service Request (“ASR”)** is defined as an industry standard form which contains data elements and usage rules used by the Parties to add, establish, change or disconnect services or trunks for the purposes of interconnection.

2.2 **Affiliate** is defined as a person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another person. For purposes of this paragraph, the term “own” means to own an equity interest (or equivalent thereof) of more than 10 percent (10%).

2.3 **Commission** is defined as the Tennessee Regulatory Authority.

2.4 **Effective Date.** This Agreement becomes effective when executed by each Party.

2.5 **End User** means the ultimate user of a voice communications service provided by a Party to this Agreement.

2.6 **FCC** means the Federal Communications Commission.

2.7 **Incumbent Local Exchange Carrier (“ILEC”)** is as defined in the Act.

2.8 **Interconnection** is the direct or indirect linking of networks for the exchange, transmission and routing of traffic.

2.9 **ISP-bound Traffic** is defined as calls to an information service provider or Internet Service Provider (ISP) that are dialed using a local dialing pattern of seven (7) digits by a calling party in one exchange to an Internet service provider’s server or modem in either the same exchange or in another exchange in the same Local Calling Area. ISP-bound Traffic does not include Internet Protocol-enabled, real time, multi-directional voice calls.

2.10 **Local Access and Transport Area (“LATA”)** is as defined in the Act.

2.11 **Local Calling Area** means one or more exchanges, as specified in the tariff(s) of one or more incumbent local service providers, between which any End User customer of an ILEC, including Ben Lomand, may, on a non-optional basis, make a call to any other such End User without incurring a toll charge.

2.12 **Local Traffic** is defined as any call, regardless of the form, format, code or protocol used for call origination, transport or termination, exchanged between the Parties that is originated by an End User served by a Party that is physically located in one exchange and is terminated to an End User of the other Party that is physically located in the same exchange or in another exchange, where the originating and terminating exchanges have Extended Area Service (“EAS”), Extended Community Calling (“ECC”), Intra-County Calling or other similar non-optional, Commission-mandated non-toll calling between them, as defined and specified by the Commission, applicable law or the tariff on file with the Commission of the ILEC serving the exchange within which the originating End User is physically located. As clarification of this definition and for purposes of Reciprocal Compensation, Local Traffic will include Internet Protocol-enabled, real time, multi-directional voice calls only if they terminate to an End-User that is physically located in the same exchange, or in another exchange that is part of the same mandatory Local Calling Area, as the exchange in which the originating End User is physically located. Local Traffic does not include ISP-bound Traffic.

2.13 **Originating Party** means the Party who delivers Local Traffic and ISP-bound Traffic originating on its network to the other Party, for termination on the other Party’s network.

2.14 **Point of Interconnection (“POI”)** means a physical point of demarcation for the exchange of Local Traffic and ISP-bound Traffic, as described in Attachment B of this Agreement. The POI is the location where one Party’s operational and financial responsibility begins and the other Party’s operational and financial responsibility ends.

2.15 **Rate Center** means a geographic area used by an ILEC to determine boundaries for local calling, billing, and assigning phone numbers.

2.16 **Reciprocal Compensation** means the arrangement for recovering costs incurred for the transport and termination of Local Traffic originating on one Party's network and terminating on the other Party's network.

2.17 **Terminating Party** means the Party to whom Local Traffic and ISP-bound Traffic is delivered by the other Party for termination on such Party’s network.

2.18 **Third Party Transit Traffic** is Local Traffic and ISP-bound Traffic and any other traffic that (i) originates on one Party’s network and is switched and/or transported by the other Party and delivered to a third party’s network, or (ii) originates on a third party’s network and is switched by one Party and delivered to the other Party’s network.

ATTACHMENT B – INTERCONNECTION AND EXCHANGE OF TRAFFIC

This Attachment describes the arrangements between the Parties for interconnection and the transmission and routing of telecommunications traffic as set forth below.

1. Scope of Traffic

1.1 The Parties agree that they will deliver to each other over the interconnection facilities only the following traffic: (1) Local Traffic and (2) ISP-bound Traffic.

1.2 Each Party agrees that it will not provision any of its services in a manner that will result in, or permits, the arbitrage and/or circumvention of the application of intrastate or interstate Access Charges by the other Party including, but not limited to, the resale to third parties of, or except as provided in Section 4.2 of the General Terms and Conditions of this Agreement, the assignment of, NPA-NXX numbers associated with one Rate Center Area for End Users that obtain Local Exchange Service in a different geographical Rate Center Area. Traffic to or from End Users that originates or terminates in areas other than those included in the calling scope of Local Traffic or ISP-bound Traffic is not within the scope of this Agreement. All traffic that does not originate and terminate to End Users within the same Local Calling Area is subject to Ben Lomand Telephone's intrastate or interstate Switched Exchange Access Service Tariffs regardless of the transmission protocol used for any portion of the call.

1.3 Ben Lomand Telephone's origination and termination of Access Service traffic is subject to all of the terms and conditions, and rates, contained in Ben Lomand Telephone's intrastate and interstate Access Service Tariffs.

1.4 Both Parties warrant that they will: (a) assign telephone numbers in a manner consistent with this Agreement to Customers that obtain Local Exchange Service in the Rate Center Areas associated with the telephone number or notify the other Party of any assignment of a telephone number to an End User physically located outside that Rate Center as provided in Section 4.2 of the General Terms and Conditions of this Agreement; (b) provision their local exchange carrier services in a manner that the resulting traffic exchanged between the Parties pursuant to this Agreement will be confined to the scope of the traffic as set forth in this Section; (c) adopt the Rate Center Areas for the assignment of telephone numbers that are identical to those used by the incumbent local exchange carriers that serve the exchange areas related to the Local Traffic exchanged pursuant to this Agreement; (d) assign whole NXX Codes to each Rate Center Area, or where, applicable, thousand number blocks within a NXX Code assigned to that Rate Center Area; and (e) subject to Section 3.10 below, provide Calling Party Number on Customer originated traffic delivered to the other Party. Both Parties agree that they will engineer their respective networks and design their respective systems to deliver traffic in compliance with this Agreement.

1.5 Both Parties agree only to deliver to the other Party pursuant to and consistent with the terms of this Agreement traffic that is within the scope of this Agreement. It shall be a default of this Agreement for a Party to deliver, over the connecting facilities, any traffic other than the traffic that is within the scope, and consistent with the terms, of this Agreement.

1.6 Each Party is solely responsible for the receipt and transmission of 911/E911 traffic originated by its Customers of its Telephone Exchange Services. The Parties acknowledge and affirm that calls to 911/E911 services shall NOT be routed over the trunk groups established between the Parties pursuant to this Agreement. Charter is responsible for establishing connectivity with the appropriate Public Service Answering Point ("PSAP") for any 911 services it requires. To the extent that a Party incorrectly routes such traffic over such arrangements, that Party shall fully indemnify and hold harmless the other Party for any claims, including claims of third parties, related to such calls.

1.7 Each Party may deliver Local Traffic and ISP-bound Traffic indirectly to the other for termination through any carrier to which both Parties' networks are interconnected directly or indirectly in accordance with its arrangement with such transiting carrier.

1.8 Charter Fiberlink represents and warrants that all traffic exchanged over the interconnection facilities will originate and/or terminate in Internet Protocol format and will be "VoIP-PSTN" traffic as defined in paragraph 940 of FCC 11-131, *Connect America Fund, et al.*, 26 FCC Rcd. 17663 (2011), such that Ben Lomand's applicable intrastate Switched Exchange Access Service rates for such traffic are the same as its interstate Switched Exchange Access Service rates, as required by 47 CFR § 51.913.

2. Indirect Interconnection

2.1 Unless otherwise agreed, the Parties shall exchange all Local Traffic and ISP-bound Traffic indirectly through one or more transiting carriers until the total volume of Local Traffic and ISP-bound Traffic being exchanged between the Parties' networks exceeds 240,000 minutes per month for three (3) consecutive months, at which time either Party may request the establishment of Direct Interconnection.

2.2 After the Parties have established Direct Interconnection between their networks, neither Party may continue to transmit its originated Local Traffic and ISP-bound Traffic indirectly except in the case of emergency, temporary equipment failure, overflow or blocking. In the instance of overflow or blocking, Parties will work cooperatively in a commercially reasonable manner to install additional trunks and associated facilities according to Section 3.

3. Direct Interconnection

3.1 At such time as either Party requests Direct Interconnection pursuant to Section 2.1, or as otherwise agreed, the Parties shall establish Direct Interconnection of their networks at a single Point of Interconnection ("POI") for the exchange of all Local Traffic and ISP-bound Traffic between their networks except for indirect overflow traffic as provided in Section 2.2. The Parties will establish trunks to exchange Local Traffic and ISP-bound Traffic and agree that all Local Traffic and ISP-bound Traffic exchanged between them over Direct Interconnections will be on trunks exclusively dedicated to Local Traffic and ISP-bound Traffic. Each Party will be financially responsible for all facilities and traffic located on its side of the POI except as otherwise stated herein.

3.2 The Parties shall endeavor to establish the location of the POI by mutual agreement. The POI must be at an established point on Ben Lomand Telephone's network, including at an established meet point between Ben Lomand Telephone and another telecommunications carrier, or, alternatively, at a new technically feasible interconnection point on the network of Ben Lomand Telephone established as a result of the mutual agreement of the Parties. In selecting the POI, both Parties will act in good faith and select a point that is reasonably efficient for each Party. If the Parties are unable to agree upon the location of the POI, either Party may petition the Commission to arbitrate any open issues regarding location of the POI pursuant to Section 252 of the Act.

3.3 The Parties agree that Direct Interconnection will be provisioned using two-way trunk groups. The trunk group(s) established between the Parties for the exchange of Local Traffic and ISP-bound Traffic, as provided for under this Agreement, shall be engineered to a P.01 Grade of Service. The performance standard for two-way trunk groups shall be that no such trunk group will exceed its design blocking objective for three (3) consecutive calendar traffic study months.

3.4 The Parties shall collaboratively determine the number of two-way trunks that are required to meet the applicable design-blocking objective for all traffic carried on each two-way trunk group. Charter shall order two-way trunks by submitting ASRs to Ben Lomand Telephone and any applicable third party, setting forth the number of two-way trunks to be installed and the requested installation dates within Ben Lomand Telephone's effective standard intervals or negotiated intervals, as appropriate. Charter shall populate all applicable fields in ASRs in accordance with OBF Guidelines as in effect from time to time.

3.5 Both Parties may monitor two-way trunk groups using service results for the applicable design blocking objective. If Ben Lomand Telephone observes blocking in excess of the applicable design objective on any two-way trunk group, it will notify Charter of its determination. If Charter agrees that augmentation of the group is required or separately determines that augmentation of the group is required, Charter will submit an ASR to Ben Lomand Telephone requesting that the trunk group be augmented to remedy the blocking.

3.6 The Parties will review all two-way trunk groups that reach a utilization level of seventy percent (70%), or greater, to mutually determine whether those groups should be augmented. For each trunk group with a utilization level of less than sixty percent (60%) for three consecutive months, a Party may, following consultation with the other Party, disconnect a sufficient number of the available trunks to attain a utilization level of at least sixty percent (60%); however, the trunks will be grouped in minimum multiples of 24 trunks for the purpose of determining utilization levels. The minimum utilization level of sixty percent (60%) is not required until trunk groups have been in service for at least six (6) months. Notwithstanding the foregoing, subject to the Dispute Resolution in Section 6 of the General Terms and Conditions, following consultation either Party may disconnect any interconnection trunk or trunk group upon 30 days' notice to other Party.

3.7 Each Party has the obligation to install and maintain the appropriate trunks, trunk ports and associated facilities on its respective side of the POI and is responsible for bearing its costs for such trunks, trunk ports and associated facilities on its side of the POI.

3.8 A Party may provide its own facilities on its side of the POI, lease facilities from a third party, or obtain facilities from the other Party, if available, at tariffed rates or, if the Party providing facilities does not have a tariff establishing the rates for such facilities, at such Party's standard rates for facilities provided to other telecommunications carriers. The same physical facility may be used to provision separate trunks for non-Local Traffic.

3.9 Signaling. The Parties will interconnect their networks using Signaling System 7 ("SS7") signaling as defined in applicable industry standards including ISDN user part ("ISUP") for trunk signaling and transaction capabilities application part ("TCAP") for common channel signaling based features in the interconnection of their networks. Signaling information shall be shared between the Parties based upon bill and keep compensation.

3.10 Signaling Parameters. Ben Lomand Telephone and Charter shall provide each other the proper signaling information (e.g., originating Calling Party Number ("CPN"), Jurisdiction Indication Parameter ("JIP") and destination called party number, etc.) to enable each Party to issue bills in a complete and timely fashion. All SS7 signaling parameters will be provided, where technically feasible, including CPN, JIP, Originating Line Information Parameter ("OLIP") on calls to 8XX telephone numbers, calling party category, charge number, etc. All privacy indicators will be honored. If either Party fails to provide CPN (valid originating information) or JIP on at least ninety percent (90%) of total traffic, then such unidentified traffic will, subject to audit, be treated as intrastate access and subject to applicable charges. Each Party will provide to the other Party, upon request, information to demonstrate that Party's portion of no-CPN/no-JIP traffic does not include traffic other than Local Traffic and ISP-bound Traffic. The Parties will coordinate and exchange data as necessary to determine the cause of the CPN or JIP failure and to assist in its correction.

3.11 Facility Additions. Where additional facilities are required, such equipment shall be obtained, engineered, and installed on the same basis and with the same intervals as any similar addition of facilities for the provisioning Party's own internal needs.

4. Tandem Transit Service

Charter agrees that it shall not subtend a Ben Lomand office or tandem without prior written agreement from Ben Lomand. In the event that Ben Lomand permits Charter, a state certified local exchange carrier other than Charter, a wireless carrier, or an incumbent local exchange carrier other than Ben Lomand to subtend a Ben Lomand end office or tandem, Parties agree to amend this Agreement to incorporate terms for Tandem Transit Services.

ATTACHMENT C – LOCAL NUMBER PORTABILITY

1. General

- 1.1 The Parties will offer service provider local number portability (“LNP”) in accordance with FCC rules and regulations. Service provider portability is the ability of users of Telecommunications Services to retain, at the same location, existing telephone numbers without impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another. Under this arrangement, the new Telecommunications Carrier or its Affiliate must directly provide Telephone Exchange Service to the End User porting the telephone number. For a port request to be valid, the End User must retain his or her original number; be located either at the same location or at a location within the same Rate Center Area before and after the port; and be served directly by the Telecommunications Carrier requesting the port or an Affiliate of such Telecommunications Carrier.
- 1.2 The Parties agree that the industry has established Local Routing Number (“LRN”) technology as the method by which LNP will be provided in accordance with such rules, regulations and guidelines. As such, the Parties agree to provide to each other number portability via LRN.
- 1.3 This Agreement does not govern geographic portability where the End User moves outside the Rate Center. Geographic portability is not allowed under this Agreement.
- 1.4 The Parties agree to comply with finalized FCC rules and orders, North American Numbering Council (“NANC”) procedures and guidelines concerning numbering and other industry guidelines related to network architecture, including but not limited to, North American Numbering Council Local Number Portability Architecture and Administrative Plan report, which was adopted by the FCC, Second Report and Order, CC Docket 95-116, released August 18, 1997, and the Central Office Code Assignment Guidelines.
- 1.5 Service Management System (“SMS”) Administration. The Parties will work cooperatively with other local service providers to establish and maintain contracts with the Number Portability Administration Center (“NPAC”) Service Management System (“SMS”).
- 1.6 Signaling. In connection with LNP, each Party agrees to use SS7 signaling in accordance with applicable FCC rules and orders.
- 1.7 Reserved for Future Use.
- 1.8 Porting of Reserved Numbers. End Users of each Party may port reserved numbers, as defined in 47 C.F.R. Section 52.15(f)(1)(vi), that the End User has paid to reserve, only if there is at least one working telephone number in the group. Portable reserved numbers are identified on the Customer Service Record (CSR).
- 1.9 Splitting of Number Groups. The Parties shall permit blocks of subscriber numbers (including, but not limited to, Direct Inward Dial (“DID”) numbers) to be split in connection with an LNP request. Ben Lomand and Charter shall permit End Users who port a portion of the DID numbers assigned to such customers to retain DID service on the remaining numbers. If a Party requests porting of a range of DID numbers smaller than a whole block, that Party shall pay the applicable labor charges as listed in the Pricing Attachment to this Agreement for reconfiguring the existing DID numbers. In the event no rate is set forth in this Attachment, then the Parties shall negotiate a rate for such

services.

- 1.10 The Parties will set LRN unconditional or 10-digit triggers where applicable. Where triggers are set, the Party from whom the number is being ported will remove the ported number at the same time the trigger is removed.
- 1.11 A trigger order is a service order issued in advance of the porting of a number. A trigger order 1) initiates call queries to the AIN SS7 network in advance of the number being ported; and 2) provides for the New Service Provider to be in control of when a number ports.

2. Obligations of Both Parties

- 2.1 Charter is responsible for advising the NPAC of telephone numbers that it ports in and the associated data as identified in industry forums as being required for number portability.
- 2.2 When a ported telephone number becomes vacant, e.g., the telephone number is no longer in service by the original End User; the ported telephone number will be released back to the carrier that is the code holder or block holder.
- 2.3 Neither Party shall block default routed calls entering a its network except to the extent necessary to protect the public switched telephone network from overload, congestion, or failure propagation.
- 2.4 Both Parties are currently certified by the Regional NPAC.
- 2.5 Each Party will designate a Single Point of Contact to schedule and perform required testing. These tests will be performed during a mutually agreed upon time frame and must meet the criteria set forth by the Inter-Industry LNP Regional Team for porting.
- 2.6 Each Party shall abide by NANC and the Inter-Industry LNP Regional Team provisioning and implementation processes.
- 2.7 Each Party shall become responsible for the End User's other telecommunications related items, e.g. E911, Directory Listings, Operator Services, Line Information Database when it ports the End User's telephone number to its switch.

3. Change of Service Provider

- 3.1 Parties agree that they will follow applicable State/federal rules for obtaining permission from an End User prior to porting service.
- 3.2 If, following an End User complaint of unauthorized service transfer, the Party to which a number has been ported cannot provide supporting documentation to the other Party regarding authority for the change, the Party to whom such number has been ported agrees to pay all applicable charges for the return of service to the other Party.

ATTACHMENT D – MISCELLANEOUS SERVICES

1. 911/E-911 Arrangements

- 1.1 Ben Lomand Telephone utilizes a 911 service provider for the provision of 911/E-911 services. Charter is responsible for connecting to the appropriate service provider and populating the applicable database according to the service provider's requirements for doing so. All relations between the 911 service provider and Charter are totally separate from this Agreement, and Ben Lomand Telephone makes no representations on behalf of the 911 service provider.
- 1.2 Neither Party will be liable for errors with respect to the other Party's provision of 911/E-911 services to the other Party's End Users.

2. Directory Listings and Directory Distribution

- 2.1 Ben Lomand Telephone will arrange for its Vendor ("Vendor") to include directory listings for Charter's End Users in its directories and Directory Assistance database. Within ten (10) business days of a request by Charter, Ben Lomand will provide Charter with the appropriate contact information for Ben Lomand's directory publisher. Vendor will provide its annual publication schedule to Charter.
- 2.2 Listings. Charter agrees to supply Vendor on a regularly scheduled basis, and in a format prescribed by Vendor, all listing information for Charter's subscribers who wish to be listed in any Ben Lomand published directory or Ben Lomand Telephone's Directory Assistance database for the relevant operating area. It is the responsibility of Charter to submit such listing information in the prescribed manner to Vendor prior to the directory listing publication cut-off date. Listing information will consist of names, addresses (including city, state and zip code) and telephone numbers. Nothing in this Agreement shall require Ben Lomand to publish a directory where it would not otherwise do so. Listing inclusion in a given directory will be in accordance with Ben Lomand Telephone's solely determined directory configuration, scope, and schedules, and listings will be treated in the same manner as Ben Lomand Telephone's listings.
- 2.3 Distribution. Upon directory publication, Ben Lomand Telephone will arrange for the initial distribution of the directory to service subscribers in the directory coverage area. Charter will supply Vendor, in a timely manner, with all required subscriber mailing information including non-listed and non-published subscriber mailing information, to enable Ben Lomand to perform its directory distribution to Charter customers.
- 2.4 Purchase of Directories. Charter at its discretion may purchase a stock of directories for Charter to distribute directly to Charter's End Users. Ben Lomand Telephone will charge the price stated in Attachment E for such directories.

ATTACHMENT E – PRICING

General

The rates contained in this Pricing Attachment are the rates as referenced in the various sections of the Interconnection Agreement and are subject to change solely as provided herein.

Rates and Charges for Transportation and Termination of Traffic

1. The Reciprocal Compensation termination rate element that applies to Local Traffic on a minute of use basis for traffic that is delivered to an End Office is *See Note 1*
2. The Reciprocal Compensation termination rate element that applies to Local Traffic on a minute of use basis for traffic that is delivered to Tandem Switch is *See Note 1*
3. Entrance / Transport Facility Charges: Pursuant to NECA Access
Tariff FCC No. 5
4. Transit Service \$0.00300 per minute

Miscellaneous Charges

1. Service Order Request
 - a. Initial Order \$15.00
 - b. Subsequent Orders \$ 8.00
2. Expedited local service fee \$50.00
3. Labor, including unauthorized dispatch Pursuant to NECA Access
Tariff FCC No. 5
4. Directory Distribution Cost plus 15%
5. Directory Bulk Purchase Cost plus 15%

Note 1: Pursuant to Section 4.1 of the General Terms and Conditions of this Agreement.

EXHIBIT “B”

BEN LOMAND DISASTER RECOVERY PLAN



Emergency Operations Plan

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Recovery Plan

INTERNAL

The purpose of this document is to provide a developed crisis management plan in the event of an isolated and/or system-wide emergency or disaster.

The Stages of Our Response

Reaction – Effective reaction by cooperative personnel to alarms and warning signs is the critical first step in responding to an emergency.

Assessment – Management must assess the damage in order to determine the scope and severity of the disaster. At this stage a strategy for dealing with the emergency must be developed. This entails determining service outages and establishing priorities for service restoration. Preference must be given to activities essential to the integrity of the cooperative.

Notification – Based on the assessment, the agencies listed in this plan may need to be notified. Other telecommunications carriers may need to be notified.

Mobilization – Based on the assessment of the damage, and given a sufficiently stable situation so cooperative personnel are not endangered, employees necessary to service restoration should be mobilized. Non-essential functions can be postponed or suspended, thereby allowing personnel to focus on the most essential segments of the business.

Restoration – Service restoration should begin as soon as is safely possible. Work done to restore essential services may be temporary. Equipment, supplies, and personnel should be focused on priorities most essential to the cooperative. Reconstruction of facilities will not begin until service has been restored. Only after the disaster has ended can the cooperative begin plans for a full recovery.

Level ONE: Disaster

This event threatens life and/or property within Ben Lomand's entire serving area and will require the effort of all resources within the Cooperative as well as community, outside agencies, and other telecommunications companies. Areas served by one of the Cooperatives wholly-owned CLECs are incorporated in this plan

Level TWO: Disaster

This event threatens life and/or property within one or more exchanges served from the main Corporate Office in McMinnville, TN or from either District Office in Sparta, TN or Tracy City, TN. Included are areas served by either Cooperative-owned CLEC; Ben Lomand Communications in the cities of McMinnville and Sparta or VolFirst in Crossville, TN. This will require the coordinated effort of all resources of the Cooperative and major responses from the community, outside agencies, and potentially other telecommunications companies.

Emergency Operations

The crisis management team is the management team of Ben Lomand Connect.

Ray Cantrell – Chief Executive Officer

Sherri McGinnis – Executive Assistant

Lisa Cope – Controller

Mike Birdwell – District Operations Manager (Tracy City)

David Vaughn – District Operations Manager (Sparta District & VolFirst)

Chad Dees – Network Operations Manager

Shannon Hamilton – Customer Service Manager

Bryan Kell – Marketing and Sales Manager

Chris Centracchio – Information Systems Manager

Greg Smartt – Outside Plant Manager

Tammy Crouch – Human Resources Coordinator

Available members of the management team will determine the degree of the emergency and what actions are needed in response to the emergency.

Important Contact Information

Cooperative's Insurance Agent (all locations):

Jay Bragg
Southern Insurance
419 North Chancery Street
McMinnville, TN 37110
(931) 473-9641

Volunteer First Services Insurance Agent:

Jay Bragg
Southern Insurance
419 North Chancery Street
McMinnville, TN 37110
(931) 473-9641

OSHA Nashville Area Office

51 Century Blvd Suite 340
Nashville, TN 37214
615-232-3803
615-232-3827 FAX
Report any hospitalized accident within 24 hours.

TOSHA 24 hour emergency number:

800-249-8510
Division of Occupational Safety & Health
710 James Robertson Parkway 3rd Floor
Nashville, TN 37243-0659
Phone 615-741-2793
Fax 615-741-3325

TEMA

Tennessee Emergency Management Agency

3041 Sidco Drive
Nashville, Tennessee 37204-1502
615-741-0001
615-242-9635 FAX
www.tnema.org

FEMA

Federal Emergency Management Agency - We are in region IV
3003 Chamblee Tucker Road
Atlanta, GA 30341
(770) 220-5200
(770) 220-5230 FAX

Important Contact Information
Continued

Warren County Emergency Communication District

902 Bridge Builders Road
McMinnville, TN 37110
(931) 668-7000

Warren County Rescue Squad

524 Sparta St
McMinnville, TN 37110
(931) 473-7023

White County 911

2677 Crossville Hwy
Sparta, TN 38583
(931) 738-8653

White County EMS

280 Medic Drive
Sparta, TN 38583
(931) 836-2899

White County Rescue Squad

320 E Bockman Way
Sparta, TN 38583
(931) 836-2646

Tracy City – Grundy County Rescue Squad

(931) 592-6469

Beersheba Springs Fire & Rescue

(931) 692-3508

Grundy County Ambulance Service

(non-emergency) Coalmont
(931) 592-2252

Cumberland County 911

42 Southbend Drive
Crossville, TN 38555
(931) 484-0179

Van Buren County 911

112 Generations Drive
Spencer, TN 38585
(931) 946-4000
(931) 946-2034

Organization Roles

OPERATIONS COMMANDER

Designation: Chief Executive Officer, Ray Cantrell

Mission: Assume overall responsibility for the telephone company.

Action Items:

- Designate the Command Center, typically the headquarters building in McMinnville but maybe another site if headquarters building is unusable. The Command Center may be the Plant Operations Building in McMinnville if appropriate.
- Assemble available managers to be crisis management team.
- Surrender authority to governmental authorities upon their request.
- Designate needed Coordinators from management and supervisory personnel.
- Announce a status / action plan meeting in a reasonable time frame.
- Receive a status report from all Coordinators and discuss initial action plan set time for next briefing.
- Place status of disaster on Voice Mail Box number (931) 815-9999 (pass code 9999)
(To access voice mail box dial 815-6245 and use pass code 9999)
- Emphasis to all **“LIFE SAFETY OVER PROPERTY DAMAGE”**
- Continually observe all personnel for signs of stress.
- Provide status reports to the Communications Coordinator.
- Document actions and decisions on an ongoing basis
- Announce an **“ALL CLEAR”** at the conclusion of the disaster.
- Organize a debriefing with the staff and other key personnel upon the conclusion of the disaster.

Organization Roles

DAMAGE CONTROL COORDINATOR

Co-designation: Network Operations Manager, Chad Dees and
Outside Plant Manager, Greg Smartt

Mission: Directs a work force to provide information regarding the operational status of the all property including, but not limited to buildings, plant facilities, vehicles and equipment and to mitigate damage.

Receives appointment from Operations Commander – takes direction from Operations Commander – reports to Operations Commander

Action Items:

- Brief the Operations Commander routinely to provide current status.
- Notify Personnel /Inventory Coordinator of staffing needs.
- Notify Personnel/Inventory Coordinator of the status of all property (vehicles, equipment, buildings, etc.).
- Provide for personnel relief and rest periods
- Assign teams to check and control building hazards when necessary.
- Receive initial assessment/damage reports and determine which buildings are structurally sound.
- Record all information and identify areas where immediate repair efforts should be directed to restore critical telecommunications services.
- Direct Outside Plant (OSP) and Central Office (CO) maintenance teams.

Organization Roles
OUTSIDE PLANT (OSP)
AND
NETWORK OPERATIONS (CO)
MAINTENANCE TEAMS

Mission: Check all Cooperative telephony facilities and institute repairs where possible.

Receives appointment from Operations Commander – takes direction from Damage Control Coordinator – reports to Damage Control Coordinator

Action Items:

- Life Safety over Property Damage!
- Respond to outages
- Assess damages to telephony facilities
- Priority of responses directed by the Damage Control Coordinator

Organization Roles
FIRST AID COORDINATOR

Designation: Human Resources Coordinator, Tammy Crouch

Mission: Organize First Aid arrangements, fire control, and security for employees and buildings and coordinate teams of rescuers for the areas requiring assistance.

Receives appointment from Operations Commander – takes direction from Damage Control Coordinator – reports to Damage Control Coordinator

Action Items:

- Attempt to contact employees. Determine the location and medical situation of employees.
- Dispatch and coordinate the Search & Rescue teams
- Advise Personnel or Inventory Coordinator of location and names of deceased, injured, trapped employees.
- If rescue / fire equipment is needed contact the Personnel / Inventory Control Coordinator.
- Arrange on-site first aid services where possible.
- Contact area hospitals to determine their ability to receive injured staff members.
- Contact community centers where treatment may also be available.
- Arrange for transport to those sites.

Organization Roles

PERSONNEL / INVENTORY COORDINATOR

Designation: Human Resources Coordinator, Tammy Crouch

Mission: Collect and inventory available staff and volunteers at a central point. Receive requests and assign available staff as needed. Maintain adequate staffing. Organize and communicate current information on all staff to their families. Monitor status of buildings and organize relocation options. Organize food and water stores for preparation and rationing. Inventory available vehicles and equipment. Receive requests and assign available vehicles and equipment as needed.

Receives appointment from Operations Commander – takes direction from Operations Commander – reports to Operations Commander

Action Items:

- Receives reports from the Damage Control Coordinator.
- Establish a labor pool and inventory the number and classification of available staff.
- Takes control of the volunteers and classifies their location and skills.
- If more personnel are required, document the requirements and advise the Operations Commander.
- Contact families of the working employees to determine their status. If phones are down, arrange to send an employee to obtain a status report. Advise these individuals of their families' status once known. Respond to calls from families.
- Establish a list of structurally safe buildings that can act as temporary shelters for occupants that must remain in the care of the cooperative.
- Determine if there is water, heat, light, and sanitary facilities.
- Record all information on a notebook or grease board at a known location so that other coordinators can utilize the information.
- Identify the locations of buildings and number of available spaces and advise the Operations Commander.
- Inventory food, water, first aid supplies, blankets, tools, sanitary supplies, and operational vehicles.
- Monitor reports on the conditions of roads and bridges.
- If supplies are needed, contact appropriate outlets. If volunteers or staff responds with equipment & supplies, accept it and inventory it.

Organization Roles

COMMUNICATIONS COORDINATOR

Designation: Marketing & Sales Manager, Bryan Kell

Mission: Coordinate the incoming calls and messages to Ben Lomand Connect and the designated command center and coordinate internal/external communications. Act as custodian of all logged and documented communications.

Receives appointment from Operations Commander – takes direction from Operations Commander – reports to Operations Commander

Action Items:

- Advise the Operations Commander when internal / external communications are operational.
- Request staff assistance from the Personnel/Inventory Coordinator if required.
- Establish a staff from employees that are available and direct them to the designated command center.
- Be aware of the urgency/ confusion of the calls that will come in and maintain a calm approach.
- Set up Tables, chairs, phone lines, maps, information/briefing kits.
- Assess current status of internal & external telephone system, radio, TV, cellular phones, and fax.
- Establish contact with any unaffected Cooperative office.
- *Ensure all coordinators understand that all communications to the media are made by the CEO or his appointed representative.*
- Obtains information to provide to emergency communication networks.

Warren County School and Day Care Contact List

	Facility Name	Phone
<hr/>		
Day Cares	Bobby Ray Memorial Day Care	(931) 474-1009
	Brookside Head Start LBJ&C	(931) 668-7043
	Grow & Learn Day Care	(931) 473-1373
	Kiddie Kampus	(931) 474-5123
	Midway Head Start LBJ&C	(931) 686-2098
	Morrison Learning Center	(931) 635-5437
	Smarty Pants Day Care	(931) 473-9402
	Stay-N-Play Childcare	(931) 473-1848
	Tammy's Little Tikes	(931) 473-2059
	The Learning House Preschool	(931) 473-8389
	Tiny Treasures Day Care	(931) 474-8469
	Westwood Day School	(931) 473-8434

Private Schools

Calvary Christian School	(931) 473-3919
Cedars of Lebanon Academy	(931) 692-3635
Covenant Academy	(931) 668-6180
FC Boyd Christian School	(931) 473-9631
Faulkner Springs Christian School	(931) 668-4092
Westwood Kindergarten	(931) 473-8434

Public Schools

Bobby Ray Memorial School	(931) 473-9006
Bobby Ray Pre K	(931) 474-7736
Centertown Elementary	(931) 939-2261
Eastside Elementary	(931) 686-2392
Eastside Elementary Pre K	(931) 686-7735
Hickory Creek Elementary	(931) 668-5100
Hickory Creek Pre K	(931) 668-5110
Irving College Elementary	(931) 668-8693
Morrison Elementary	(931) 635-2512
Warren Academy	(931) 473-8723
Warren County High School	(931) 668-5858
Warren County Middle School	(931) 473-6557
West Elementary	(931) 473-3801

Colleges and Tech Schools

Motlow State Community College	(931) 668-7010
Tennessee Technology Center	(931) 473-8002

Grundy County School and Day Care Contact List

Facility Name	Phone
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Day Cares

Kids Come First Day Care	(931) 592-5437
Little Jackets Day Care	(931) 692-5225
Tender Hearts	(931) 779-4000

Private Schools

Faith Missionary Academy	(931) 779-3338
Seventh Day Adventist School	(931) 692-3982

Public Schools

Coalmont School	(931) 592-9453
Coalmont Kindel Pre School	(931) 592-9450
Grundy Academy	(931) 592-5757
Grundy County High School	(931) 692-5400
Monteagle School	(931) 924-2136
North Elementary	(931) 692-3710
North Elementary Kindle Preschool	(931) 692-4200

Palmer School	(931) 779-3383
Pelham School	(931) 467-3276
Pelham Kindle Preschool	(931) 467-3700
Special Ed	(931) 692-3420
Swiss Memorial School	(931) 779-3129
Tracy City Elementary	(931) 592-5741
Tracy City Kindle Preschool	(931) 592-5755

Colleges and Tech Schools

None

White County School and Day Care Contact List

	Facility Name	Phone
<hr/>		
Day Cares		
	Blue Springs Day Care	(931) 738-9394
	Bon Decroft LBJ&C	(931) 935-8420
	Kid's World Academy	(931) 738-5437
	Secret Garden Preschool	(931) 837-5337
	Tender Treasures	(931) 837-2266
	Woodland Park Elem Child Care	(931) 738-3629

Private Schools

None

Public Schools

Ben De Croft Elementary	(931) 935-2359
Cassville School	(931) 761-2277
Central View School	(931) 761-2907
Doyle School	(931) 657-2287
Findlay School	(931) 738-2412
Northfield Elementary	(931) 761-7979
White County High School	(931) 836-3214
White County Middle School	(931) 738-9238
Woodland Park Elementary	(931) 738-3505

Colleges and Tech Schools

Motlow Office – Sparta	(931) 837-3341
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Cumberland County School and Day Care Contact List

	Facility Name	Phone
Day Cares	Bright Futures	(931) 456-4395
	Campus Kid's Corner	(931) 456-2152
	Crab Orchard Head Start	(931) 484-9749
	Home Away From Home Daycare	(931) 484-3238
	Kids Inc.	(931) 484-8306
	Kidz Connection	(931) 484-7352
	Little Pumpkin Child Care	(931) 456-9447
	Little Angel's Day Care	(931) 484-2490
	Michelle's Little Tot Daycare	(931) 484-2291
	Mrs. Nett's Child care	(931) 484-2427
	Pleasant Hill Child Enrichment	(931) 277-3257
	Precious Moment Day Care	(931) 484-3750
	Small World Preschool & Day Care	(931) 484-0876
	Stepping Stones to education	(931) 881-1351

Private Schools

Christian Academy of the Cumberland	(931) 707-9540
Crossville Christian	(931) 484-0026
Inez Wrenn Adventist School	(931) 484-3150

Public Schools

Adult Education	(931) 484-5446
Brown Elementary School	(931) 788-2248
Crab Orchard Elementary	(931) 484-7400
Cumberland County High School	(931) 484-6194
Glenn Martin Elementary	(931) 484-7547
Homestead Elementary	(931) 456-8344
North Cumberland Elementary	(931) 484-5174
Pine View Elementary	865-354-1986
Pleasant Hill Elementary	(931) 277-3677
Shepherd's Little Flock Lutheran Preschool	(931) 707-0508
Stone Elementary School	(931) 456-1462
Stone Elementary High School	(931) 484-7123
Stone Memorial High School	(931) 484-4699
South Cumberland	(931) 788-6713
South Elementary	(931) 456-5636

Cumberland County School and Day Care Contact List Continued

Colleges and Tech Schools

Medvance Institute	(931) 526-3660
Roane State Community College	(931) 456-9880
Tennessee Technology Center	(931) 456-2152
Tennessee Technology University	(931) 372-3101
U T Eastern Region Office	(931) 788-1020

Van Buren School and Day Care Contact List

Facility Name	Phone
Day Cares	
None	

Private Schools	
Faith Trinity Academy	(931) 946-3300

Public Schools	
Spencer Elementary	(931) 946-2171
Van Buren County High School	(931) 946-2442

Colleges and Tech Schools

None

McMinnville Contact List

Central Office after hours on call pager (931) 668-1000
McMinnville area trouble phone (931) 668-0090

CEO

Ray Cantrell – (931) 473-2517

Directors

Roger Bynum – (931) 596-2510 cell (931) 273-8466
Bill Hickey – (931) 738-5655 cell (931) 235-0492
Janey Ruth Price – (931) 761-2485 cell (931) 235-0104
Donald Hollingsworth – (931) 946-2930 cell (931) 235-8489
Joe Roper – (931) 596-2050 cell (931) 580-9891
Jeff Flatt – (931) 668-2918 cell (931) 273-0550
Gerald Sitz – (931) 924-2172 cell (931) 205-9035
Dr. Ray Troop – (931) 668-4717 cell (931) 212-5835
Bobby Thompson – (931) 692-3691 cell (931) 607-2438

Chief Executive Officer

Ray Cantrell – cell (931) 273-5515

Executive Assistant

Sherri McGinnis – (931) 473-6436 cell (931) 224-9710

Controller

Lisa Cope – cell (931) 235-0469

District Operations Managers

Mike Birdwell – cell (931) 743-9778
David Vaughn – cell (931) 224-3194

Marketing & Sales Manager

Bryan Kell – cell (931) 224-6587

Information Systems Manager

Chris Centracchio – (931) 668-2106 cell (931) 224-8950

Customer Service Manager

Shannon Hamilton – (931) 815-2520 cell (931) 607-9626

Network Operations Manager

Chad Dees – (931) 924-5421 cell (931) 235-7797

Human Resources Coordinator

Tammy Crouch – (931) 939-3224 cell (931) 273-4933

Ben Lomand Connect – Emergency Operations Plan

Central Office

Mike Henry – (931) 657-5432 cell (931) 212-4587
Shannon Griffin – (931) 668-2494 cell (931) 808-4470
Jennifer Gilliam – (931) 723-2030 cell (931) 808-4132

Remote Maintenance

Jeff Chisam – (931) 668-8357 cell (931) 607-4125

Head End

Clent Kesey – (931) 507-0669 cell (931) 808-7991
Tim Webster – (931) 934-7000 cell (931) 808-1705

Internet Technical Administrator

Joe Hamby – (931) 668-2893 cell (931) 205-6969

Internet Technical Assistant

Micah Lawrence – (931) 815-0045 cell (931) 224-6219

Specialized Systems Technician

Kyle Cox – (931) 474-1374 cell (931) 247-8420
Mike Crothers – (931) 668-1807 cell (931) 273-6738
Jeff Carter – (931) 686-8566 cell (931) 212-4698
Jeff Smith – (931) 686-8023 cell (931) 808-8649

Outside Plant Manager

Greg Smartt – (931) 474-7561 cell: (931) 212-7561

Assistant outside Plant Manager

Tommy Brown – (931) 268-4825 cell (931) 235-7333

Combination Tech

Troy Sain – (931) 635-3444 cell (931) 235-1669
Jeff Billings – (931) 686-9068 cell (931) 808-1858
Aubrey Green – (931) 474-3855 cell (931) 235-2199
Andy West – (931) 668-3231 cell (931) 235-5860
Bo Jennings – (931) 668-3932 cell (931) 235-2656
Darrell Gribble – (931) 939-5088 cell (931) 235-5787
James Officer – (931) 473-2635 cell (931) 235-6179
Jamie Taylor – (931) 939-4430 cell (931) 235-6365
Mike Grissom – (931) 668-9220 cell (931) 235-3454

Rickey Cox – (931) 668-4559 cell (931) 235-2655
Ryan Vincion – (931) 635-3434 cell (931) 235-3624
Barry Taylor – (931) 668-4545 cell (931) 235-3977
David Williams – (931) 224-4022 cell (931) 235-2959

Ben Lomand Connect – Emergency Operations Plan

Security System

Tim Sharpe – (931) 635-3249 cell (931) 235-0102

Cable/Fiber Tech

Glen Newman – (931) 668-9877 cell (931) 235-4227

Jonathan Jones – (931) 668-2992 cell (931) 808-3524

Joe Damon – (931) 668-0864 cell (931) 235-0101

Kevin Bouldin – (931) 946-7105 cell (931) 235-4093

Greg McCaskey – (931) 761-3485 cell: (931) 235-9846

Clint Nunley – (931) 779-250 cell: (931) 235-6460

Construction

Phillip Gilley – (931) 668-0135 cell (931) 235-0118

Shane Rigsby – (931) 946-2562 cell: (931) 235-2164

Kevin Hillis – (931) 668-5082 cell (931) 235-0116

Jonathan Stubblefield – (931) 815-3455 cell (931) 607-9327

Jerry Hodges – (931) 946-2323 cell (931) 235-1916

Rob Williams – Cell (931) 581-4637 cell (931) 581-8181

Lewis Beaty – (931) 686-7632 cell (931) 510-

ON CALL Phones for Construction

Cell (931) 808-7370(c)

Cell (931) 235- 0109(c)

Underground/Backhoe Tech

Martin Hillis – (931) 939-8450 cell (931) 235-0114

David Gulick – (931) 635-2424 cell (931) 205-0452

Jeff Grissom – (931) 686-8699 cell (931) 808-4752

Warehouse

Grady Templeton – (931) 686-2138 cell (931) 273-3338 #

Jayson McDonald – (931) 657-5854 cell (931) 581-5522 #

#

Fleet Mechanic

Alvin Stembridge – (931) 668-0145 cell (931) 224-8477#

Engineering

Richard Boyd – (931) 668-9599 cell (931) 235-7515

Harry Felty – (931) 668-9896 cell (931) 235-2508

Steve Beard – (931) 815-2525 cell (931) 235-3566

Stacy Moore – (931) 686-3530 cell (931) 808-5989

Sherry Beth Mills – (931) 738-2508 cell: (931) 212-4383

Larry Smith – Home (931) 473-7322

Building & Grounds Maintenance

Jerry Rutledge – (931) 635-241 cell (931) 235-4252

Kenneth Neal – (931) 657-5378 cell (931) 235-4226

Ben Lomand Connect – Emergency Operations Plan

CRC Supervisor

Bill Jennings – (931) 815-2455 cell (931) 205-7741

CRC Team Leaders

Christina Rudd – (931) 815-8786 cell (931) 205-4256

Michael Scott – (931) 474-1120 cell (931) 808-4354

Sparta Contact List

District Operations Manager

David Vaughn – (931) 738-6453 cell (931) 224-3194 Home: (931) 657-2557

Assistant District Office Manager

Ben Clark – (931) 738-8002 cell (931) 235-2435

Combination Tech I/R

Tommy Price – (931) 657-1987 cell: (931) 273-5759

Travis Hillis – (931) 946-2211 cell: (931) 235-3453

Cliff Hale – (931) 946-2283 cell (931) 235-0744

Mark Mitchell – (931) 738-3451 cell: (931) 235-2692

Duke Davis – (931) 657-3295 cell: (931) 235-3820

Jeff Moore – (931) 761-3136 cell: (931) 235-3693

Tracy City Contact List

Tracy City pager (931) 592-1040

District Operations Manager

Mike Birdwell – (931) 592-1228 cell (931) 235-7750

Assistant District Office Manager

Keith McBee – (931) 779-3062 cell (931) 235-7770

Combination Tech I/R

Jack Hargis – (931) 779-3712 cell (931) 235-6571

Rick Ruehling – (931) 779-5285 cell (931) 235-7740

Jason Patterson – (931) 235-7157 cell (931) 235-2293

Heath Parson – (931) 592-1979 cell (931) 235-2541

Adam Cunningham – cell (931) 235-3490

Mike Grimes – (931) 692-4343 cell: (931) 235-3362

Vol-First Contact List

District Operations Manager

David Vaughn – (931) 657-2557 (931) 224-3194(c)

Combination Tech

Eric Bradberry – cell (931) 787-4518

Customer Service Representative

Abby Wood – (931) 484-5097 cell (931) 787-2810

Recovery Plan

EXTERNAL

Ben Lomand Connect – Emergency Operations Plan
EMERGENCY CALL OUT LIST
VENDORS / CONTRACTORS - MCMINNVILLE AREA

Ben Lomand Connect – Emergency Operations Plan

Heating & Air Conditioning	Roger's Service Co. – (931) 808-6161 or (931) 507-0988
Electrician	Roger's Service Co. – (931) 808-6161 or (931) 507-0988
Fencing & Gates	Aycock Fence Co. (931) 668-3400 Security Fence (Cookeville) – (931) 526-3603
Janitor Service	Corporate - Linda Wilkerson (931) 668-2402 Jerry Rutledge – (931) 635-241 or (931) 235-4252 Kenneth Neal – (931) 657-5378 or (931) 235-4226
Roof Repair	Porter Roofing - John Porter (931) 668-2298 Turner Roofing Matt Turner (931) 260-7272 Margia Construction – Scottie Keel (931) 815-5296
Door Locks	Jim's Locksmith Service (931) 668-8976 or (931) 808-7247
Fuel	Gant Oil Company (931) 473-2211 nights (931) 668-7676 & (931) 939-2695 Harrison or Winston Gant
Plumbing	Roger's Service Co. – (931) 808-6161 or (931) 507-0988 H & H Plumbing & Electric (931) 473-5818
Vehicle / Equipment	UES (Utility Equipment Service, Inc.) 1-800-433-4017 Herbert Cheek Altec Industries (205)323-8751 Brad Bass Edd Rogers (931) 473-1535 Kidd Ford (931) 668-2177 Terry Kidd
Fire Extinguisher Service	McMinnville Fire Extinguisher Sales & Service (931) 668-8491
Garage Door Service / Repair	Dakota Doors 8418 Manchester Hwy. Morrison, TN 37357 (931) 815-8008
Small Engine Repair	McMinnville Lawn & Garden (931) 815-5296 Ace Hardware (931) 473-4413
Excavating	Brooks Excavating (931) 668-8730 or (931) 668-8561 or (931) 607-2488 Custom Constr. Jimmy Yates (931) 473-7884
Construction	Red Stagg (931) 510-8060 Rod Huff R&L Contracting Inc. Roger Upchurch (606) 307-4525 A&C Communication Mike Clark & Hayward Adams (270) 433-7676

**EMERGENCY CALL OUT LIST
VENDORS / CONTRACTORS - SPARTA AREA**

Heating & Air Conditioning	Roger's Service Co. – (931) 808-6161 or (931) 507-0988
Electrician	Steve Carter (931) 657-2515
Janitor Service	Renee Price 560 S. Young St., Sparta, TN 38583 (931) 738-9088
Roof Repair	Porter Roofing (931) 668-2298
Door Locks	Martin Glenn Glass Co. (931) 473-2102 Dale Randolph (931) 668-7893 or (931) 808-3973
Fuel	Agee Oil Company (931) 836-3163 Joe Howard (931) 212-6817
Plumbing	Steve Carter (931) 657-2515
Vehicle / Equipment	Caroll McDonald Normal Maint. (931) 657-2858 (light Wrecker Service) Hickey's Auto & Truck Repair & Wrecker Service (931) 836-3907 (Heavy Wrecker) Edd Rogers Valley Ford (931) 738-2311 Edd Rogers Chev.(931) 836-3157 Edd Rogers Chev. Wrecker & Maint. (931) 738-5193 Jeff's Body Shop (931) 738-3667
Service & Repair	Altec & Utility Equipment 205-323-8751
Fire Extinguisher Service	McMinnville Fire Extinguisher Sales & Service (931) 668-8491
Garage Door Service / Repair	Mid State Garage Doors (931) 738-3667
Chain Saw Shop	Moyer's Repair Service (931) 738-9108 A-1 Small Engines (931) 738-7787
Concrete Work	James Culver (931) 738-7151
Fencing & Gates	Jason Walker (931) 808-1141 Cloyd's Fencing (931) 738-7005
Fire Extinguisher Service	McMinnville Fire Extinguisher (931) 668-8491
Gravel / Rock	Clarence Roberts (931) 657-5938 or (931) 607-4607
Excavating	Austin Construction (931) 738-3292 TK Austin – owner (931) 235-9725
Construction	Rod Huff, Red Stag (931) 510-8060

**EMERGENCY CALL OUT LIST
VENDORS / CONTRACTORS - TRACY CITY AREA**

Heating & Air Conditioning	Roger's Service Co. – (931) 808-6161
Electric	Payne Electric (931) 779-4500 Carly Payne
Janitor Service	Angie Jacks (931) 779-5400
Roof Repair	Porter Roofing (John Porter) (931) 668-2298 Turner Roofing (931) 260-7272 Matt Turner
Door Locks	Jim's Locksmith Service (931) 808-7247 Jim Cunningham
Fuel	Warren County Farmers Co-op (931) 668-4151
Plumbing	Payne Electric (931) 779-4500 cell (931) 235-5900
Vehicle / Equipment	Utility Equipment 1-800-433-4017
Service & Repair	Sanders Auto and Lube (931) 592-6890
Fire Extinguisher Service	McMinnville Fire Extinguisher (931) 668-8491
Garage Door Service / Repair	Dakota Doors 8418 Manchester Hwy. Morrison, TN 37357 (931) 815-8008
Excavating	Terry Crabtree (931) 592-9384 Rose Construction (931) 592-8478 Bobby Rose
Rental Agency	Grand Rental (931) 473-4578 Keith Bouldin
Construction	Rod Huff, Red Stagg (931) 510-8060

**EMERGENCY CALL OUT LIST
VENDORS / CONTRACTORS - CROSSVILLE AREA**

Heating & Air Conditioning	Action Heating & Cooling Jerry Wood (931) 484-1114
Electric	Eberhart Electric Pat Eberhart (931) 484-8159
Janitor Service	Crossville Cleaning Service Lori Kessie (931) 248-0417
Roof Repair	Porter Roofing (John Porter) (931) 668-2298 Turner Roofing (931) 260-7272 Matt Turner
Door Locks	Mike's Lock & Security LLC Mike Deek (931) 484-2008
Fuel	Purchased with credit card
Plumbing	Martin Plumbing (931) 484-0866
Vehicle / Equipment	Utility Services 1-800-433-4017 Franklin, TN
Service & Repair	Altec & Utility Equipment
Elevator Service	NO Elevators
Fire Extinguisher Service	Kidde Residential & Commercial, 1394 South Third St., Mebane, NC 27302-9711
Garage Door Service / Repair	
Excavating	Red Stag Contractors Rod Huff (931) 510-8060 Brooks Excavating (931) 668-8730 or (931) 668-8561 or (931) 607-2488 Greg Meeks Construction, LLC 359 Meeks St., Doyle, TN 38559 (931) 657-2462 or (931) 808-6234
Construction	Red Stag Contractors Rod Huff (931) 510-8060
Storage Rental	Central Storage Kathryn Webb (931) 456-2533

Ben Lomand Connect – Emergency Operations Plan
Media, Government & Shelters Listings
Warren County Directory

Media	Local Government Listings	Shelter and Large Gathering Places
Southern Standard (931) 473-2191	County Executive (931) 473-2505	Red Cross Kathy Nesmith (931) 473-2595
Clear Channel Communications (931) 473-2919	Sheriff Department (931) 473-7863	Rescue Squad Fred Hillis (931) 473-7404
WCPI (931) 473-9274	McMinnville City Mayor (931) 473-1200	First Baptist Church (931) 473-4416
	McMinnville City Police (931) 473-3808	Central Church of Christ (931) 473-6434
	Board of Education (931) 815-2703	Westwood Church of Christ (931) 473-8434
	EMA (931) 473-8446	First Methodist Church (931) 473-4419
	EMS (931) 473-3929	East End Church of Christ (931) 473-2775
	DHS (931) 473-9633	The Ministerial Association Steve Hillis (931) 668-2632
	Centertown City Mayor (931) 939-2261	
	Morrison City Mayor (931) 635-2363	
	Viola City Mayor (931) 635-2060	

Ben Lomand Connect – Emergency Operations Plan
Media, Government & Shelters Listings
White County Directory

Media	Local Government Listings	Shelter and Large Gathering Places
Sparta Expositor (931) 836-3284	County Mayor (931) 836-3203	Red Cross Paul McCormick (931) 836-3340 (931) 261-0884
WSMT (931) 836-1055	Sheriff (931) 836-2700	First Methodist Church (931) 836-3634
94.7 (931) 526-7144	Sparta Mayor (931) 836-3273	Bear Cove Baptist Church (931) 738-5824
	Sparta Police (931) 836-3236	East Sparta Church of God (931) 836-3389
	Board of Education (931) 836-2229	North Sparta Church of God (931) 836-3499
	EMA (931) 761-3588	Gum Springs Baptist Church (931) 657-7729
	EMS (931) 836-2899	Hampton Crossroads Baptist (931) 738-5937
	DHS (931) 738-8256	West Sparta Church of Christ (931) 836-3790
	City of Sparta City Hall (931) 836-3248	Central Church of Christ (931) 836-2737
		Life & Praise Worship Ctr (931) 738-5143
		Praise Restoration (931) 738-3803
		First Church of Nazarene (931) 738-8534

Ben Lomand Connect – Emergency Operations Plan
Media, Government & Shelters Listings
Grundy County Directory

Media	Local Government Listings	Shelter and Large Gathering Places
Gundy County Herald (931) 592-2781	City Mayor (931) 779-3247	
WSGM (931) 592-7777	Police Department (931) 592-9712	
	Grundy County Sheriff (931) 692-3466	
	EMS (931) 592-2252	

Van Buren County Directory

Media	Local Government Listings	Shelter and Large Gathering Places
The Mountain View (931) 946-3678	County Mayor (931) 946-2314	Clark's Chapel Church of God 423-554-4313
91.3 WCPI FM (931) 473-9274	Sheriff (931) 946-2118	Mooneyham Church of God (931) 881-5256
WSPE FM (931) 946-7730	Spencer Mayor (931) 946-2351	
94.7 (931) 526-7144	Spencer Police (931) 946-2351	
	EMA (931) 946-2314	
	EMS (931) 946-8181	
	DHS (931) 946-2437	

Ben Lomand Connect – Emergency Operations Plan
Media, Government & Shelters Listings
Cumberland County Directory

Media	Local Government Listings	Shelter and Large Gathering Places
Crossville Chronicle (931) 484-5145	City Mayor (931) 484-5701	Red Cross (931) 484-6348
Tennessee Marketing (931) 484-6342	County Mayor (931) 484-6165	
The Peddler (931) 526-5910	Sheriff Department (931) 484-6176	
JWC Broadcasting (931) 707-5700	EMS (931) 484-0179	
The Breeze (931) 484-0927	City Hall (931) 484-5113	
Peg Broadcasting (931) 787-1116	City Manager (931) 484-7060	
WAEW-AM Talk Radio (931) 787-1102	City Police Dept. (931) 484-7231	
WOFE Faith (931) 484-1057	City Public Works (931) 484-7631	
WOWF 102.5 WOW Country (931) 707-1025		
WPBX-MIX 99.3 (931) 707-0993		
WWSR South 105.7 FM (931) 456-1057		

Ben Lomand Connect – Emergency Operations Plan

Additional Vendors

Cox Industries (poles) 910 371-3131 PO Box 370 Leland, NC 28451
CSSA (key systems, etc) 800-252-2772 5600 Murray Street Little Rock, AR 72209 ESI 800-374-0422 ext 145 (during reg. work hours) 3701 E Plano Parkway, Plano, TN 75074 Tennessee Telecom 800-559-4101 (during reg. work hours) after hours: Sue Singleton cell: 615-512-9207, Patrick Stine cell: 615-604-3239 137 Southside Park Dr. Lebanon, TN 37090
Kelsan/Emerald Supply (cleaning supplies for bldg) 615-584-1191 1400 W. Main St Lebanon, TN 37087
Halls Safety Equipment (men's safety items) 800-227-4255 P O box 230 Route 173 North Grove City, PA 16127
Graybar (misc. items, cable, fiber) 800-933-9831 2500 Wilkinson Blvd Charlotte, NC 28208
T. R. Miller Mill Co (poles) 334-867-4331
Power & Telephone (misc items, cable, fiber) 800-238-7514 2668 Vale Ave Memphis, TN 38101
KGP (misc items, cable, fiber) 800-755-1950 600 New Century Pkwy New Century, KS 66031
Utility equipment service (truck work) 800-433-4017 110 Century Court Franklin, TN 37064
Windstream Supply Co. (misc items) 800-533-3161 13560 Morris Road Alpharetta, GA 30004
Cisco (co materials) 770-831-0558 4269 Lansfaire Terrace Suwanee, GA 30024
Comtrend (routers for vw) 949-753-7636 15375 Barranca Pkwy, C-104 Irvine, CA 92618
Dealflow Networks 678-835-5284 (adsl/pots splitters) 3695 Burnette Park Dr. Ste 4 Suwanee, GA 30024
Goldfield Telecom (co cabinets, etc) 515-825-3400 611 N. Main St. Goldfield, IA 50542
HH Compro (co misc items) 931 528-7530 435 East 15th Street Cookeville, TN 38501
Mega Hertz (video mat'l) 303-779-1717 6940 S. Holly Circle Ste 200 Englewood, CO 80112

Ben Lomand Connect – Emergency Operations Plan

Nortel switching repair (co cards) 800 684-7888 c/o CTDI 1334 Enterprise Dr West Chester, PA 19380
Nortel Networks (co repair cards) 800-423-9658 917 Fair Park Center Dr Nashville, TN 37217
Nortel Networks (co equip) 336-364-1845 296 Cothran-Hicks Rd Rougemont, NC 27572
Calix (co equip) 1035 North McDowell Rd Petaluma, CA 94954 707-766-3000
Rogers Telecom (co & misc items) 931 962-8712 782 Franklin Heights Dr Winchester, TN 37398
Satellite Engineering Group (video items) 770-614-9174 1720 Mineral Springs Rd Hoschton, GA 30548-1605
Telephone Switching Intl (co items) 731-686-0888 P O box 619 1156 Williamson St Milan, TN 38358
PCTEL (fiber jumpers) 866-835-9679 364 Dixon St Lexington, NC 27292
Border States (video equip) 701-297-3836 105 25th Street North Fargo, Rd 58102
Oldcastle Precast (Controlled Equipment Vault) 678-378-3347 27 Amlajack Blvd Newnan, GA 30265
Walker and Associates (Fiber Frames and CO Equipment) 270-348-4412 7129 Old Hwy 52 Welcome, NC 27374 melissa.daly@wlkerfirst.com
Stower's Caterpillar (Generators) 865-595-3777 6301 Old Rutledge Pike Knoxville, Tennessee 37924
Telephone Switching (CO Equipment, Batteries and Power) Larry Hart 731-686-0888 voice 731-686-0657 fax PO Box 619, 1156 Williamson St. Milan, TN 38358 larryhart@telephoneswitching.com
Swift Industrial Power (Generators, Rectifiers and Batteries) 707.281.1344 efax Jeff Vegso 301 Shakespeare Ave. Nashville, TN 37115 www.swiftpower.com
ADTRAN, Inc. (CO Equipment) 800-9ADTRAN 901 Explorer Boulevard P.O. Box 140000 Huntsville, AL 35806
Meta Switch (Class 4/Class 5 Switching) 727-421-5468 phone 727-489-3655 fax eecrawford@metaswitch.com 3001 N. Rocky Point Drive, East Suite 200 Tampa, FL 33607

Maps of Service Areas

**Are stored in vault at Corporate Office
311 North Chancery St., McMinnville, TN**

**Each location also has a
map of their own territory**

Ben Lomand Connect – Emergency Operations Plan



**GENERAL HIGHWAY MAP
WHITE COUNTY
TENNESSEE**

ISSUED BY THE
TENNESSEE DEPARTMENT OF TRANSPORTATION
PLANNING DIVISION
IN COOPERATION WITH THE
U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL HIGHWAY ADMINISTRATION

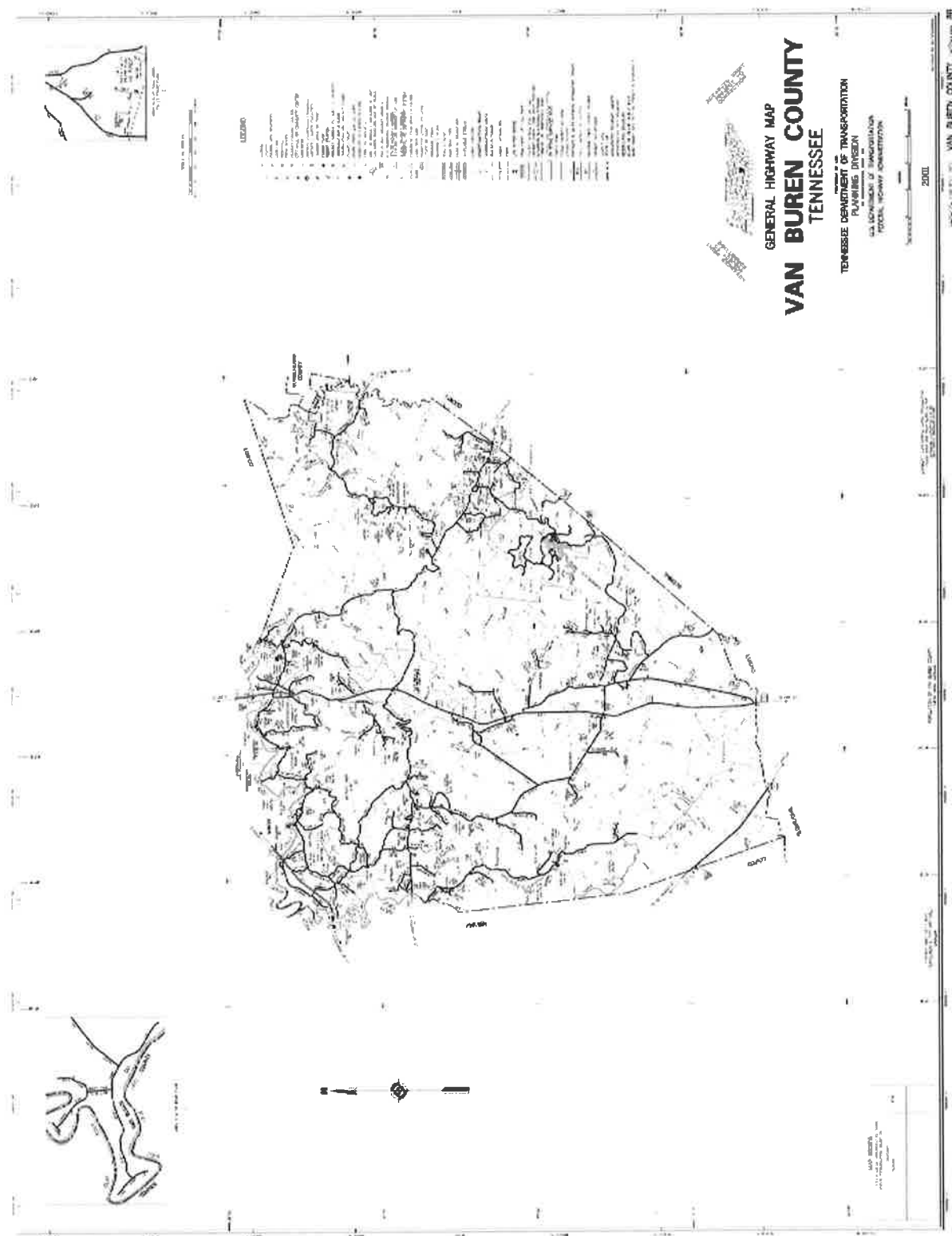
1959

Scale: 1 inch = 10 miles

Legend:

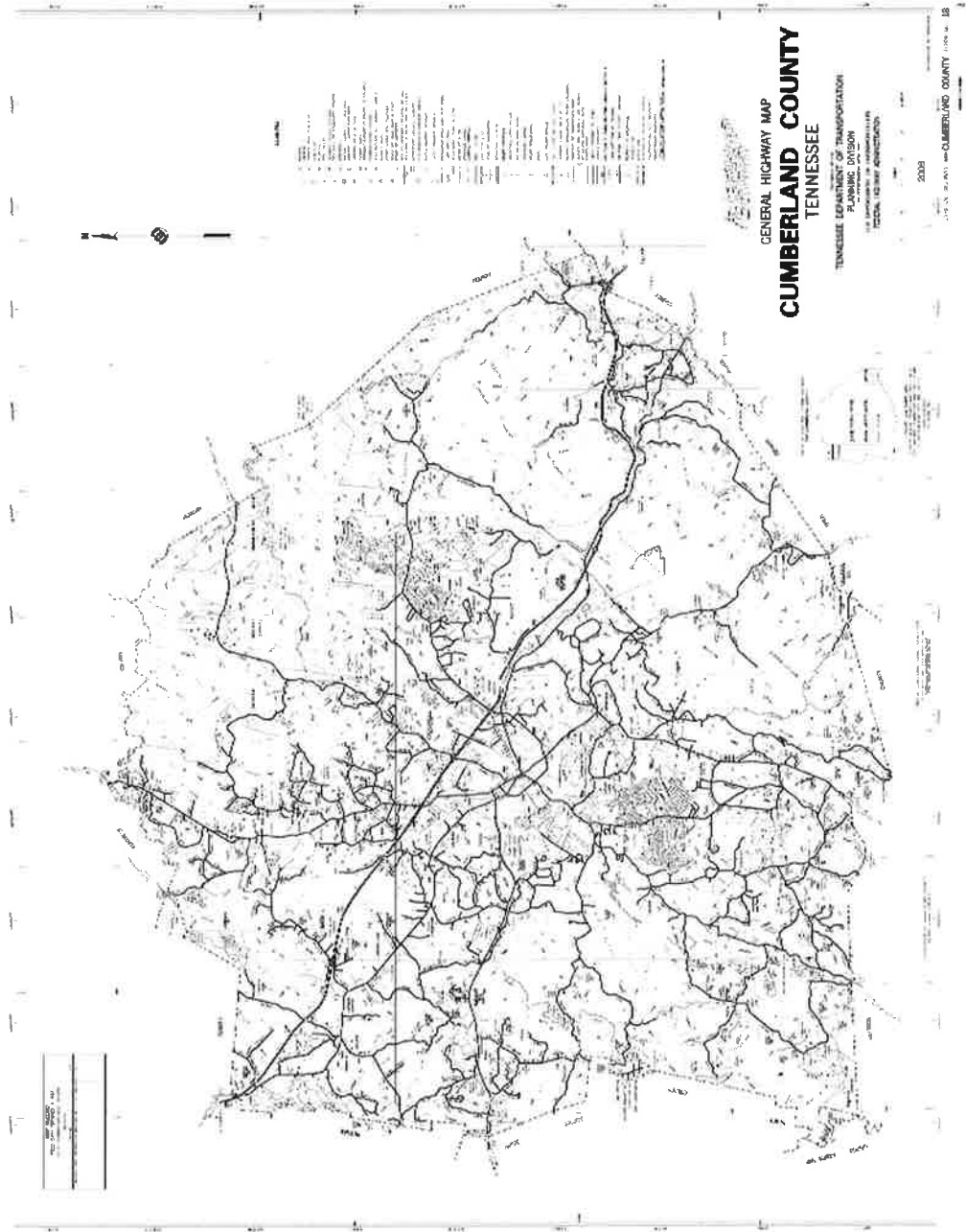
- Interstate Highway
- U.S. Highway
- State Highway
- County Road
- Unimproved Road
- Waterway
- Railroad
- City
- Town
- Village
- Unincorporated Community
- Post Office
- County Seat
- County Line
- State Line
- Indian Reservation
- National Forest
- State Park
- State Game Refuge
- State Wildlife Management Area
- State Natural Area
- State Historic Site
- State Historic District
- State Historic Landmark
- State Historic Monument
- State Historic Shrine
- State Historic Site
- State Historic District
- State Historic Landmark
- State Historic Monument
- State Historic Shrine

Ben Lomand Connect – Emergency Operations Plan



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Ben Lomand Connect – Emergency Operations Plan



Ben Lomand Connect – Emergency Operations Plan
TDOT District
Emergency Notification Phone List

Region 2 (All of our service area is in region 2)

Director of Operations is Bob Brown

423-892-3430 - Office

423-899-1636 - Fax

Warren County – District 25

PO Box 98

Tullahoma, TN 37388

(931) 454-1921

White County – District 24

PO Box 2929

Cookeville, TN 38502

(931) 526-4522

Van Buren County – District 22

PO Box 355

Dunlap, TN 37327

423-949-2128

Grundy County – District 22

PO Box 355

Dunlap, TN 37327

(931) 949-2128

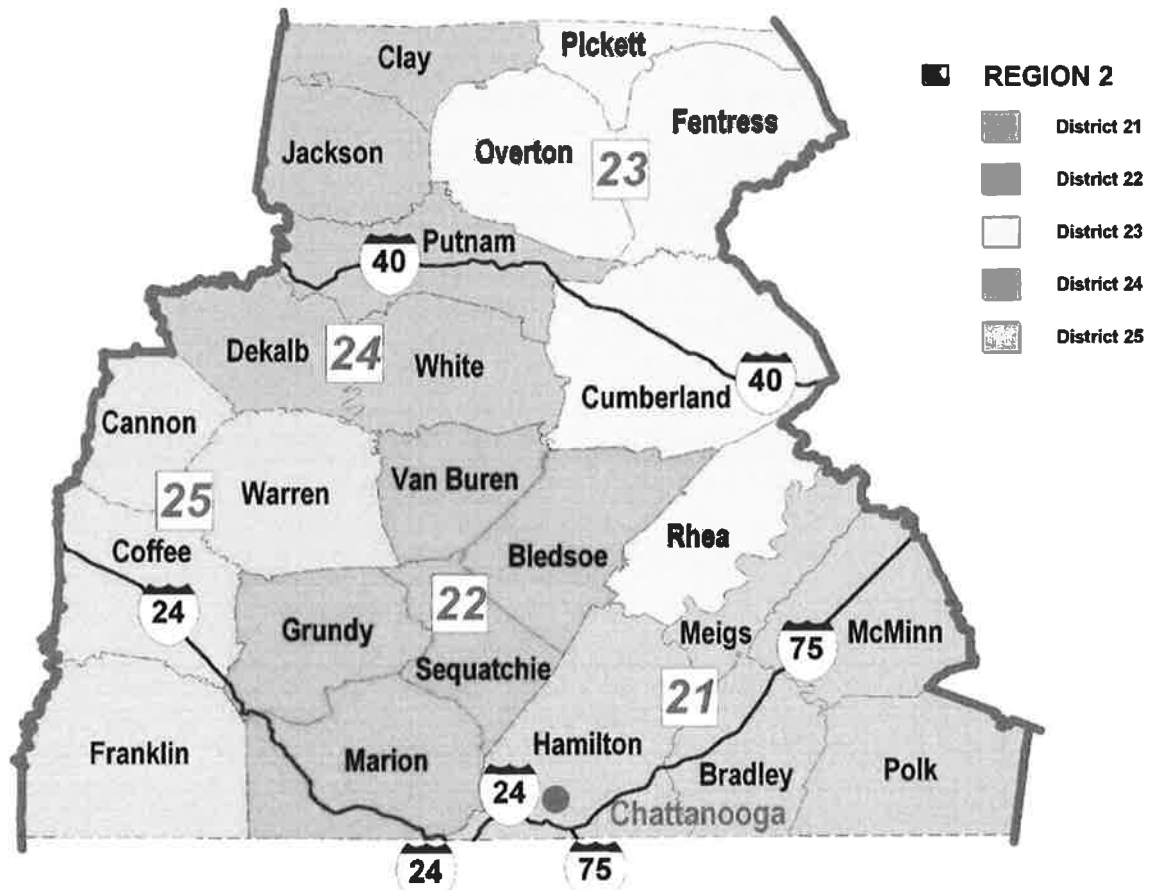
Cumberland County – District 23

PO Box 1069

Crossville, TN 38557

(931) 484-5041

REGION 2



County Highway Departments

Warren County Highway Dept.
1520 Old Smithville Rd
McMinnville, TN 37110
(931) 473-2007

White County Highway Dept.
1900 Robert Matthews Highway
Sparta, TN 38583
(931) 735-2110

Van Buren County Highway Dept.
432 Sullivan Road
Spencer, TN 38585
(931) 946-2161

Grundy County Highway Dept.
P.O. Box 218
Tracy City, TN 37387
(931) 592-3751

Cumberland County Highway Dept.
P.O. Box 869
Crossville, TN 38557
(931) 484-5424

Dekalb County Highway Dept.
720 Smith Road
Smithville, TN 37166
615-597-4144

Coffee County Highway Dept.
97 Walker Street
Manchester, TN 37355
(931) 728-3321

Ben Lomand Connect – Emergency Operations Plan
Other Emergency Phone Numbers

Warren County

Mr. Clarence Phifer, Director
McMinnville-Warren County EMA
201 Locust St, Suite 11
24 Hour Emergency Number (931) 668-7000
(931) 473-8446 or (931) 473-8448
Email: wcema@blomand.net

White County

Mr. Jimmy Savage, Chairman
Quebeck, TN 38579
Sparta-White County EMA
141 Savage Road
24 Hour Emergency Number (931) 837-5400
Email: whitecountyema@yahoo.com

Van Buren County

24 Hour Emergency Number (931) 946-4000
EMA Director: Joey Grissom (931) 946-7267 (home) 423-309-2356 (cell)
Jason Yates , Assistant Director (931) 265-2897

Grundy County

Mr. Don Hutcheson, Assistant Director
Coalmont, TN 37313-0327
Grundy County EMA
PO Box 327
(931) 592-2252 (Cell) (931) 235-8866
24 Hour Emergency Number (931) 924-2077

Mr. Steven Sabados , Director
Tracy City, TN 37387
Grundy County EMA
320 Fifth Street PO BOX 1026
(931) 592-3805
Email: grundyema@benlomand.net

Cumberland County

Mr. Keith Garrison, Director
Crossville, TN 38555
Crossville-Cumberland County E
42 Southbend Drive
24 Hour Emergency Number (931) 484-2230 Work: (931) 484-7016
(931) 456-0625
Email: planners@cumberlandcountyttn.gov

TEMA

Tennessee Emergency Management Agency

3041 Sidco Drive

Nashville, Tennessee 37204-1502

Main Number: 615- 741-0001

Email: TEMA Operations

615- 741-4332

615- 242-9635 FAX

www.tnema.org

FEMA

Federal Emergency Management Agency

We are in region 4

3003 Chamblee Tucker Road

Atlanta, GA 30341

770-220-5200

770- 220-5230 FAX

EPA

Environmental Protection Agency

We are in region 4

Atlanta Federal Center

61 Forsyth Street, SW

Atlanta, GA 30303-3104

404- 562-9900

Fax: 404- 562-8174

Toll free: 800- 241-1754

24 Hr. Emergency Number 800-424-8802

Power Company Dispatch Numbers:

McMinnville City

McMinnville Electric (931) 473-3144

Warren County

Caney Fork Electric (931) 473-2631

Sparta City

Electric & Water System of Sparta (931) 738-2281

White County

Caney Fork Electric (931) 836-3129

Crossville City

Volunteer Energy Cooperative (931) 484-3527

Grundy County & Tracy City

Sequachee Valley Electric (931) 592-2511

Spencer

Spencer Utility (931) 946-2351

Van Buren County

Caney Fork Electric (931) 946-7575

Water Department Dispatch Numbers:

McMinnville and Warren County Area:

McMinnville City, Bill Brock (931) 473-2553

West Warren County (931) 668-2762

Warren County Utility District (931) 668-4175

White County Area:

Sparta City (931) 738-2281

De-White Utility District (931) 738-5640

Bon DeCroft Utility District (931) 935-8543

Quebeck-Walling Utility District (931) 836-2147

Crossville Area:

Catoosa Utility District (931) 277-5126

Crab Orchard Utility District (931) 484-6987

South Cumberland Utility District (931) 456-0842

West Cumberland Utility District (931) 277-5376

City Utility (931) 484-5113

Grundy County Area:

Tracy City Water Works (931) 592-2787

Grundy County - Big Creek Utility District (931) 692-4833

Van Buren County Area:

Spencer City (Spencer Utility) (931) 946-2351

Spencer City – Middle TN Natural Gas (931) 836-2825
or 800-344-1614

Van Buren County (Spencer Utility) (931) 946-2351