

# Network News

AUG 2012

## Technology upgrade underway for BLTV Subscribers...

Starting January of this year, Ben Lomand Connect has been upgrading the technology, some of its subscribers use every time they turn on their televisions. Currently, about 6000 of Ben Lomand Connect's subscribers access their video content over Next Level-Motorola equipment. *"This platform and technology has reached the end of its life cycle, with no plans for future research and development,"* says Chad Dees, Network Operations Supervisor at BL Connect. *"We have started the process of moving these subscribers to Calix equipment, working over Ben Lomand Connect's IP network. This transition will allow us to offer new services to these subscribers, such as whole-home DVR and HD content."*

Ben Lomand Connect plans to have the 6000 subscribers moved over to the new Calix equipment by the end of 2013, with 50 percent of the subscribers moved this year.

Dees says, *"The decision to move from Next Level-Motorola was a technology based decision. This transition enables us to continue offering quality services, while positioning Ben Lomand Connect for future technologies."* This is just one step of many that BL Connect is taking to ensure that all its subscribers have access to the best quality video and Internet service available.



### **Here's the NO HASSLES plan:**

**We'll notify you by mail and then follow up with a call from a Customer Service Representative who will explain the process of changing out the existing equipment and schedule a date that is convenient for you. A Ben Lomand Connect technician will come to your home to upgrade your equipment.**

**BEN LOMAND  
CONNECT**

## Customer of the Month!



### Viola's Best

Left to Right: Sarah Perkin, Amanda Willoughby, Augusta Cerio (holding Caroline Helton); Steve Helton, owner; Nancy Helton, owner (holding Jaxon Helton); Emily Newman; Marti McBride; Jamison Helton

7 Lynn Street • Viola, TN • 931-635-2532

**HOURS: Mon – Thurs 6:30am to 3:00pm,  
and Friday – Saturday 6:30am to 9:00pm**

Viola's Best is family owned and operated by Warren County natives, Steve & Nancy Helton. The restaurant was named after a mill in Viola, a previously owned family business. The atmosphere is friendly and warm. They're proud of the fact that they use fresh vegetables and meat from the local area. They specialize in serving high end, hand-cut meats such as ribeye, prime rib, filet mignon, and NY strip. One of their specialties is smoked NY strip. You can also choose from a variety of seafood and Italian dishes, such as crab legs, fish, shrimp, homemade lasagna, and many more. The lunch menu changes every week, but always includes a meat and 3 or 4 vegetables. Some of the items on their lunch menu include salmon patties, meatloaf, ribeye or prime rib sandwiches, and Philly steak. A full breakfast is served daily, plus an array of homemade desserts!

Viola's Best likes that they can bundle all their Ben Lomand Connect services on one bill. They also depend on the reliability of Ben Lomand Connect's telephone and Internet service for call-in orders and online ordering. Plus, their customers enjoy watching BLTV as they relax and eat their meal.



**"Disney Junior"  
is now on  
Channel 76 in  
the Expanded  
Package!**

This channel airing all day and night, features favorite pals like Jake, Mickey and Minnie. New characters like "Doc Mc Stuffins", exclusive shows like "Guess How Much I Love You" and returning favorites like "Rolie Polie Olie." Plus, get ready for weekend family movie adventures with the Magical World of "Disney Junior".



### Words of Appreciation from our Customers:

Jane McAfee contacted us to compliment **Jessica Bryant, CRC Representative**. Ms. McAfee stated, "I want to thank Jessica very much for all her help, she was very kind and helpful!"



**Carolyn  
Lance  
is the  
winner of  
a big button  
telephone  
at the  
Warren County  
Senior Resource  
Center**

*Congratulations!*



**BEN LOMAND  
CONNECT**