



Clear Creek  
Telephone & TeleVision

18238 S Fischers Mill Road,  
Oregon City, OR 97045-9696  
Phone: 503.631.2101  
Fax: 503.631.2098  
[www.ccmtc.com](http://www.ccmtc.com)

June 3, 2009

VIA US & ELECTRONIC MAIL

Oregon Public Utility Commission  
ATTN: Filing Center  
P.O. Box 2148  
Salem, OR 97308-2148

**RE: UM 1426**

Dear Filing Center:

On behalf of Clear Creek Mutual Telephone Company, enclosed please find original and two (2) copies of our Annual Recertification Report required from Oregon ETCs.

If you have any questions regarding this matter, please feel free to call me at your convenience.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mitchell Moore", with a long horizontal flourish extending to the right.

Mitchell Moore  
President

Enclosures

**DOCKET NO. UM 1426**

**Required Cover Sheet for Submission of  
2009 Annual ETC Recertification Reports**

**Filing Deadline: Wednesday, July 15, 2009**

Name of Eligible Telecommunications Carrier:  
**Clear Creek Mutual Telephone Company**

Filing date: **June 3, 2009**

Is this: Original submission?  **X**  
OR

Revised submission? \_\_\_\_\_ If revised, please identify which reports  
are being revised \_\_\_\_\_

Person to contact for questions:

Name **Mitchell Moore**

Phone number **503 631-2101**

E-mail address **mmoore@clearcreek.coop**

**Filing instructions:** Please file reports under Docket No. UM 1426. File reports electronically via the PUC Filing Center; see the PUC website for instructions. Also send one original and 2 hard copies to the PUC Filing Center. If selected portions of reports, e.g., network improvement plans, are to receive confidential treatment, those portions should not be filed electronically. Hard copies of confidential material should be filed in accordance with confidential designation requirements described in OAR 860-011-0080. Regular delivery methods may be used to send all hard copy documents; overnight or express delivery is not necessary. *Please do not send copies of advertising that does not specifically contain advertising for Basic Service or Low Income Programs.* Send documents to the Filing Center using one of the two following addresses, depending on the delivery carrier used:

For US mail: Public Utility Commission of Oregon  
Attn: Filing Center  
PO Box 2148  
Salem, OR 97308-2148

For other carriers: Public Utility Commission of Oregon  
Attn: Filing Center  
550 Capitol St. NE #215  
Salem, OR 97308-2148

**DOCKET NO. UM 1426**

If you have any questions on these reports, please call Kay Marinos at 503-378-6730, or Celeste Hari at 503-378-6628.

# DOCKET NO. UM 1426

## 2009 Annual Recertification Reports for ETCs in Oregon

Docket No. UM 1426

Report Formats to Satisfy Requirements of Order No. 06-292 for 2009

Report #1 Supported Services Offerings

- 1.1. Basic Local Usage Service Offerings – **All ETCs**
- 1.2. Comparable Local Usage Plan – **CETCs only**
- 1.3. Supported Services Not Provided – **CETCs only**
- 1.4. Equal Access Acknowledgement – **CETCs only**

Report #2 Unfulfilled Service Requests

- 2.1. Unfulfilled Service Requests/Held Orders – **All ETCs**
- 2.2. Service Request Processing – **CETCs only**

Report #3 Evidence of Advertising for Basic Supported Services - **All ETCs**

Report #4 Low-income Services – **All ETCs**

- 4.1. Number of Lifeline Customers
- 4.2. Advertising of Low-income Program Service Offerings

Report #5 Outage Report – **All ETCs**

Report #6 Trouble Report – **All ETCs**

Report #7 Network Improvement Plan – **CETCs only**

Report #8 Special Commitments/Requirements – **CETCs only**

Report #9 Certifications – **All ETCs**

- 9.1. IAS or ICLS Certification Copy – **All ETCs Receiving IAS or ICLS**
- 9.2. Certification of Use of Universal Service Funds – **All ETCs Receiving Traditional High-Cost Support (HCL, LSS)**
- 9.3. Certification of Emergency Functionality and Compliance with Service Quality/Consumer Protection Measures – **All ETCs**

**DOCKET NO. UM 1426**

**Report #1 – Supported Services Offerings**

**1.1. Basic Local Usage Service Offerings – All ETCs**

Choose **either** A. **or** B. below, as applicable:

A.  Basic local usage service offerings are filed under tariff with the Oregon PUC. The specific tariff references (with *company name, tariff number, section and page numbers*) for the basic local usage offerings and corresponding rates are:

1. residence:

\_\_\_\_\_

2. business:

\_\_\_\_\_

B.  Basic local usage service offerings are **not** filed under tariff with the Oregon PUC. Submit the following information for each basic service offering that includes local usage allowances (unlimited or limited): 1) plan’s name, 2) advertised public description, 3) number of local minutes included, 4) calling area included, and 5) rates and charges. Include basic offerings for both residence and business services.

**SERVICE OFFERINGS**

**1. RESIDENTIAL AND BUSINESS ONE PARTY SERVICE**

**2. ONE PARTY LINE CHARGE**

**3. UNLIMITED LOCAL MINUTES INCLUDED IN RATE**

**4. CALLING AREA INCLUDES LOCAL USAGE WITHIN REDLAND EXCHANGE WITH AN EAS ADDITIVE FOR SERVICE THROUGHOUT THE PORTLAND METROPOLITAN AREA (SEE ATTACHED DIAGRAM)**

**5. ONE PARTY RATE:**

**RESIDENCE: \$17.89/MONTH, EAS ADDITIVE \$8.48/MONTH**

**BUSINESS: \$29.03/MONTH, EAS ADDITIVE \$12.73/MONTH.**

**1.2. Comparable Local Usage Plan – CETCs only**

The carrier certifies that it offers at least one basic local usage plan that is comparable to those offered by the ILECs in its designated service area: yes \_\_\_\_\_ no \_\_\_\_\_

Identify which of the plans in 1.1.B above are “comparable” to the ILEC local usage offerings, and explain the basis for the comparability. \_\_\_\_\_

\_\_\_\_\_

**1.3. Supported Services Not Provided – CETCs only**

**DOCKET NO. UM 1426**

Identify any supported services that were not available at designation, but were to be provided as a condition of ETC designation (e.g., toll restriction for qualifying low-income consumers, E911): \_\_\_\_\_

Are these services provided currently? yes \_\_\_\_ no \_\_\_\_

If no, explain why not: \_\_\_\_\_

**1.4. Equal Access Acknowledgement – CETCs only**

The carrier acknowledges that it may be required to provide equal access if it is the only remaining ETC in an area: yes \_\_\_\_ no \_\_\_\_

## DOCKET NO. UM 1426

### **Report #2 – Unfulfilled Service Requests**

#### **2.1. Unfulfilled Service Requests/Held Orders – All ETCs**

Choose **either** A. **or** B. below, as applicable:

- A. \_\_\_ Service quality reports for “primary held orders over 30 days” were filed with the Oregon PUC for calendar year 2008. No additional submission is required for recertification purposes.
- B. \_\_\_ Service quality reports for “primary held orders over 30 days” were **not** filed with the Oregon PUC for calendar year 2008. In this case, choose **one** of the following alternatives for reporting:
1.  The number of customer requests for supported services that were not fulfilled during calendar year 2008: 0.  
If greater than zero, include an attachment noting for each such request, the location (address) of the request and a description of attempts to provide service.
  2. \_\_\_ The number of “primary held orders over 30 days” (as defined in Section 860-034-0390 of the Oregon Commission rules) for calendar year 2008: \_\_\_\_\_.  
If greater than zero, include attachment noting for each such held order, the reason the order was held and the original commitment date.

#### **2.2. Service Request Processing - CETCs only**

Submit a description of how the carrier ensures that every request for service that cannot be immediately fulfilled is recorded and processed under the 6-step process set forth in 47 CFR Section 54.202(a)(1)(i).

## DOCKET NO. UM 1426

### **Report #3 – Evidence of Advertising for Basic Supported Services (excluding low-income/lifeline) – All ETCs**

Describe how basic supported services were advertised during calendar year 2008 throughout the designated service area. List the types of media used, advertising frequencies and geographic coverage. Attach examples of actual advertisements, noting dates, specific distribution methods, and target geographical populations, sufficient to demonstrate that basic supported services and rates were advertised **throughout** the designated service area in 2008.

1. **BASIC ADVERTISING PERFORMED IN DIRECTORY PAGES**
2. **ANNUAL ADVERTISEMENT RUN IN *CLACKAMAS REVIEW/OREGON CITY NEWS* DECEMBER 17, 2008**
3. **DESCRIPTION OF PACKAGES LOCATED ON THE COOPERATIVE'S WEBSITE: [www.ccmtc.com](http://www.ccmtc.com)**
4. **THE COOPERATIVE ALSO PROVIDES A DESCRIPTION OF ITS SERVICES ON ITS VIDEO SYSTEM, CCTV, CHANNEL 5**

**Attachments are provided to support the above items. Target market area is the Redland exchange. The Cooperative has generally not run advertising that specifies pricing for basic telephone services; relying strongly upon its image and local presence as a locally governed and user-owned cooperative with a record of over 100 years of service within the area. Basic services are normally incorporated in service bundle packages which have been promoted through bill stuffers, direct mail and display ads.**



**DOCKET NO. UM 1426**

**Report #4 – Low-income Services – All ETCs**

**4.1. Number of Lifeline Customers – All ETCs**

The total number of customers receiving Lifeline discounts during the month of December 2008 in the designated service area: **17**.

**CETCs only** - also list counts by ILEC service area as follows:

<u>ILEC Svc Area</u>	<u>No. of Lifeline customers</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**4.2. Advertising of Low-Income Program Service Offerings – All ETCs**

Submit copies of all advertisements (for all media) for Lifeline, LinkUp, and OTAP service offerings that were run during calendar year 2008, noting media (newspaper name, radio station, bill inserts, internet postings, etc.), run/distribution dates, and geographic coverage area.

- 1. BASIC ADVERTISING PERFORMED IN DIRECTORY PAGES**
- 2. ANNUAL ADVERTISEMENT RUN IN *CLACKAMAS REVIEW/OREGON CITY NEWS* DECEMBER 17, 2008**
- 3. NOTICE POSTED ON THE COOPERATIVE’S WEBSITE:**  
[www.cmtc.com](http://www.cmtc.com)
- 4. SAMPLE ADVERTISING FROM THE COOPERATIVE’S PERIODICAL NEWSLETTER *CLEAR LINES*, DECEMBER 2008 ISSUE.**
- 5. THE COOPERATIVE ALSO PROVIDES A DESCRIPTION OF ITS SERVICES ON ITS VIDEO SYSTEM, CCTV, CHANNEL 5**

**DOCKET NO. UM 1426**

**Report #5 – Outage Report – All ETCs**

Choose either A. or B. below, as applicable:

A. \_\_\_\_ Carrier was required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2008. No additional submission is required for recertification purposes.

B.  Carrier was *not* required to report service outages (as defined in Oregon PUC Rules at Sections 860-034-0390(9) for small telecom utilities, 860-023-0055(9) for large telecom utilities, and 860-032-0012(9) for competitive telecom providers) to the Oregon PUC during year 2008. Select #1 (wireline carriers) or #2 (wireless carriers) below.

1.  The number of service outages, as defined in Oregon PUC rules, that occurred during calendar year 2008 was 0.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

2. \_\_\_\_ The number of service outages, as defined in FCC rules at 47 CFR Section 54.209(a)(2), that occurred during calendar year 2008 was \_\_\_\_\_.

If the number was greater than zero, attach a report that lists for each such outage the following: the date and time of onset, a brief description of the outage and its resolution, the particular services affected, the geographic areas affected, steps taken to prevent a similar future occurrence, and the number of customers affected.

**DOCKET NO. UM 1426**

**Report #6 – Trouble Report – All ETCs**

Choose **either A. or B.** below, as appropriate:

A. \_\_\_\_ Trouble reports were filed with the Oregon PUC for calendar year 2008 per Oregon PUC service quality rules. No additional submission is required for recertification purposes.

B. **X** Trouble reports were **not** filed with the Oregon PUC during calendar year 2008. In this case, choose **one** of the following alternatives for reporting:

1. \_\_\_\_ The average monthly number of customer trouble reports received per 100 wireless handsets for supported services during calendar year 2008, for each company switch.

<u>Trouble Type</u>	<u>Switch A (location)</u>	<u>Switch B (location)</u>
No service	_____	_____
Network busy	_____	_____
Interruption of service	_____	_____
Poor reception	_____	_____

2. **X** The average monthly number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, per 100 access lines, received during calendar year 2008: **.88** per month, per 100 working access lines.

## DOCKET NO. UM 1426

### **Report #7 – Network Improvement Plan – CETCs Only**

Per Docket No. UM 1217, Order No. 06-292, competitive ETCs (CETCs) must file network improvement plans annually for recertification purposes. Appendix A of the order details the information that must be included in such plans. Only CETCs must file these plans for annual recertification purposes; ILECs are not required to file such plans. CETCs that receive *only* low-income program support (no high-cost or access-related support) do not have to file network improvement plans. CETCs are strongly encouraged to use the template in the attached Excel worksheets for their network improvement plans. This template incorporates all the items of information required by the order.

**DOCKET NO. UM 1426**

**Report #8 – Special Commitments/Requirements – CETCs only**

Did the Oregon PUC impose any special commitments or requirements at initial designation or during the previous annual recertification process? yes \_\_\_\_ no \_\_\_\_.

If yes, identify the commitments or requirements and explain if, and how, they have been met.

## DOCKET NO. UM 1426

### **Report #9 – Certifications - All ETCs**

#### **9.1. IAS or ICLS Certification Copy – All ETCs Receiving IAS and/or ICLS**

All ETCs receiving interstate access-related support (IAS or ICLS) must submit a copy of the certification for the use of IAS or ICLS support that was sent to USAC and the FCC in June 2009.

#### **9.2. Certification of Use of Universal Service Funds – All ETCs receiving HCL and/or LSS (Rural ILECs and CETCs Designated in Rural ILEC Areas)**

To continue receiving traditional high cost support (HCL, LSS), ETCs must submit a notarized affidavit signed by a responsible company official certifying that the carrier will use the high cost support funds only for the intended purposes. Use of the sample affidavit form displayed on the following page is recommended.

#### **9.3. Certification of Emergency Functionality and Compliance with Service Quality and Consumer Protection Measures – All ETCs**

Each ETC must submit a notarized affidavit signed by a responsible company official certifying that the carrier: 1) is able to remain functional in an emergency, and 2) is complying with all service quality and consumer protection measures in either the applicable Oregon Commission rules (for wireline carriers), the CTIA Consumer Code (for wireless carriers), or some other specific set of standards. All ETCs must submit this affidavit. A copy of an acceptable affidavit form follows the affidavit for high cost support.

**DOCKET NO. UM 1426**

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, **MITCHELL MOORE**, being of lawful age and duly sworn, on my oath, state that I am the **PRESIDENT** [an officer] of **CLEAR CREEK MUTUAL TELEPHONE COMPANY** ("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

Pursuant to the rules of the Federal Communications Commission, 47 C.F.R. § 54.314, there must be annual certification that funds received under the federal Universal Service Fund programs will be used only for the provision, maintenance and upgrading of facilities and services for which the support is intended. The Company hereby certifies to the Public Utility Commission of Oregon that pursuant to 47 C.F.R. § 54.7, and for purposes of the certification required under 47 C.F.R. § 54.314, the company will use all federal high-cost support provided to it only for the provision, maintenance and upgrading of facilities and services for which the support is intended, consistent with the principles of universal service set forth in 47 U.S.C. 254. This includes, but is not limited to, trying to meet the goal of the provision of services that are properly supported by the high-cost funds at rates that are reasonably comparable to rates charged for similar services in urban areas.

DATED this 3<sup>rd</sup> day of June, 2009.

Clear Creek Mutual Telephone Company (Company)

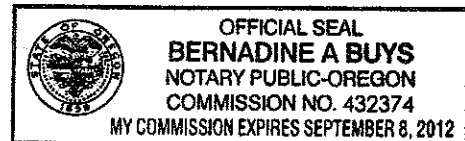
By: *Mitchell Moore* (Name)

Its: President (Title)

SUBSCRIBED AND SWORN to before me this 3<sup>rd</sup> day of June, 2009.

*Bernadine A. Buys*  
Notary public in and for the State of Oregon

My Commission Expires: 9/8/2012



**Interstate Common Line Support (ICLS)  
2009 - 2010**

Date 28-May-09

**ICLS**

To: Office of Secretary  
Federal Communications Commission  
445 - 12th Street, SW  
Washington, DC 20554

Karen Majcher  
Vice President - High Cost and Low Income Division  
Universal Service Administrative Company  
2000 L Street, NW, Suite 200  
Washington, DC 20036

Re: CC Docket No. 96-45  
**Interstate Common Line Support - ICLS**  
Annual Certification Filing

This is to certify that Clear Creek Mutual Telephone Company  
will use its **INTERSTATE COMMON LINE SUPPORT - ICLS** only for the provision, maintenance  
and upgrading of facilities and services for which the support is intended.

I am authorized to make this certification on behalf of the company named above. This certification is for the  
study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

**ICLS**

Company Name	State	Study Area Code
Clear Creek Mutual Telephone Company	Oregon	532363

(If necessary, attach a separate list of additional study areas and check this box.)

Signed,



[Signature of Authorized Representative]

Date:

5-28-09

**Mitchell Moore**

[Printed Name of Authorized Representative]

**President**

[Title of Authorized Representative]

Carrier's Name: Clear Creek Mutual Telephone Company  
Carrier's Address: 18238 S. Fischers Mill Rd., Oregon City, OR 97045  
Carrier's Telephone Number: 503-631-2101

**Date Received**  
(For official use only)



**DOCKET NO. UM 1426**

**AFFIDAVIT CERTIFYING EMERGENCY FUNCTIONALITY AND COMPLIANCE WITH SERVICE QUALITY AND CONSUMER PROTECTION MEASURES**

I, **MITCHELL MOORE**, being of lawful age and duly sworn, on my oath, state that I am the **PRESIDENT** [an officer] of **CLEAR CREEK MUTUAL TELEPHONE COMPANY** ("Company") and that I am authorized to execute this Affidavit on behalf of the Company, and the facts set forth in this Affidavit are true to the best of my knowledge, information and belief.

The Company hereby certifies to the Public Utility Commission of Oregon, pursuant to the requirements of Commission Order No. 06-292, that it:

- 1) is able to remain functional in emergencies, and,
- 2) complies with service quality and consumer protection measures in

(check one):

- applicable Oregon Commission rules, or
- the CTIA Consumer Code for Wireless Carriers, or
- other (describe and explain conformance with requirements of Order No. 06-292): \_\_\_\_\_

DATED this 3<sup>rd</sup> day of June, 2009.

**Clear Creek Mutual Telephone Company** (Company)

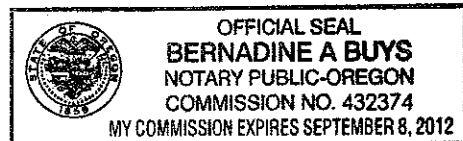
By: *Mitchell Moore* (Name)

Its: **President** (Title)

SUBSCRIBED AND SWORN to before me this 3<sup>rd</sup> day of June, 2009

*Bernadine Buys*  
Notary public in and for the State of Oregon

My Commission Expires: 9/8/2012



### Basic Telephone Service Available from Clear Creek Telephone & TeleVision

Clear Creek Telephone & TeleVision is designated as an Eligible Telecommunications Carrier by meeting the guidelines of the Federal Communications Commission and the Oregon Public Utilities Commission. We've been offering quality reliable telephone service since 1906 and realize that basic service is a fundamental aspect of everyday life.

**Basic telephone service from Clear Creek Telephone & TeleVision includes:**

Single party service including unlimited local calling minutes; touch-tone service; voice grade access to the public switched network; access to emergency services (including 911 and enhanced 911); access to operator services, interexchange carriers, and directory assistance.

Clear Creek Telephone & TeleVision is pleased to offer basic service to all customers in our serving territory. Our rate for residential basic service is \$14.29 monthly and our rate for business basic service is \$23.57 monthly.

Low-income individuals may be eligible for Lifeline and Link-up telephone assistance programs, which provide discounts from these basic rates. Also available to Lifeline customers is toll blocking which lets customers block outgoing long distance calls free of charge.

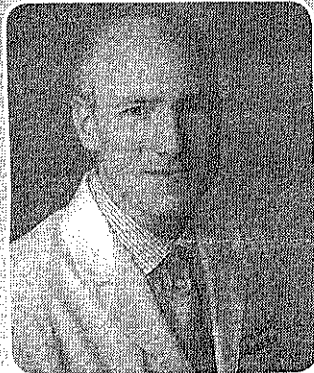


**Clear Creek**  
Telephone & TeleVision  
www.ccmtc.com



If you have questions, or would like to become a customer of Clear Creek Telephone & TeleVision, please contact us at (503) 631-2101, or visit our business office at 18238 S. Fischers Mill Road, Oregon City, OR 97045.

## The Time Has Come For Truly Personal Medical Care



**Now accepting  
new patients!**

5493 Amy Street,  
West Linn, OR 97068  
info@drnorcom.com

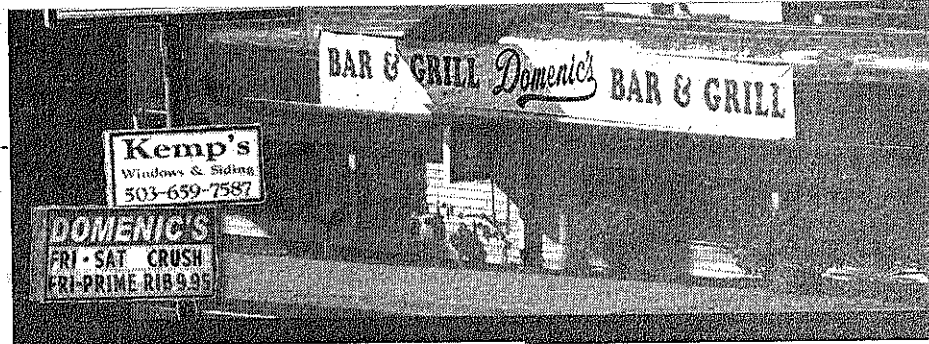
West Linn Preferred Care is open to a limited number of primary care patients and offers the following benefits:

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- Physician House Calls
- Complete Annual Wellness Exam
- Chronic Disease Management
- Specialist & Hospital Care Coordination

West Linn Preferred Care offers a discounted/sliding fee schedule to ensure that no financial barriers to care exist for those who qualify. Call today to set up a free, no-obligation, get-acquainted visit: 503-496-0989

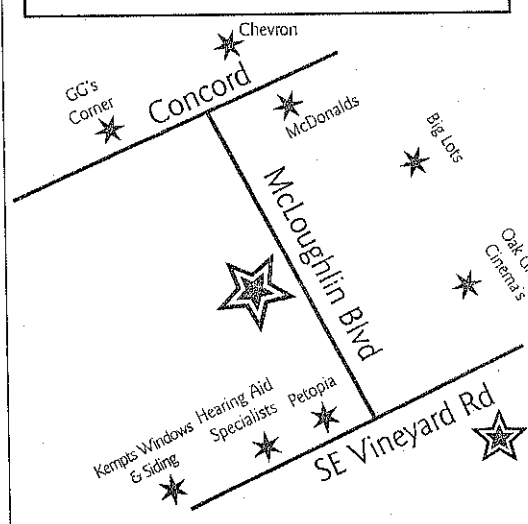
**Derek F. Norcom, MD**  
WEST LINN PREFERRED CARE

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Sun 9am - midnight

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### Sunday Breakfast Special Compare & Save

(Breakfast available all day)

**Biscuits & Homemade Gravy**

**2 Eggs Any Style, Hash Browns, Toast, & Choice Bacon or Sausage**

**Steak & Eggs, Hash Browns & Toast and your choice of**

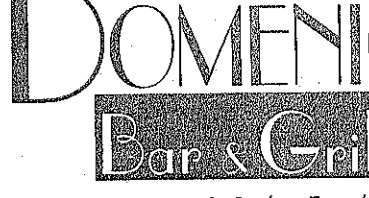
Tenderloin **\$6**  
Ribeye **\$9**  
Filet Mignon **\$9**

**Ham & Cheese Omelet**  
3 Eggs, Onions, Peppers, Tomatoes, Mashed Potatoes, Cheddar Cheese, Hashbrowns, Toast

**Veggie Omelet**  
3 Eggs, Onions, Peppers, Tomatoes, Mashed Potatoes, Cheddar Cheese, Hashbrowns, Toast

**The Works**  
3 Eggs, Onions, Peppers, Tomatoes, Mashed Potatoes, Cheddar Cheese, Hashbrowns, Toast

**Chicken Fried Steak**  
2 Eggs, Hashbrowns, Homemade Gravy



No time to sit? Order Food!

**2 Eggs Any Style, Hash Browns, Toast, & Choice Bacon or Sausage**

03041630

# COMMUNITY NEWSPAPERS Portland Tribune

Beaverton Valley Times BOOM Clackamas Review Estacada News Forest Grove News-Times Gresham Outlook Lake Oswego Review Oregon City News  
Portland Tribune Sandy Post Seilwood Bee Sherwood Gazette South County Spotlight Southwest Community Connection The Times West Linn Tidings  
Contract Publishing & Printing, including: The Realtor The Scribe Chamber Directories and other publications.

## INVOICE / STATEMENT

CLEAR CREEK TELEPHONE & TELEVISION  
Attn: BERNI BUYS  
18238 S FISCHERS MILL RD  
OREGON CITY OR 97045

Date: 12/27/2008		Net 10 Days		
Account: #50545				
<b>BALANCE = \$239.76</b>				
Current	30 +	60 +	90 +	120 +
239.76	.00	.00	.00	.00

\*\*\*\* Please detach and return this portion with payment. \*\*\*\*

Please write your account number on your check.

Accounting: 503-684-0360

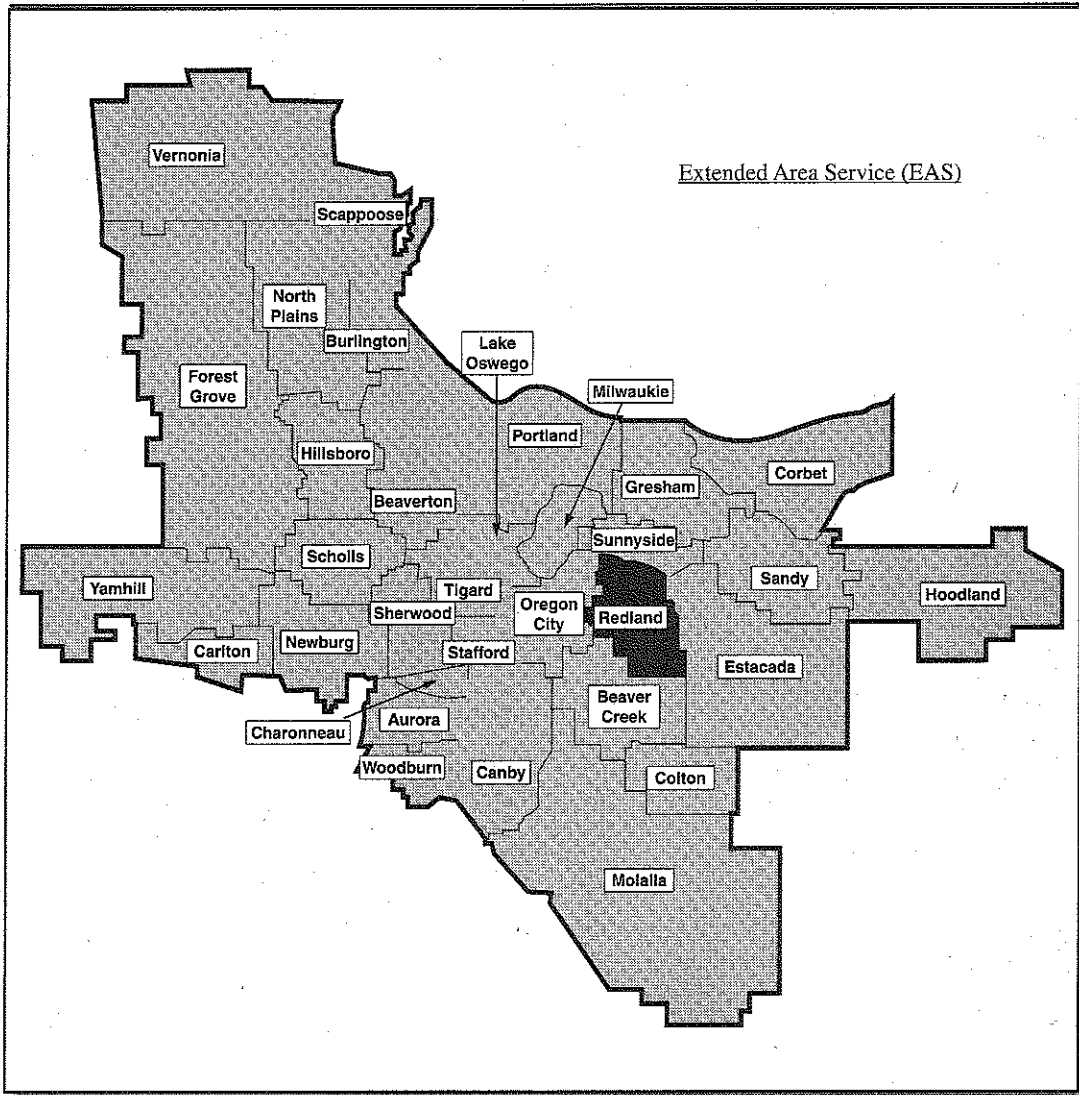
Please remit to: Community Newspapers, Inc.  
P.O. Box 22109, Portland, OR 97269-2109

Credit card payments: 503-546-0756  
Visa / MC / Amex / Discover

DATE	TYPE	ORDER NUMBER	DESCRIPTION	# OF RUNS	INCHES/ # INSERTS	AMOUNT
12/17/08	INV	Ord:15490219	REQUIRED NOTICE-2008 ROP, Display Clackamas Review 12/17/2008	1	12.00	239.76
<input checked="" type="checkbox"/> Mgr Approval <u>BBB</u> <input type="checkbox"/> GL Allocation <u>67208004-0</u> <input type="checkbox"/> WO # _____ <input type="checkbox"/> PO # _____ Posted <u>2115</u> Accounting						
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <b>RECEIVED</b>            DEC 31 2008            BY: _____         </div>						

## Toll-Free Calling

extended area calling in the Portland Metropolitan Region



### Toll-Free Calling Area

Extended Area Service (EAS) toll-free calling is provided between the Redland exchange (631) and the Portland Metropolitan Region as shown on the map above. You may choose the billing option for your EAS calling that best benefits your personal calling pattern:

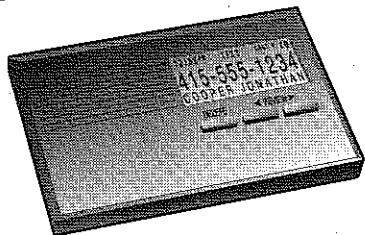
**Measured** — Measured rate to the entire region. Each call you make to the communities in the Portland Metropolitan Region, including Portland, Milwaukie, and Oregon City, will be billed at a per minute rate. Calls to the Redland exchange (631) are included in your local service rate.

**Flat** — Flat rate to the entire region. With this option you have unlimited calling to all communities in the Portland Metropolitan region for a flat rate.

Prefixes are listed on pages 16 & 17

# Telephone Information

## Customer Information



Caller ID Display Device  
Available for purchase or lease  
from our business office.

Solve the mystery of who's calling and take control of your incoming telephone calls when you order Caller ID service!

### Caller Identification

Have you ever found some calls to be untimely interruptions? Do you find that some callers just won't leave a message on an answering machine or voice mail? Do you occasionally miss calls because you are away from the telephone? Are there some calls you'd really rather not answer? If you answered yes to any of these questions, Caller ID can be a valuable service for you!

Caller ID is a service that gives you more control over your incoming telephone calls by allowing you to see the telephone number and name of your caller before answering the telephone. A special display device, such as the one pictured to the left is required, in addition to ordering Caller ID service.

Caller ID uses advanced technology to forward the calling number and name to the display device. This technology is not available in all telephone companies at this time. When you receive a call from a person in a non-equipped area, the Caller ID display will show "Out of Area," or "Unavailable." Federal law requires telephone companies with Caller ID technology to forward the calling party's telephone number to the called party on all interstate calls and to allow the customer to block their number from going forward on a call by call basis.

### Customer Billing Information

Customer bills are prepared and sent to be received by subscribers the first of each month.

The charge for local service is billed one month in advance and long distance calls and measured extended area service options are billed in arrears.

Payment of telephone bills is to be made by the due date printed on the billing. A late charge of 1 1/2% will be applied to all balances carried forward to the next bill.

### Establishment of Credit

Credit will be established to any residential or business customer who meets any one of the following criteria:

1. Satisfactory payment record with previous telephone service.
2. Provide satisfactory guarantor to secure payment of the telephone bill.
3. Provides cash deposit to secure payment of the telephone bill.

When satisfactory credit cannot be established, a deposit will be required. The amount of deposit required shall not exceed two months average billing of local and toll service. The Company may require an increase of the deposit held if conditions warrant.

### Deposits

Deposits are held for a minimum of twelve months. If the customer has met Company requirements of timely payments without notices and/or interruption of service for non payment, the deposit will be credited to the customer's billing at the end of one year. If Company requirements have not been met, the deposit may be held for an additional twelve month period. Interest will be paid on all deposits held and will be paid on a yearly basis at a rate determined by the company.

### Past Due Accounts

Customers with a past due bill will be advised by written notice that the account is subject to disconnect for non payment.

Service will not be disconnected for non payment on a Friday, weekend, legal holiday, or on any other day on which service cannot be reestablished the same or following day. A reconnect charge will apply on any account disconnected for non payment. A deposit or additional deposit amount may be required on accounts disconnected for non payment.

### Application of Business Rates

Business service is furnished to customers whose actual or obvious use of the service is for conducting a business, trade, profession or whose use of the service is obviously not confined to domestic use.

### Rates, Rules & Regulations

The Company's rates, rules and regulations governing services are approved by the Board of Directors and are available in our business office for public inspection.

### Credit for Loss of Service

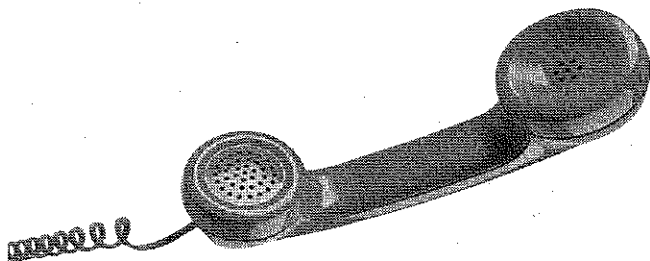
If you are unable to make or receive calls and your line is out of service 24 or more hours after you have reported it, you are entitled to credit on your bill for the local service charges for the period of time you were out of service. Contact the Business Office after the repair of your service to arrange for the credit to appear on your next billing.

### Employee Identification

For your protection and peace of mind, Company employees who visit customer premises carry Company identification cards. If you have any doubt that a person represents the Company, please ask to see this identification card.

### Customer Complaints and Disputes

Our Service Representative has a basic responsibility to answer your questions and resolve your problems. If you are not satisfied, feel free to ask to speak to a supervisor. If your problem cannot be resolved by the supervisor, higher levels of management are available to you.



## Customer Information

### Rights & Responsibilities Summary

For Oregon Utility Consumers: If you are applying for service or have service with a utility company in Oregon, you have certain rights and obligations. Following is a summary of those rights and obligations prepared by the Consumer Services Division of the Public Utility Commission. The matters described here apply only to electricity, natural gas, telephone and water services regulated by the PUC. The utility company's main obligation is to provide you with reliable services at rates approved by the PUC. Your main obligations are to pay for the services you use, to not damage or tamper with the company's facilities, and to notify the company if you move, if you wish to change your service, or if you have a problem.

### Deposits

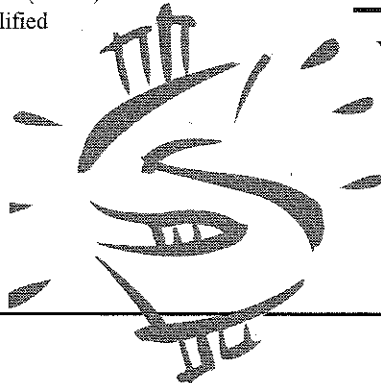
The utility company may ask you to pay a deposit. If a deposit is required, you may have the right to pay it in several installments.

### Third-Party Notices

You have the option to ask that another person receive your bills and notices if for some reason you are unable to receive or understand those bills and notices. Also, you may ask your utility company to furnish you with notices in another language if you do not understand English.

### Financial Assistance

Several programs provide financial help, depending on your circumstances. The Low-Income Energy Assistance Program (LIEAP) provides money to qualified customers who need help with winter heating bills. Also, the major energy utility companies have their own financial assistance programs to help customers. The Oregon Telephone Assistance Program (OTAP) provides reduced phone bills for qualified low-income customers. The Link-Up America program provides financial help with telephone service installation charges for qualified persons.



### Disconnection Notices

Before a utility company can disconnect your service, the company must notify you. Electric and gas companies are required to give you a 15-day notice, another notice 5 days before disconnection, and must try to contact you the day the disconnection is scheduled.

Telephone and water utilities must provide written notice at least 5 days before service is disconnected.

### Medical Certificates

If you or a member of your family has a serious health problem and your utility service is threatened, you may obtain a medical certificate from your doctor or other medical professional who provides your health care. A medical certificate will prevent immediate disconnection of your service and requires your utility company to allow you to set up a payment plan to pay any overdue bill. (Medical certificates do not apply to water utilities.)

### Payment Plans

You may take advantage of one of several special payment options designed to make it easier to pay your electricity or natural gas utility bills. You may pay your bills on an equal-payment plan which will spread out your payments over the year. If you are unable to pay your electricity or gas bills for a period of time and your utility company intends to disconnect your service, you may also enter into a special agreement to pay the overdue amount over a period of time.

La versión impresa, en esta lengua, del sumario de los derechos del usuario y sus responsabilidades está a su disposición llamando al:

Если Вы желаете получить инструкцию о правах и обязанностях потребителя, напечатанную на русском языке, звоните по следующему телефону:

Bản giải thích tóm lược về quyền lợi và bổn phận của khách hàng đã được in bằng tiếng Việt và được cung cấp bằng cách liên lạc về:

សេចក្តីសង្ខេបស្តីពីសិទ្ធិនិងកាតព្វកិច្ចរបស់អ្នកប្រើប្រាស់មានសរសេរជាភាសាខ្មែរ សូមទាក់ទងទូរស័ព្ទ:

มีบริการแปลสรุปสิทธิและความรับผิดชอบของผู้ใช้บริการตามที่มีเป็นภาษา  
ไทยให้ท่านโทรขอรับเช่นกัน:

**PUC**  
**Consumer Services Division**  
**1-800-522-2404**

### **Late Charges**

Customers are responsible for paying their utility bills on time. Under certain circumstances, utility companies may add late-payment charges to bills not paid on time.

### **Resolving Disputes**

If you have a dispute with your utility company that is not resolved by contacting the company, the PUC's Consumer Services Division is available to help you. You may contact the PUC by calling toll-free 1+800-522-2404. (Telephone Cooperatives are exempt from PUC regulation. If you are unable to resolve your dispute with the management, you may appeal to the Board of Directors of the Cooperative.)

### **Consumer Organizations**

If you wish to contact one of several organizations which offer help to consumers, the PUC Consumer Services Division maintains a list of organizations and how to contact them. That list is available by calling toll-free 1+800-522-2404. If you have questions about any of the matters described in this summary, please contact your local utility company or the PUC Consumer Services Division. If you do not speak English, please try to arrange in advance for an interpreter to help you. While utility companies and the PUC are sensitive to special needs of persons who do not speak English, their offices may not have someone available who speaks your primary language.

### **Annual Notice**

#### **Pay Per Call (900) Service Customer Rights**

The Federal Telephone Disclosure and Dispute Resolution Act provide specific rights to you related to payment of 900 service calls. These are calls that you make by dialing 1-900 such as; audio information services or audio entertainment, simultaneous voice services (like chat lines), or services where charges are assessed on the basis of the completion of the call.

You should not be charged for services that are not offered in compliance with federal laws and regulations.

To dispute a 900 service charge appearing on your bill, you must call the company that billed the call. You must register your dispute within 60 days from the date of the bill. Orally communicating your dispute to the company is sufficient notification of a billing error. If your dispute cannot be resolved while you are on the phone, you will be advised of the outcome of the investigation within 90 days of your notification of the alleged error. Upon request, a written response will be provided. While the dispute is being reviewed, you may withhold payment of the disputed 900 service charges and no collection activity may occur.

If the charge is removed from your bill, and if the provider of the service or its agent later determines that the charge is valid, the provider of the 900 service, or its agent, may use their own collection process and additional third party collection companies to collect the amount due.

Failure to comply with these dispute resolution rules by the entity providing the dispute resolution will result in forfeiture by the entity of up to \$50.00 per transaction of the disputed amount.

900 services are non-communications services. Your local or long distance service cannot be disconnected for nonpayment of 900 charges. Failure to pay legitimate charges, however, may involuntarily result in blocking of your access to these 900 services. If you want to have your access to 900 services blocked, you can request this service by contacting your local telephone company. This blocking service can be obtained at no charge.

### **Consumer Warning**

For the most up-to-date information on telecommunications scams visit the Federal Communications Commission's website at [www.fcc.gov](http://www.fcc.gov). From the homepage, select Consumer Alerts and Factsheets. To contact the FCC by phone call toll-free 1-888-225-5322 (voice) or 1-888-835-5322 (TTY). Contact your local telephone company to add 900 blocking and/or international blocking to your telephone service.

### **Directory use**

The primary purpose of this directory is to furnish a means of obtaining telephone numbers of subscribers in this area. Addresses are included in the listings to assist in identifying subscribers. It is not intended that this directory be used as a mailing guide.



## Customer Information

### Directory Listings

Every subscriber may be listed once in the alphabetical section of the directory without a charge. Additional directory listings are available at an additional charge.

Residential customers may list their surnames, given names, initials, or combination thereof and any of the following without charge:

1. One other person with the same surname who resides at the same address.
2. The customer's nickname.
3. The married name of a woman whose husband is deceased.

These arrangements also apply to an additional listing for which a charge is made. At the subscriber's request, their address may be omitted from the directory. (For more information see Telephone Soliciting on this page.)

### Out-of-town Directories

Directories for other cities may be obtained by calling your local telephone company. A fee may be charged for these directories.

### Directory Listing Liability

Every effort is made to make the directory as accurate as possible. If an error occurs in your listing or advertising, please call your Service Representative. The Company's liability for damages arising from errors or omissions in listings is limited in accordance with its tariffs.

### Recorded Conversation

A short "beep" tone heard on your telephone about every 15 seconds means that the person with whom you are talking is recording your conversation. This signal is provided for your protection. In most instances, use of a recorder without a tone-warning device is contrary to the Company's tariffs and is not permitted. When you do not want a record made of what you

are saying, ask the person with whom you are talking to disconnect the recording machine. When it is disconnected, you will no longer hear the "beep" tone.



### Customer Provided Equipment

Customer provided equipment may be connected to telephone company facilities only if it is registered or otherwise complies with the Federal Communications Commission's (FCC) rules and meets the conditions set forth in telephone company tariffs. These FCC rules and tariffs are designed to meet the convenience of the customer and at the same time protect the telephone network against any possible hazards to customers and Company employees.

A service charge is incurred if the telephone company visits the premises of the customer and the service difficulty or trouble is determined to have been caused by the customer's equipment or facilities.

### Why You May See One Minute Calls on Your Bill

A call is considered completed if:

1. Called party answers.
2. Machine, Voice Mail, Modem or Fax Machine answers-even if you decide not to leave a message or transmit information.
3. Called party has special calling features on their line. For example: Call Forwarding and Call Waiting. If they have activated Call Forwarding to another number, charges begin when their line answers and forwards the call even if there is no answer at the second number.
4. Calling a business, some customer owned telephone systems (PBX's) do not have the proper signaling and even though you are not connected to a person, their system sends back a signal showing the call was completed.

### Telephone Soliciting

In Oregon, soliciting by telephone is considered a deceptive trade practice if, within the first 30 seconds, the seller does not identify themselves, provide a description of the goods or services offered for sale, inquire if the called party is interested in the goods or services and immediately end the conversation if the called party is not interested. Also, the seller must, during the course of solicitation, give the total cost of the goods or services and all information about installment payments if offered.

Commercial solicitation by Automatic Dialing and Announcing Devices is prohibited unless the caller and called party have an ongoing business relationship. Charitable and political organizations may continue to use these devices to solicit funds even without a previous business relationship.

Businesses can continue to use Automatic Dialing and Announcing Devices for purposes other than "cold call" solicitation such as reminding clients of appointments, confirming airline reservations, and notifying customers merchandise is available for pick up.

Complaints concerning unwelcome telephone solicitation or companies that have violated the law should be addressed to the Department of Justice, Financial Fraud Section, 1162 Court Street NE, Salem, OR 97310; or phone the office at 503-378-4320. If calling from the Portland area call 503-229-5576.



## Customer Information

### If You Receive Unwanted Sales and Survey Calls

1. Hang-up if you aren't interested in talking with the caller.
2. Report companies using questionable sales practices to the Better Business Bureau or your State Attorney General's Office.
3. Disconnect computer generated calls by hanging up your telephone for 12 to 15 seconds.
4. Contact the National Do-Not-Call Registry at 1-888-382-1222.

### Oregon Telecommunications Relay Service (OTRS)

#### Services for the Hearing and Speech Impaired

The Oregon Telecommunications Relay Service (OTRS) is a telecommunications service providing full telephone accessibility to people who are hearing or speech impaired. This service relays calls between a person using a TTY (teletypewriter) and any other telephone user. This service also allows a person without a TTY to call a TTY user. Trained personnel complete all calls and stay online to relay messages electronically over the TTY or verbally to hearing parties. This service is provided free of charge in your local calling area; however, long distance rates will apply and are determined by your long distance carrier. The Relay allows you to place and receive calls to and from anywhere in the world, 24 hours a day, 365 days a year, using English or Spanish. This service will also relay TTY calls to directory assistance. After obtaining the number, the caller may choose to place the call through Relay or dial it directly TTY to TTY.

#### Dial 711 or call

800-735-2900	TTY
800-735-1232	Voice
800-735-0644	ASCII
800-735-3896	Spanish/Voice/TTY
800-735-3260	VCO
877-735-7525	Speech to Speech
900-568-3323	900 Service
800-676-3777	Customer Service

To connect with Captioned Telephone (CapTel) users, dial 877-243-2843.

For CapTel Customer Service dial 888-269-7477.

**OTRS Customer Service**  
**1-800-676-3777**  
**Operator Services for TDD/TTY**  
**(24 hours) 1-800-855-4000**

### TTY Equipment Available

Under Oregon State law, deaf and hearing impaired persons who are determined by the state to be eligible can obtain special teletypewriter (TTY) equipment, amplified telephones and signaling devices to assist in their telecommunications needs. This program is funded through a monthly surcharge on all telephone customers in the state. The Public Utility Commission of Oregon determines eligibility for these services. Interested persons should call 1-800-848-4442. TTY users can call 1-800-648-3458 or write to:

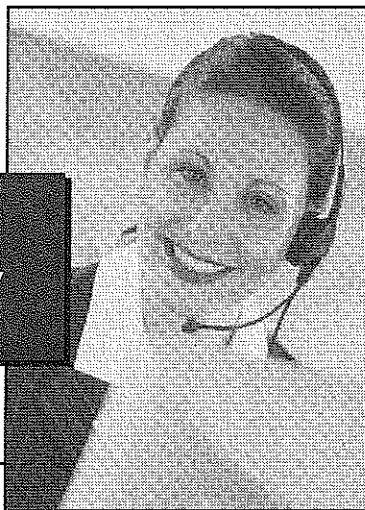
Oregon Public Utility Commission  
RSPF  
550 Capitol St NE, Suite 215  
P.O. Box 2148  
Salem, OR 97308-2148

### How To Handle Annoyance Calls

When you receive an obscene, harassing, or threatening telephone call, follow these suggestions:

1. When answering your telephone, say hello twice. If no answer, HANG UP.
2. Do not give information until you are absolutely certain you know who is speaking.
3. Instruct children not to give any information to strangers over the phone.
4. Hang up when you hear something off-color or obscene.
5. Never reveal the fact that you are alone.
6. When annoyance calls persist, contact your local law enforcement agency.
7. Calls of a threatening nature should be reported to the local law enforcement agency immediately.

Remember, you are in control of your phone. Use the phone on your terms, and do not talk to anyone unless you want to. Don't answer any personal questions or give your name or phone number to any unidentified caller.



## Long Distance Calling

### **Dialing Direct Costs Less**

By dialing your own long distance calls, you will pay the lowest rate and pay only the minutes you talk (one-minute minimum).

### **Operator-Assisted Calls Cost More**

Long Distance calls requiring an Operator are more expensive. The minimum charge for an Operator is one minute. Time and charges may be requested when placing an Operator-Assisted Call. Calls placed from hotels and coin telephones as well as the types of calls listed below are all Operator-Assisted Calls.

### **Types of Operator-Assisted Calls**

#### **Collect Calls**

You may call collect if the person or firm you are calling agrees to pay the charges. Dial 0 + the Area Code + number and when the Operator comes on the line, say you're placing a collect call and give your name. The Operator will leave the line when the person you've called accepts the charges.

#### **Third-Number Calls**

You may have long distance charges billed to an authorized third telephone number. Dial 0 + the Area Code + number and when the Operator comes on the line say you'd like to charge your call to a third number and give the Operator that number including the Area Code.

#### **Person-to-Person Calls**

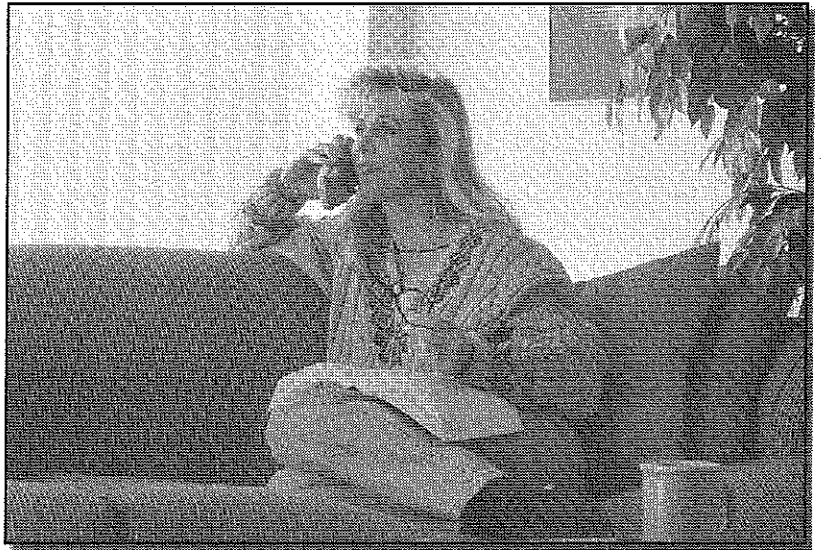
This is the most expensive type of long distance call. Call person-to-person when you wish to reach a particular person or extension number. Dial 0 + the Area Code + number and when the Operator comes on the line, say you are making a person-to-person call and give the name of the person you want to talk to. The Operator will leave the line when the person you're calling has answered the telephone.

#### **International Calls**

You can call practically anywhere in the world by dialing the Operator. However, most customers can dial overseas calls directly to many countries. See Page 20 International Calling section for more information.

#### **Conference Calls**

You can talk with several people in different places at the same time by dialing the Operator and saying you want to make a conference call. Give the Operator the names and telephone numbers of the people you want to talk to. You may want to arrange a calling time in advance. Conference rates apply.



#### **"800/888/877/866/855" Service Telephone Numbers**

Long distance calls can be made without charge when calling those businesses and people who have "800/888/877/866/855" Service numbers.

You can get the telephone numbers of those businesses and people who have "800/888/877/855" numbers by dialing: 1-800-555-1212.

A few "800/888/877/866/855" information numbers are charging for requesting information on unknown listings.

#### **900 Dial-It Service**

Direct-dial calls, from other than coin telephones and hotel/motels, may be placed to customers who advertise 900 Dial-It Service numbers. Dial "1" plus the Area Code "900" plus the special number. A charge applies to each call completed to a 900 number. To obtain the number of a customer which offers this service, dial (toll-free) 1-900-555-1212. Your local telephone company can assist in blocking these calls.

## Long Distance Calling

### Calling (Credit) Card Calls

If you have a Calling Card (credit card) you can place long distance calls and have them charged to your telephone bill. The charge for station-to-station Calling Card calls dialed by the customer is less than the charge for collect or third-number billed calls. Calling Cards can be obtained by calling your local telephone company or the long distance carrier of your choice.

To make a call using a Calling card, follow the dialing instructions on the back of the Calling Card or call the Calling Card provider.

### Lost or Stolen Calling Cards

Call your calling card provider immediately.

### Equal Access Dialing Instructions

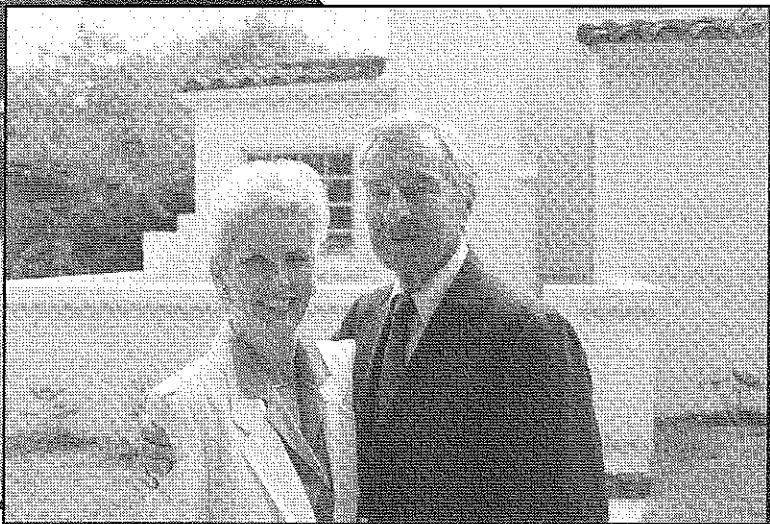
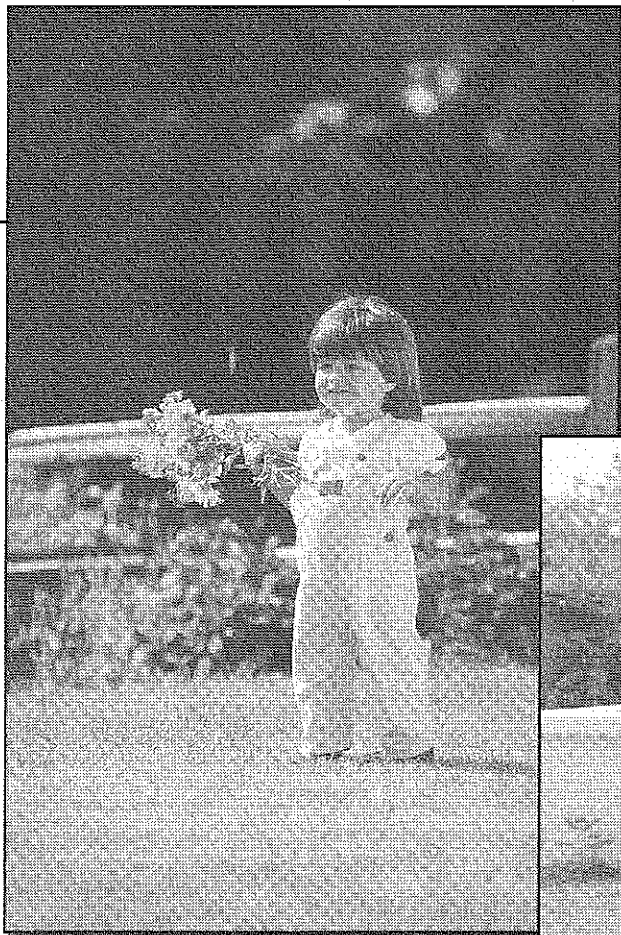
In areas that provide Equal Access you may select the long distance carrier of your choice. Equal Access allows you to use your preferred long distance company by dialing 1 plus the number.

The long distance carrier of your choice should already be connected to your telephone line. If you wish to change your Long Distance Carrier, please notify your local telephone company. There may be a service charge for changing your carrier.

If you wish to use a long distance company other than the one that you have pre-selected, you may be able to do so by dialing a special code for that company. Please call the long distance company to obtain the appropriate code.

For International call dialing instructions please call your long distance carrier. Country and City Codes for International Dialing are listed on page 20. (This is subject to change.)

Some long distance companies do not provide operator services. If you have questions about the service provided or the area served by a long distance company, please call that company for more information.



## Long Distance Calling

### Selecting a Long Distance Carrier

Before selecting a long distance carrier, it's important to understand that there are different types of long distance calls. In addition to area codes, all states are divided into geographical areas called LATAs (Local Access Transport Areas). Oregon is divided into two LATAs: 1) North/Central Oregon LATA and 2) Southwest Oregon LATA. A long distance call from one point to another within a LATA is called an intraLATA call. A long distance call placed to a point outside a LATA is an interLATA call.

Contact your local telephone company for the names of those carriers who provide these long distance services. It's important to let your local telephone company know who you have selected as your intraLATA carrier and interLATA carrier. These may or may not be the same carrier.

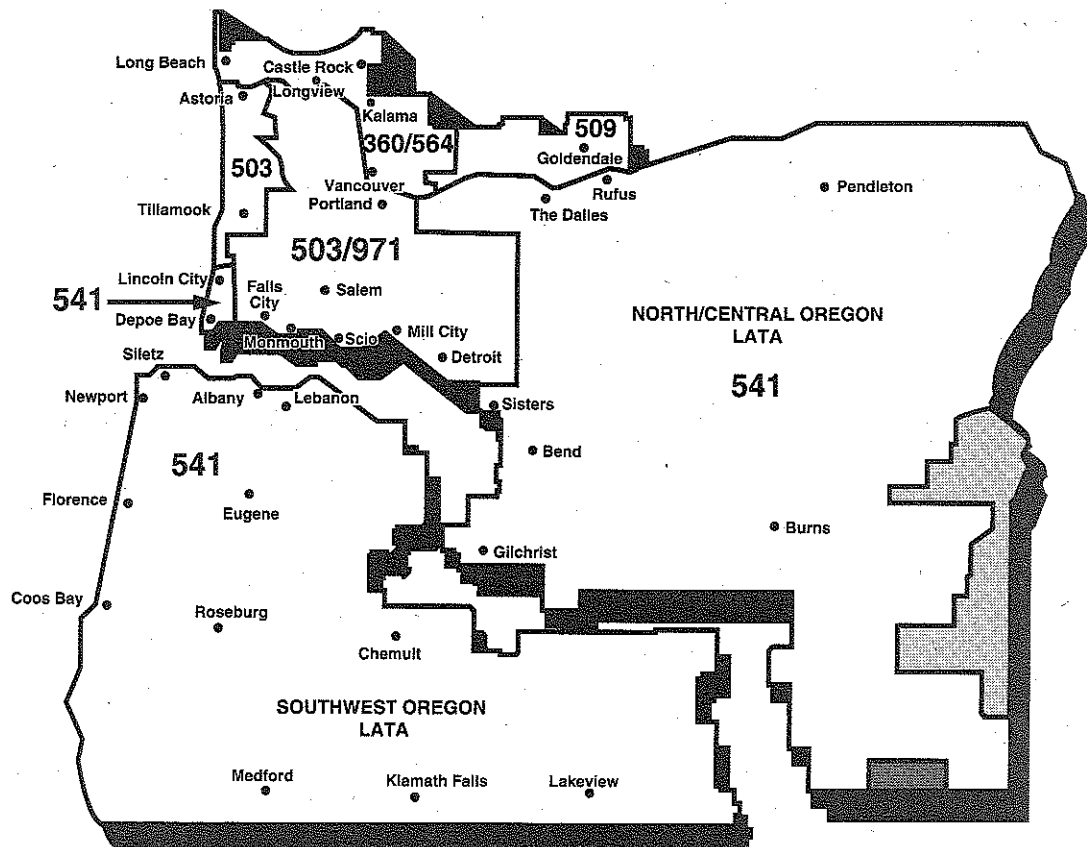
You may also ask your local telephone company to place a "pic freeze" on your account. With this indicator on your account, your long distance carrier(s) cannot be changed without your authorization.

### Operator Assisted/Calling Card Rates

Whenever Operator assistance is required or you use your Calling Card, a service charge is added to the direct-dial rate.

Please call your local telephone company for rates. (Discounts do not apply to operator service charges.)

### Area Codes — See Map Below



updated 2/16/02

# Clear Lines

Clear Creek Telephone & TeleVision Newsletter



*"We wish you all  
a Merry Christmas  
and a Happy New Year."*

## Need Money for School?

There is no substitute for a good education and Clear Creek Telephone & TeleVision will, once again, provide financial assistance to students attending college or technical school. Through our Subscriber Endowment Scholarship Awards program we will award four \$2,500 scholarships in 2009.

To be eligible, applicants must be a member or immediate family member residing in the member's home. Students must be a high school senior maintaining at least a 'B' average over the last three quarters or two semesters. Scholarship recipients are limited to one award, and must attend a college certified by the Northwest Accreditation Association, another regional accreditation association, or the National Association of Trade and Technical Schools.

The Board will appoint a volunteer selection committee to determine the awards, which will be presented at the 2009 annual meeting. Applications are available at our business office, and must be received by February 27, 2009 to be considered. For more information, please call Berni Buys at (503) 631-2101. Other opportunities for scholarships are available for Clear Creek members through the Foundation For Rural Education and Development and the Foundation for Rural Service. For more information on all scholarships, please go to the cooperative web site at [http://ccmtc.com/community\\_scholarship.cfm](http://ccmtc.com/community_scholarship.cfm).

## Be Part Of Your Cooperative's Board of Directors

One position on the board of directors for Clear Creek Telephone & TeleVision will be up for election in 2009. This position is for a three-year term. In accordance with company bylaws, the board of directors will appoint a committee to nominate candidates to run for the open position. If you are interested in being nominated by the committee as a candidate for director, please contact our business office at (503) 631-2101. We will send you an information packet and application form that explains the qualifications, responsibilities and duties of a director.

### Features...

Strrrrretching  
Your Dollar ..... 2

Win \$25,000 In Cash  
From Hallmark Channel..... 2

No One Should Be  
Without Basic Telephone  
Service.....2

On Demand Special  
Gift For You! ..... 3



### Need Assistance?

Customer Service  
(503) 631-2101

Repair Service  
(503) 631-2345



Clear Creek  
Telephone & TeleVision

TELEPHONE • TELEVISION • INTERNET

## Strrrretching Your Dollar

The economy is on everyone's mind these days and, even with the concerns, there are signs that people are adapting and making good choices to effectively manage the situation. Clear Creek has done some research and we've found some ideas that you might consider:

- Ask a Clear Creek Customer Service Representative if you can save money by reducing your cell plan minutes and using one of our money saving calling plans.

- Watch movies on TV instead of going to the theater. Check out our On Demand catalog with hundreds of hours of viewing choices, including many free choices. Make it an event for the family with popcorn and favorite treats (see the "Buy One, Get One Free" coupon in this newsletter).

- Go to your favorite web search page and enter 'money saving tips.' You'll find dozens of websites that have hundreds of suggestions.

### Other Suggestions...

- Find a bank that pays you interest on the money in all your accounts and doesn't charge outrageous fees for every service.

- Take time to turn off all lights at home before you leave.

- Write a list before you go shopping and stick to the list.

- Spend time with friends at home instead of going out.

- Call your credit card company and ask for a rate reduction. Many are willing to negotiate.



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every night  
9/8c

**Enter for a chance to win a holiday homecoming celebration for your family, including \$25,000 cash or one of over 1,000 prizes!**

To enter, watch Hallmark Channel every Saturday night at 9/8c from 11/22 – 12/20 for your chance to call in and win, use your Hallmark Crown® Rewards Card between 11/1 & 12/24, or enter via mail. Visit [hallmarkchannel.com](http://hallmarkchannel.com) for details.

**Hallmark GOLD CROWN** **Hallmark CHANNEL**

Hallmark Channel Holiday Homecoming Sweepstakes. NO PURCHASE NECESSARY. A PURCHASE WILL NOT INCREASE AN ENTRANT'S CHANCE OF WINNING. Void in Puerto Rico & where prohibited. Open to legal U.S. residents and residents of Guam 18 or older at time of entry. To enter, make a purchase at a participating Hallmark Gold Crown Store using your Hallmark Crown Rewards Card between 11/1/08 & 12/24/08 - one entry per member/per card/per calendar day, or watch the Hallmark Channel featured movie Saturday nights from 11/22/08 - 12/20/08 & call the toll free number shown on screen during the designated entry period (check your local listings for exact movie titles, channel number and air times); or send 3 x 5 card with name, address, date of birth & daytime telephone number to: Holiday Homecoming Entry, P.O. Box 7104, Kensington, CT 06037-7104, postmarked by 12/24/08 & received by 12/31/08. Sweepstakes sponsored by Hallmark Cards, Inc. Official rules at participating Hallmark Gold Crown Stores, at [www.hallmarkchannel.com](http://www.hallmarkchannel.com) or by sending SASE to: Holiday Rules Request, P.O. Box 240, Kensington, CT 06037-0240.

## No One Should Be Without Basic Telephone Service

Residents in our serving area whose income is at or below the current federal poverty level may be eligible for State or Federal sponsored programs that provide them with a reduction in their monthly telephone bill. Through the Oregon Telephone Assistance Program (OTAP), qualifying subscribers receive telephone service at a reduced rate each month. Another program, called Link-Up America, assists low-income subscribers by paying for half of the line connection hook-up charges for new residential telephone service. Subscribers are responsible for the other half, must provide a telephone and pay for any installation charges or other costs of acquiring telephone service.

If you or someone you know would like additional information on these programs, please contact the Oregon Public Utility Commission's Residential Service Protection Fund (RSPF) staff at (800) 848-4442, or write to: Public Utility Commission of Oregon, RSPF, PO Box 2148, Salem, OR 97308-2148.



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**Our offices will be closed on Thursday and Friday, December 25th and 26th and on Thursday, January 1, 2009.**



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### Indiana Jones & Kingdom Of The Crystal Skull

Dr. Henry "Indiana" Jones is called back into action when he becomes entangled in a Soviet plot to uncover the secret behind the mysterious Crystal Skulls.

Premiere Date: 11.26.2008 • PG-13 (V), Action Adventure



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### Kung Fu Panda

Enthusiastic, big and a little clumsy, Po is a Kung Fu maniac. Unexpectedly chosen to fulfill a prophecy, Po's dreams become reality when he gets a chance to study with his idols.

Premiere Date: 12.22.2008 • PG (MV), Family Adventure

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## Oregon Assistance Programs

### Summary

In 1987, the Oregon Legislature passed into law a bill as part of the state's public policy that provides that adequate and affordable residential telephone service be available to all Oregonians.

Based on that legislation, the Oregon Public Utility Commission (PUC) implemented three special assistance programs: the Telecommunications Devices Access Program (TDAP), the Oregon Telecommunications Relay Service (OTRS), and the Oregon Telephone Assistance Program (OTAP).

These programs are funded by a surcharge applied to the monthly bill of each retail subscriber who has telecommunications services with access to the OTRS.

### The Telecommunication Devices Access Program (TDAP)

The Telecommunication Devices Access Program (TDAP) purchases and loans (at no cost to eligible recipients) special telecommunication devices to Oregonians who are deaf, hearing- and/or speech-impaired, or who have other physical disabilities that would prevent them from using a telephone. Special telecommunication devices such as a TTY (text telephone), visual signal, large visual display, telebraille, remote-controlled speaker phone and voice-activated cellular phone are examples of the telecommunications equipment distribute under the program. It enables these Oregonians to communicate more fully with family and friends, as well as businesses, and to play a more active role in society.

### The Oregon Telecommunications Relay Service (OTRS)

The Oregon Telecommunications Relay Service (OTRS) was implemented to allow those utilizing the Telecommunication Devices Access Program to communicate with the hearing public, and vice versa.

The Americans with Disabilities Act of 1990 (ADA) mandates that the 26 million persons who are deaf, hard-of-hearing, and speech-impaired shall have access to the nation's telephone system through a relay service that is functionally equivalent in cost and quality to the service afforded an individual without a hearing or speech impairment. With the passage of the ADA, Oregon was required to provide relay services to meet the new federal requirements. Compliance with Federal Communications Commission (FCC) regulations occurred in 1992, and the relay service is currently operating very effectively.

**Oregon Telephone Assistance Program (OTAP) & Link-Up America (OTAP):** Oregonians whose income is at or below the current federal poverty level and are on a state public assistance program may receive a reduction in their monthly bill for local residential telephone service. Eligible customers receive a reduction in their monthly phone bill for as long as they qualify. Half of the amount is funded through the legislatively-approved telecommunications service surcharge, and the other half is the waived portion of the FCC's subscriber line charge.

It is important that those enrolled in the program keep OTAP staff informed of any phone number or address changes to insure that their benefits continue. All information is treated as strictly confidential by OTAP staff and the local phone companies.

**Link-Up America:** The Link-Up America Program helps qualified low-income individuals by paying for one-half of the line-connection portion of the hook-up charges for new residential telephone service. Customers are responsible for the other half, as well as providing a telephone and paying for any installation charges, deposits, unpaid phone bills, labor, service calls or other costs of acquiring phone service.

**Eligibility:** Individuals who meet the income guidelines and currently have an open file with any one of the following low-income, public assistance programs also qualify for the OTAP Program or Link-Up America:

- Food Stamps
- Welfare Medical ID Card
- Oregon Health Plan
- Supplemental Security Income
- Low-Income Energy Assistance Program\*

\*Note: If a person qualifies only for the Low-Income Energy Assistance Program, they will only be eligible for Link-Up America, and not for OTAP.

### General

**How to Apply:** To apply for equipment, to obtain an application for OTAP and/or Link-Up America, or for more information about the Residential Service Protection Fund (RSPF) Programs, please contact the RSPF staff TOLL FREE at 1-800-848-4442 or (503) 373-7171 in Salem; TTY users can call 1-800-648-3458; or write to:

Public Utility Commission of Oregon  
RSPF  
PO Box 2148  
Salem OR 97308-2148

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