



GVNW CONSULTING, INC.

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P.O. BOX 2330  
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July 13, 2007

VIA US & ELECTRONIC MAIL

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

**RE: UM 1310**

Dear Filing Center:

On behalf of Clear Creek Mutual Telephone Company, enclosed please find original and two (2) copies of its 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 black ink, appearing to read "Ken Snow", is written over a large, circular scribble or flourish.

Ken Snow

Enclosures

cc: Mitchell Moore, President  
Clear Creek Mutual Telephone Company

**DOCKET NO. UM 1310**

**Required Cover Sheet for Submission of  
2007 Annual ETC Recertification Reports**

**Filing Deadline: Monday, July 16, 2007**

Name of Eligible Telecommunications Carrier:

**CLEAR CREEK MUTUAL TELEPHONE COMPANY**

Filing date: \_\_\_\_\_ JULY 13, 2007 \_\_\_\_\_

Is this: Original submission?  \_\_\_\_\_

OR

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

Person to contact for questions:

Name \_\_\_\_\_ KEN SNOW \_\_\_\_\_

Phone number 503.612.4418 \_\_\_\_\_

E-mail address ksnow@gvnw.com \_\_\_\_\_

**Filing instructions:** Please file reports under Docket No. UM 1310. 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. 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

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

**2007 Annual Recertification Reports for ETCs in Oregon**

Docket No. UM 1310

Report Formats to Satisfy Requirements of Order No. 06-292 for 2007

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**

**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 \$14.29/MONTH                      BUSINESS \$23.57/MONTH  
EAS ADDITIVE \$11.31/MONTH                      EAS ADDITIVE \$16.97/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**

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 \_\_\_\_\_

## 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 2006. No additional submission is required for recertification purposes.
- B. X Service quality reports for “primary held orders over 30 days” were **not** filed with the Oregon PUC for calendar year 2006. In this case, choose **one** of the following alternatives for reporting:
1. X The number of customer requests for supported services that were not fulfilled during calendar year 2006:   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 2006:           .  
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).

**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 2006 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 2006.

1. ANNUAL ADVERTISEMENT RUN IN *CLACKAMAS REVIEW/OREGON CITY NEWS* DECEMBER 27, 2006
2. SERVICES LISTED IN DIRECTORY

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. In addition, information regarding Universal Service is provided in the Cooperative's web site, and plays on its video system, CCTV, channel 22.

**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 2006 in the designated service area:   13  .

**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 2006, 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 27, 2006
3. NOTICE POSTED ON THE COOPERATIVE'S WEBSITE: [www.ccmtc.com](http://www.ccmtc.com)
4. SAMPLE ADVERTISING FROM THE COOPERATIVE'S PERIODICAL NEWSLETTER *CLEAR LINES*, DECEMBER 2006 ISSUE.

Samples of the above are attached. The Cooperative also provides a description of its services on its video system, CCTV, channel 22.



## 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 2006. 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 2006. 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 2006 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 2006 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.

**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 2006 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 2006. In this case, choose **one** of the following alternatives for reporting:

1. \_\_\_\_ The number of customer trouble reports received per 100 wireless handsets for supported services during calendar year 2006, 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 number of customer trouble reports, as defined in Section 860-034-0390 (5) of the Oregon PUC rules, received during calendar year 2006: 1.4 per 100 working access lines.

ANNUAL SUMMARY ATTACHED

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

The following detailed information must be included in each network improvement plan. Only CETCs must file these plans for recertification purposes. 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 format laid out in the attached Excel worksheets to provide information required in the outline below (taken from the UM 1217 order), rather than use some other format developed by the CETC.

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- 7.1. Demonstration of use of support funds (other than low-income funds) received during 2006, including:
  - 7.3.1.1. The amount of support funds, by type, received during the year.
  - 7.3.1.2. Year-end counts of eligible lines/handsets in service for each ILEC service area as they were reported to USAC for the past December.
  - 7.3.1.2. Identification of each project for which the support was used, the actual support expenditures (by amount and type) for each project, and status of project (completed or still in progress).
  - 7.3.1.3. The resulting benefits to consumers (qualitative and quantitative) from each project and updates to coverage and signal strength maps.
  - 7.3.1.4. Explanation of how and why actual spending of support funds differed from spending proposed in the previous network improvement plan.
- 7.3.2. Updates to network improvement plan for the current calendar year and the following year:
  - 7.3.2.1. Forecast of support amount, by type (LSS, HCL, ICLS, IAS), that the applicant expects to receive during each of the next 2 years, as well as an explanation of how the forecast was derived.
  - 7.3.2.2. Detailed information for each project that will use support funds:
    - 7.3.2.2.1. Description and purpose of the project, its physical location and the ILEC serving that area.
    - 7.3.2.2.2. The start date and completion data (by quarter).
    - 7.3.2.2.3. Amount of support money allocated to the project, in total and broken down by investment and expense types.
    - 7.3.2.2.4. The amount of company's own funds that will be used for each supported project.
    - 7.3.2.2.5. Brief explanation of why the carrier would not make these improvements without the availability of support funding.
    - 7.3.2.2.6. Quantification of resulting service improvements by type (increased coverage, signal strength, capacity, etc.), population benefited, and geographic area benefited (shown on map).

**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.

## **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 2007.

### **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.

**Interstate Common Line Support (ICLS)  
2007 - 2008**

Date 6/8/2007

**ICLS**

To: Marlene H. Dortch  
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: 6-8-07

**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)

AFFIDAVIT CERTIFYING USE OF UNIVERSAL SERVICE FUNDS

I, MITCHELL MORE, 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 10<sup>th</sup> day of July, 2007.

Clear Creek Mutual Telephone (Company)

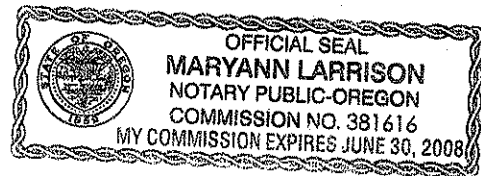
By: Mitchell More (Name)

Its: PRESIDENT (Title)

SUBSCRIBED AND SWORN to before me this 10<sup>th</sup> day of July, 2007.

Maryann Larrison  
Notary public in and for the State of Oregon

My Commission Expires: 6/30/2008



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):

X 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 10<sup>th</sup> day of July, 2007.

Clear Creek Mutual Telephone (Company)

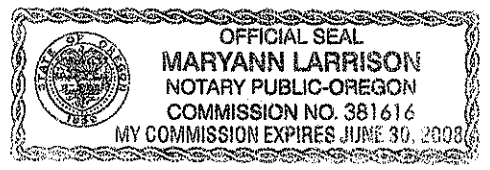
By: Mitchell Moore (Name)

Its: President (Title)

SUBSCRIBED AND SWORN to before me this 10<sup>th</sup> day of July, 2007.

Maryann Larrison  
Notary public in and for the State of Oregon

My Commission Expires: 6/30/2008





## 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.*



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.

**Clear Creek**  
Telephone & TeleVision  
[www.ccmtc.com](http://www.ccmtc.com)

# COMMUNITY NEWSPAPERS

Beaverton Valley Times • Clackamas Review • The Coupon Tabloid • East County News • Estacada News • Forest Grove News-Times  
 Lake Oswego Review • Lifestyles Northwest • Oregon City News • Sandy Post • Sellwood Bee • Sherwood Gazette  
 Southwest Community Connection • The Outlook • Tigard Times • Tualatin Times • West Linn Tidings  
 Contract Publishing & Printing, including: The Jewish Review • The Realtor • The Scribe • Chamber Directories and other publications

## INVOICE / STATEMENT

Billing Date: <b>12/30/06</b>		Net 10 Days		
Customer No.: <b>50545</b>				
BALANCE =		<b>\$177.60</b>		
0-30	31-60	61-90	90-120	120 +
177.60	.00	.00	.00	.00

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

*Please write your customer number on your check.*

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

Please mail payment to: **COMMUNITY NEWSPAPERS, INC.**  
**PO BOX 22109**  
**PORTLAND, OR 97269-2109**

VISA or MC PAYMENTS: 503-546-0756  
 BILLING QUESTIONS: (503) 684-0360  
 FAX: (503) 546-0702

DATE	TYPE	ORDER NUMBER	DESCRIPTION	# OF RUNS	INCHES /INSERT	AMOUNT
12/27/06	INV	Ord:15376839	REQUIRED NOTICE-2006 ROP, Display Clackamas Review 12/27/2006	1	12.00	177.60
<p>6720-4004-0</p> <p>BB</p>						



6605 SE Lake Road, Portland, OR 97222 • PO  
 Box 370 • Beaverton, OR 97075  
 Phone: 503-684-0360 Fax: 503-620-3433  
 Email: legaladvertising@commnewspapers.com

**AFFIDAVIT OF PUBLICATION**

State of Oregon, County of Clackamas, SS

I, Charlotte Allsop, being the first duly sworn, depose and say that I am Accounting Manager of *Clackamas Review/ Oregon City News*, a newspaper of general circulation, published at Clackamas/Oregon City, in the aforesaid county and state, as defined by ORS 193.010 and 193.020, that

Clear Creek Mutual Telephone  
 Notice for Basic Telephone Service

a copy of which is hereto annexed, was published in the entire issue of said newspaper for

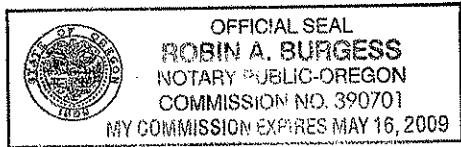
1

week in the following issue  
 December 27, 2006

Charlotte Allsop  
 Charlotte Allsop (Accounting Manager)

Subscribed and sworn to before me this  
 December 27, 2006

Robin A. Burgess  
 NOTARY PUBLIC FOR OREGON  
 My commission expires

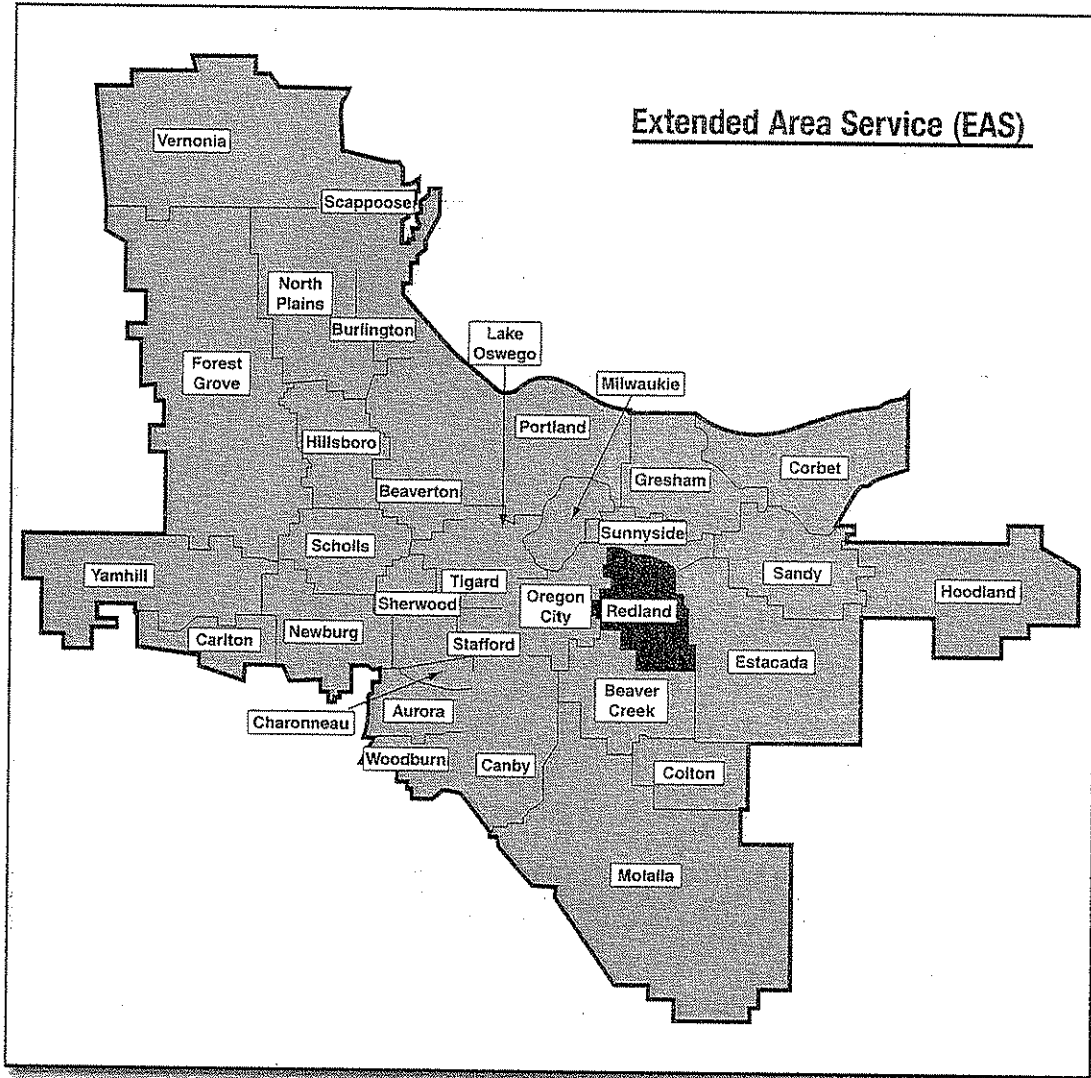


Clear Creek Mutual Telephone  
 18238 S.Fischers Mill Road  
 Oregon City, OR 97045

# Telephone Information

## 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:

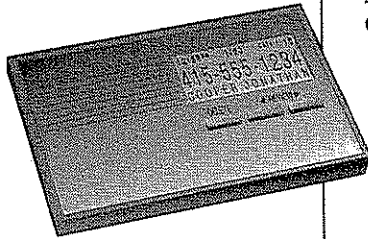
**Measured** — Measured rate to the entire region. Each call you make to the communities in the Portland Metropolitan Region, including Portland, Milwaukie, and Oregon City, will be billed at a per minute rate. Calls to the Redland exchange (631) are included in your local service rate.

**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. Provides 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

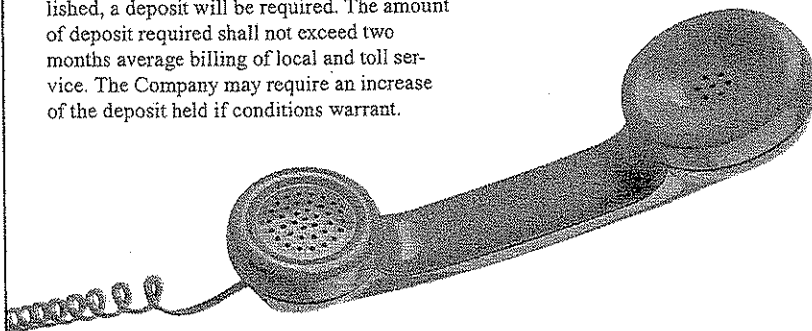
If you are unable to make or receive calls and your line is out of service 24 or more hours after you have reported it, you are entitled to credit on your bill for the local service charges for the period of time you were out of service. Contact the Business Office after the repair of your service to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



# Telephone Information

## 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

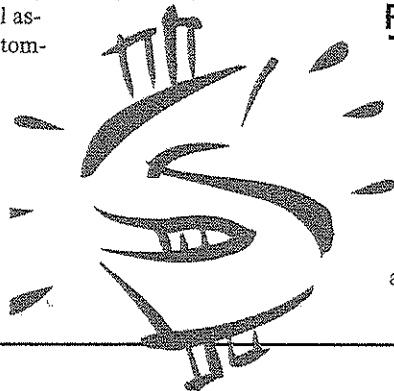
The utility may ask you to pay a deposit. If a deposit is required, you may have the right to pay it in several installments.

### 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 their 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 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 intends to cut off 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:

សេចក្តីសង្ខេបស្តីពីសិទ្ធិនិងកាតព្វកិច្ចរបស់អ្នកប្រើប្រាស់ មានសរសេរជាភាសាខ្មែរ សូមទាក់ទងទៅសេចក្តី:

มีแบบพิมพ์สรุปสิทธิและกฏหมายของผู้ใช้บริการที่พิมพ์เป็นภาษาไทย โดยติดต่อตามโทรศัพท์หมายเลข:

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

continued on next page

# Telephone Information

## Customer Information

### Late Charges

Customers are responsible for paying their utility bills on time. Under certain circumstances, utilities 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 utilities 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 provides specific rights to you related to payment for 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 charge and no collection activity may occur.

If it is agreed to remove the charge 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 [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 to your telephone service 900 blocking and/or international blocking.

### 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 charge. Additional directory listings are available at an additional charge.

Residential customers may list their surnames, given names, or 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 Communication 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 to be 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 the 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.**

continued on next page



# Telephone Information

## 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.

#### **The telephone numbers to call are:**

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

### 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.

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



## Long Distance Calling

### Dialing Direct Costs Less

By dialing your own long distance calls, you will pay the lowest rate and pay for 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

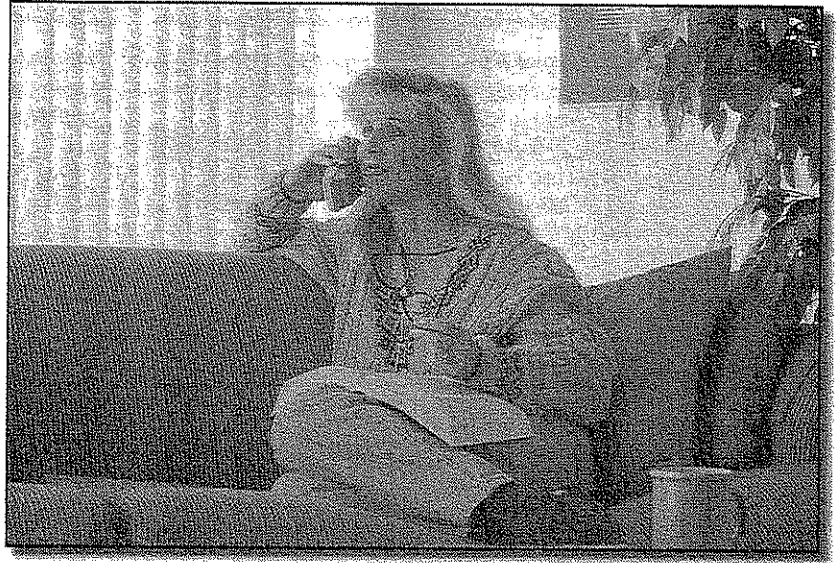
This is the most expensive type of long distance call. Call person-to-person when you wish to reach a particular person or extension number. Dial 0 + the Area Code + number and when the Operator comes on the line, say you are making a person-to-person call and give the name of the person you want to 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, some 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. They offer this service to customers calling for specific locations.

You can get the telephone numbers of those businesses and people who have "800/888/877/866/855" 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.

#### Credit for poor connections or wrong numbers

When you dial long distance and reach a wrong number, have a poor connection or other problems, hang up and dial "0" (Operator) right away. Explain what happened so the Operator can arrange for the proper credit. The faster the problem is reported, the easier it will be to give you credit.

If you have trouble dialing directly, call the Operator and explain the difficulty. The call will be placed for you, and you will be charged at the direct-dialed rate.

continued on next page

# Telephone Information

## 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

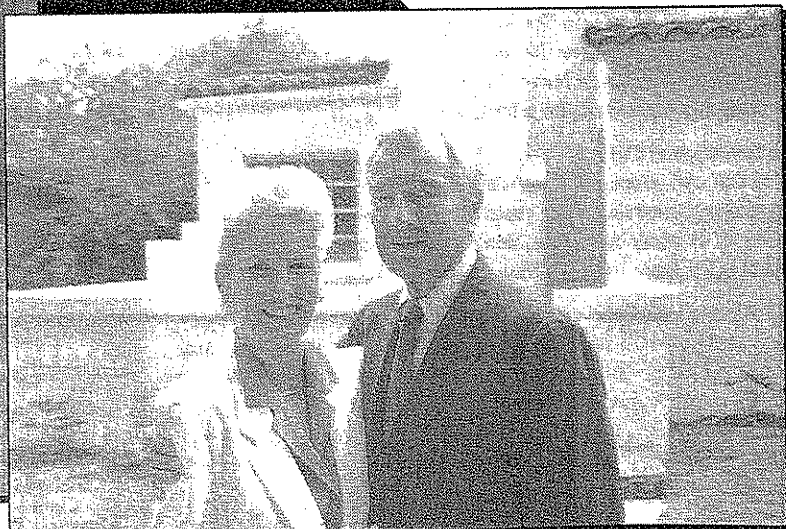
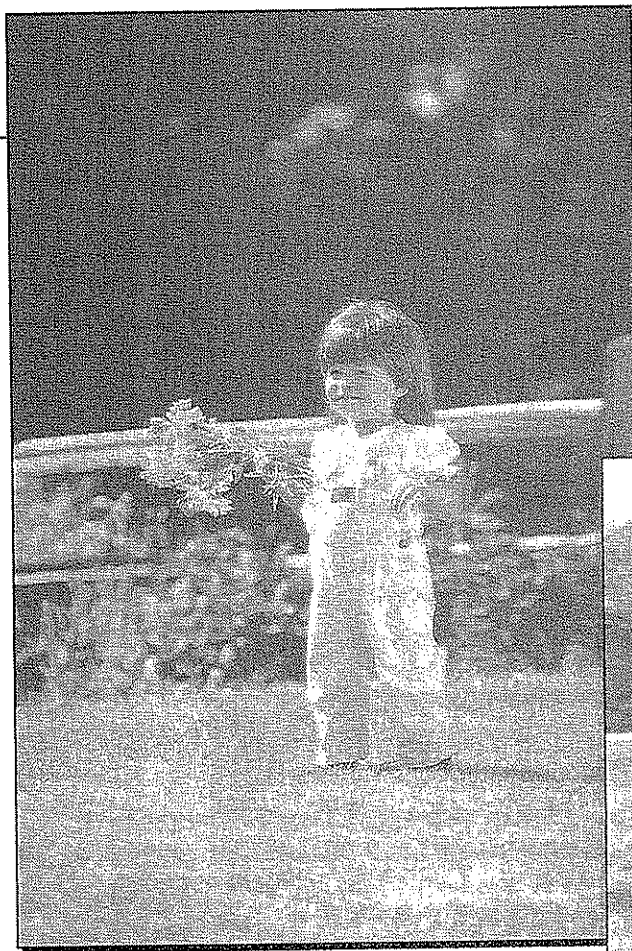
In areas that provide Equal Access you may select the long distance carrier of your choice. Equal access allows you to use your preferred long distance company by dialing 1 plus the number.

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

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 the names and telephone numbers of these companies, see the yellow pages under "Telephone Companies."

For International call dialing instructions please call your long distance carrier. Country and City Codes for International Dialing are listed on page 20.

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.



# Telephone 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.

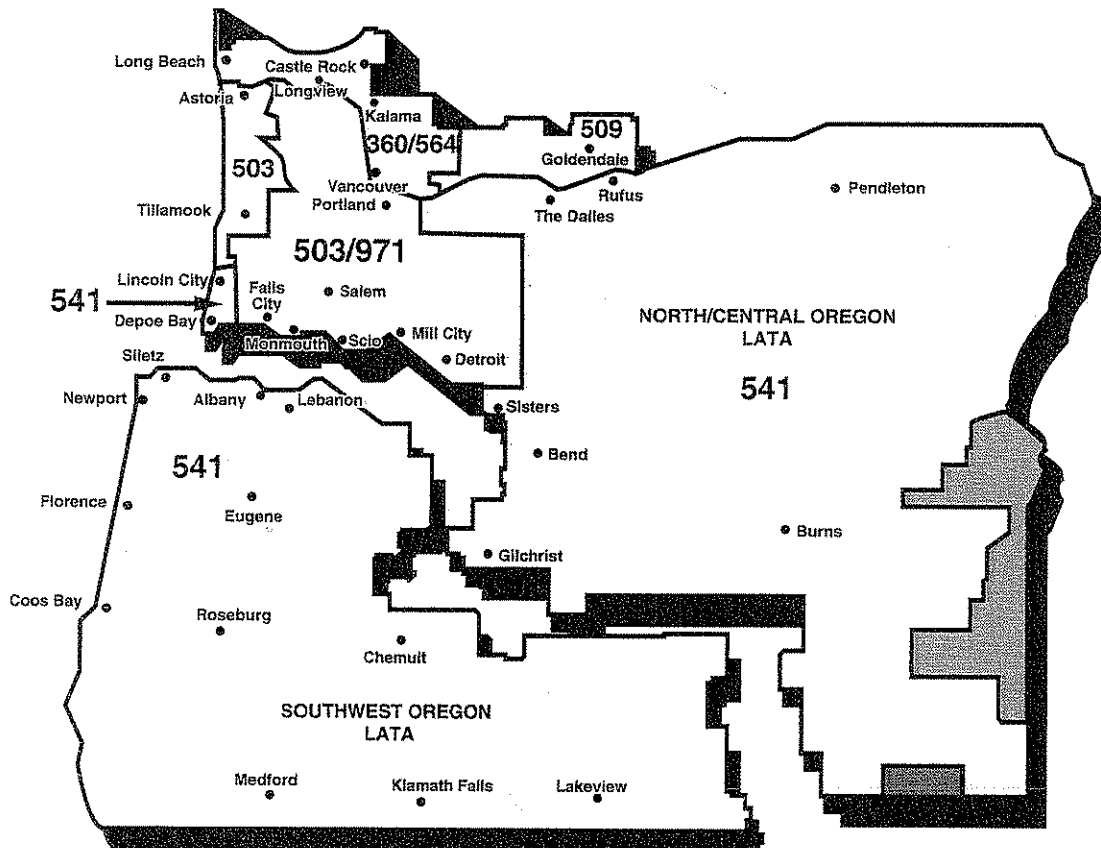
### Operator Assisted/Calling Card Rates

Whenever Operator assistance is required or you use your Calling Card, there is a service charge in addition 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 Creek**  
Telephone & TeleVision

## News

[Home](#) » [News](#) » [Press Releases](#)

### **Financial Assistance Available For Low-Income Subscribers**

Residents in our serving area whose income is at or below the current federal poverty level may be eligible for state 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. This program is funded through the legislatively approved telecommunications service surcharge and the waived portion of the FCC subscriber line charge.

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 would like additional information on these programs, please call 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.

**Next article:** [January 2006](#)

[top](#) | [site map](#) | © 2005 Clear Creek Telephone & TeleVision

# Clear Lines

Clear Creek Telephone & TeleVision Newsletter

## Thanks For Helping Us Celebrate!

Over 200 members stopped by our business office during our weeklong celebration for our 100th Anniversary in October. There were refreshments and gifts as well as a Prize Wheel that included a variety of prizes. The grand prize of \$100 was won by Shirley Goddard.



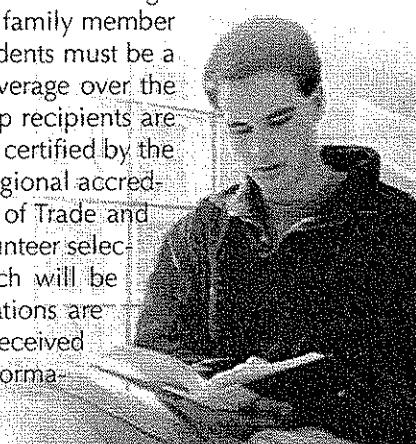
### 100 Prizes in December

Our year-long 100th anniversary celebration ends on Friday, December 15, 2006 when we will have a prize drawing and 100 lucky cooperative members will each win a prize. The list of prizes includes a high definition TV, DVD player, digital camera, 1 month free of various services provided by the cooperative and many, many more. Each cooperative member with active services on December 15, 2006 will automatically be entered in the drawing — you need not be present to win. Winners will be notified by mail.

## Board Offers Two Scholarship Awards

The Subscriber Endowment Scholarship Awards program was established in 1988 to provide financial assistance to students attending college or technical school. Since its inception, 36 awards totaling \$65,000 have been awarded to members of the cooperative.

In 2007, two \$2,500 scholarships will be awarded. To be eligible, applicants must be a member or immediate family member residing in the member's home. In addition, 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 2007 annual meeting. Applications are available at our business office, and must be received by March 1, 2007 to be considered. For more information, please call Berni Buys at (503) 631-2101.



## Features...

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Cooperative Gives Donation Benefiting Local School.....	3
Serve On Your Cooperative's Board .....	3
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## Need Assistance?

Customer Service  
(503) 631-2101

Repair Service  
(503) 631-2345



Clear Creek Telephone & TeleVision

TELEPHONE • CABLE TV • BROADBAND

## Financial Assistance Available For Low-Income Subscribers

Residents in our serving area whose income is at or below the current federal poverty level may be eligible for State 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.

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## Universal Service and You

Did you know that no matter where you live, one of your legally protected rights as an American is access to affordable telecommunications services? Our nation's telecommunications laws embrace the philosophy that all Americans, both urban and rural, are entitled to quality telecommunications services that are comparable in price and scope. A cornerstone of achieving this goal and delivering on this promise to the American people is the Universal Service Fund. Our telephone company uses universal service funds to build, maintain and upgrade our telephone networks to provide you with the latest technologies available at affordable rates. Supporting the principles of universal service ensures that all communities can connect to the rest of the world.



When Congress begins to rewrite the nation's telecommunications laws, our company will advocate to ensure the goal of universal service is protected. You, our subscribers, reap the benefits of universal service and have a voice in the debate. For more information on how you can make your voice heard, visit [www.keepamericaconnected.org](http://www.keepamericaconnected.org).

Visit our website at [www.ccmtc.com](http://www.ccmtc.com) to see a short video with information about universal service. We are also playing this video on channel 22 of our cable system.



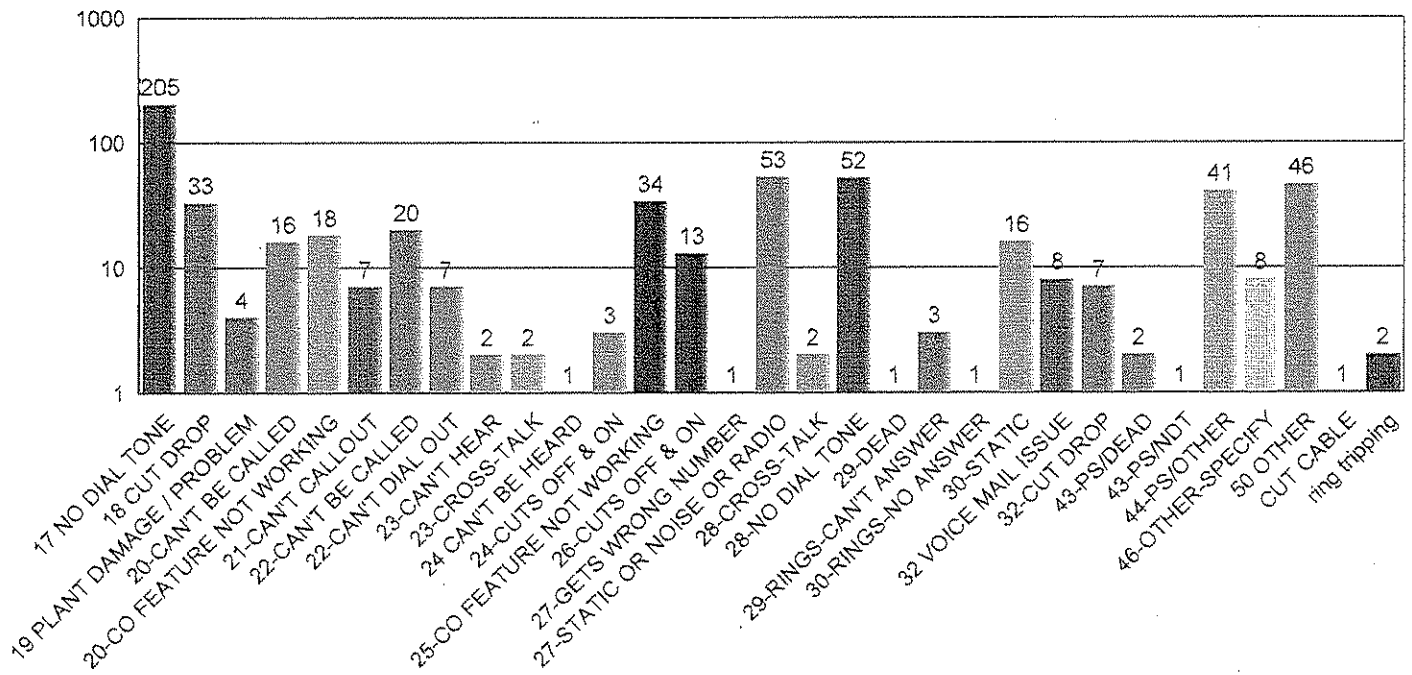
## Picture This!

Enter Clear Creek Telephone & TeleVision's 2007 directory photo contest, and your photograph could be in every home in the North Willamette Valley. The theme for the 2007 directory cover is "Classic Cars." To be eligible for a cash prize, submit a photo that contains a classic car. Photos must be identified with your name, address, telephone number, and location where photo was taken (must be in Clear Creek's serving area). Winners will receive cash prizes up to \$300, and their photographs could be used for the directory cover or the "Rural Focus" magazine contained within. For more information call our business office at (503) 631-2101.

# PHONE TROUBLE TICKET COUNT

Reporting 1/1/2006 to 12/31/2006 with Trouble Ticket type of "Phone"

Ticket #	Create Date	Reported Trouble	Clear Date	FoundCode	ClearCode
15180	12/26/2006	50 OTHER	12/27/2006	25 Inter- carrier / Qwest	1 TROUBLE CLEARED
15204	12/29/2006	50 OTHER	1/2/2007	16 Customer Equipment	3 CAME CLEAR
<b>46 Total 50 OTHER</b>					
14402	10/6/2006	CUT CABLE	10/6/2006	3 PLAN DAMAGE - CONTRAC	1 TROUBLE CLEARED
<b>1 Total CUT CABLE</b>					
13375	2/1/2006	ring tripping	2/2/2006	60-02 OTHER	2 NO TROUBLE FOUND
13378	2/2/2006	ring tripping	2/2/2006	70-15 WIRING	1 TROUBLE CLEARED
<b>2 Total ring tripping</b>					
<b>610 Total this report</b>					



$$610 / 3500 / 12 = .0145$$

$$1.45 / 100$$