

**List of Exhibits attached to FCC Form 505**

**Response to Challenge submitted by**

**California Oregon Broadcasting Inc. dba Crestview Cable Communications**

Background - Crestview serves 3 different Oregon counties. The Counties are Crook, Jefferson and Deschutes. The primary cities served in each county that are noted in the marketing information are Prineville (Crook), Madras (Jefferson) and La Pine (Deschutes).

**EXHIBIT 1** to FCC Form 505 – Marketing Materials

Exhibit 1 a. – Crestview web site home page after clicking on tab on left titled, “Telephone Help/FAQ

Exhibit 1 b. – Crestview web site printable document that is displayed after clicking on tab on the left titled, “Telephone Pricing”. This document lists the prices, products and features of the two voice services offered to all customers in the Crestview service areas.

Exhibit 1 c. – Bill stuffer/mail piece that shows the voice services offered in bundles of services that include Crestview’s video and Broadband products.

Exhibit 1 d. – A letter to all voice customers instructing them to reset their voicemail.

**EXHIBIT 2** to FCC Form 505 – Written statement from Technical Operations Supervisor.

**EXHIBIT 3** to FCC Form 505 – System plant maps that were submitted confidentially.



Like us on



Serving Prineville, OR Not your community?

# NEW BROADBAND SPEEDS!

Up to 25 Mbps as low as \$41.95/month to cable TV customers with customer supplied modem.

Great for downloading, streaming movies or gaming!

Available in Prineville, Madras and La Pine. Click for details.



ADVERTISEMENT

**24 Hour Support**

**Live Internet Chat**

Search:  Web  Crestviewcable.com

Search Custom Search

- Home
- Check Bandwidth
- View or Pay My Bill
- Bundle Pricing
- Internet Help / FAQ
- Internet Pricing
- Cable TV Help / FAQ
- Cable TV Pricing & Channels
- Telephone Help / FAQ
- Telephone Pricing
- Watch TV Everywhere
- TV Guide
- Policies & Agreements
- Notices
- Employment
- Contact Crestview

### Tell Me More

#### Crestview News

Browse the latest news, specials and information from Crestview

#### Latest News Posts

##### Frequently Asked Questions

posted by  
Everything you want to know about digital phone service ...

##### Access Your Account

posted by  
Click here to make changes to your Home Phone Account ...

##### Calling Features

posted by  
Click here to customize your 14 digital phone features ...

Showing: 1 - 3 of 3 Posts

Log into your Crestview Webmail

#### Webmail Help

Username:

Password:  **login >**

not a customer? click here!

[Browse RSS Feeds](#)

#### BROWSE NEWS

Browse news by category.

- Bundle Pricing (1)
- Internet Help / FAQ (7)
- Internet Pricing (1)
- Cable TV Help/ FAQ (2)
- Cable TV Pricing & Channels (9)
- Telephone Help/FAQ (3)
- Telephone Pricing (1)
- Watch TV Everywhere (2)
- TV Guide (1)
- Policies & Agreements (6)
- Notices (1)
- Employment (2)
- Contact Crestview (2)

ADVERTISEMENT

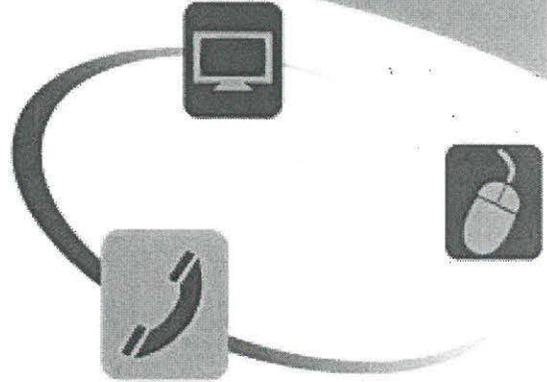
**Make this page Your Homepage!**

**Click Here**



Exhibit 1 b.

## Crestview Phone Service



### Limited Local

Home Phone Service \$29.95 phone only

\$24.95 bundled

Domestic long distance at \$.05/minute

### Unlimited Long Distance

Home Phone Service \$39.95 phone only

\$34.95 bundled  
With TV or Internet

\$32.95 bundled  
With TV and Internet

Domestic Long Distance in U.S and Canada  
Included.

International Long Distance rates - by country

### Small Business Phone

\$45.95 1st line  
phone only

\$40.95 2nd line

\$40.95 bundled  
with TV and/or Internet

Second line \$40.95

Fax line \$24.95

### All Levels of Service include

14 Feature Package No extra charge

- Call Return
- Call Forwarding
- Caller ID
- Call Waiting
- Do Not Disturb
- Find Me
- Message Waiting Indicator
- Speed Dial
- Voicemail
- Selective Call Forwarding
- Voicemail to Email
- Call Block
- Three-Way Calling
- Anonymous Call Rejection

[www.crestviewcable.com](http://www.crestviewcable.com)

Prineville 541-447-4342

Madras 541-475-2969

LaPine 541-536-1162

Exhibit 1c



## Our best bundle prices ever!

6 months of savings

1 food bank waiting

(and a partridge in a pear tree)



Basic &  
Expanded Basic +



Internet  
Express

**Bundle 1**  
**\$54.99/mo.**  
six months

*Seasons Greetings!*

We  
ask for a

**\$5 donation to  
the local food bank**

as part of this promotion to  
support folks in the community  
struggling to feed themselves and  
their  
kids



Basic &  
Expanded Basic +



Unlimited  
Home Phone

**Bundle 2**  
**\$59.99/mo.**  
six months

– Risk Free –

– No Contracts –

– Free Activation –

– Free Installation –



Internet  
Express +



Unlimited  
Home Phone

**Bundle 3**  
**\$54.99/mo.**  
six months



**CRESTVIEW**  
Cable Communications

La Pine: 541-536-1162

Se Habla Español

customerservice@crestviewcable.com

This is a limited time offer. It applies to individuals who have not had this service bundle in the last 60 days and have no outstanding obligation to Crestview. No contracts apply but customers must retain the new level of service for six months to receive promotional price, or else regular charges apply. Regular service fees will be in effect following the promotion. We request a food bank donation of \$5 or more with this offer.

Exhibit 1 d.

## Important Information Regarding Your Phone Service

April 1, 2010

Dear Crestview Cable Communications Customer,

As part of Crestview's commitment to providing valuable, high-quality service, we are making improvements to our phone service. These phone service updates will become effective Wednesday, April 7, 2010.

### Important Update:

**Reset Voicemail: Due to the service updates, you will need to reset your Voicemail after April 7, 2010. Please be advised, all prior Voicemails will no longer be accessible from your telephone or website on this date. Customers not using Crestview's voicemail will not be affected by this change.**

### Reset Voicemail Instructions

#### Voicemail Set Up:

1. Dial [\*98] from your phone.
2. When prompted, enter your temporary passcode [0000] followed by the [#] key
3. You will receive a message telling you the passcode has expired, and prompting you to enter a permanent passcode followed by the [#] key
4. Once you have entered the permanent passcode and pressed [#], you will receive a validation prompt asking you to re-enter your code and press [#]
5. Follow the rest of the prompts to record your name and greetings

#### To Access Voicemail:

1. From Home/Business: Dial [\*98] from your phone and you will receive a prompt to enter your passcode followed by the [#] key
2. Remotely: Dial your phone number and wait for your voicemail message to answer. At the point you hear the message, press [\*] and you will then receive a prompt to enter your passcode followed by the [#] key

Other service updates are listed on the opposite side. If you have any questions, or would like to find out more, email [customerservice@crestviewcable.com](mailto:customerservice@crestviewcable.com) or call our office. After April 7<sup>th</sup>, view an updated feature guide by logging into your Home Phone account and clicking on the Feature Guide tab.

Thank you for using Crestview's Home Phone service.

Sincerely,



Tony Ashcraft  
General Manager



Audrey Gautney  
Office Manager



**CRESTVIEW**  
Cable Communications

Prineville 541-447-4342

Madras 541-475-2969

LaPine 541-536-1162

Exhibit 2.



November 7, 2014

To Whom It May Concern:

All areas served by California Oregon Broadcasting, Inc./ dba Crestview Cable Communications included in the Census Blocks listed on the Response Challenge tab on the FCC Form 505 offer voice products to every "homes passed" by the physical plant. The systems are located in Oregon with the primary communities being Prineville (Crook County), Madras (Jefferson County) and La Pine (Deschutes County).

Sincerely,

A handwritten signature in black ink, appearing to read "Brett Good".

Technical Operations Supervisor  
Crestview Cable Communications

**Crook County**

*Prineville*  
350 NE Dunham St  
Prineville, OR 97754  
(541) 447-4342

**Jefferson County**

*Madras Culbert  
Metolno*  
374 SW 5th Street, Suite A  
Madras, OR 97741  
(541) 473-2969

*Crooked River Ranch*  
350 NE Dunham St  
Prineville, OR 97754  
(541) 447-4342

**Deschutes County**

*La Pine*  
350 NE Dunham St  
Prineville, OR 97754  
(541) 536-1162