

Third, in addition to the cable companies, a large number of other competitors provide extensive retail competition in the Boston MSA. Such competitors include traditional telecom carriers such as AT&T, Level 3, Sprint, Global Crossing, PAETEC, Broadwing, and One Communications; managed service providers and systems integrators such as IBM, Electronic Data Systems Corp., Accenture, Northrop Grumman, and Lockheed Martin; and equipment vendors such as Lucent and Nortel. *See id.* ¶ 44.

These carriers are using these facilities to serve customers throughout the Boston MSA. In the *Omaha Forbearance Order*, the Commission relied on E911 data to evaluate the extent of competition in an MSA but acknowledged that these data, which are divided between residential and business customers, do not correspond to the distinctions between the mass-market and the enterprise market that the Commission has recognized. *See Omaha Forbearance Order* ¶¶ 28-29 & n.78. In particular, some business E911 listings are for very small businesses that the Commission has defined as part of the mass-market rather than as part of the enterprise market. *See id.* The Commission also has recognized, however, that competition for enterprise customers is generally even more extensive than for small business customers that are part of the mass market.³⁶ It follows, therefore, that even though data on business E911 listings may include small businesses, it is a reliable indicator of competition for enterprise customers as well.

³⁶ *See, e.g., Verizon/MCI Order* ¶ 56 (finding that “competition for medium and large enterprise customers . . . [is] strong . . . because medium and large enterprise customers are sophisticated, high-volume purchasers of communications services that demand high-capacity communications services, and because there [are] a significant number of carriers competing in the market.”).

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According to E911 listings data as of the end of December 2005, competing carriers were using their own switches to serve business lines in **[Begin Proprietary]** **[End Proprietary]** percent of the wire centers in the Boston MSA, and these wire centers represent approximately **[Begin Proprietary]** **[End Proprietary]** percent of Verizon's retail switched business lines in the MSA. *See* Lew/Verses/Garzillo Decl. ¶ 41. Based on these same data, competing carriers have obtained at least **[Begin Proprietary]** **[End Proprietary]** business E911 listings in the Boston MSA, which represents approximately **[Begin Proprietary]** **[End Proprietary]** percent of switched business lines in the MSA. *See id.*³⁷ In the last five years alone, Verizon's retail business switched access lines have declined by approximately **[Begin Proprietary]** **[End Proprietary]** percent, even though the population in the MSA remained the same during that same time. *See id.* ¶ 11.

In the *Omaha Forbearance Order*, the Commission also considered "evidence that a number of carriers . . . had success competing for enterprise services using DS1 and DS3 special access channel terminations obtained from Qwest" as relevant in its analysis of enterprise competition. *Omaha Forbearance Order* ¶ 68. The Commission held that "this competition that relies on Qwest's wholesale inputs – which must be priced at just, reasonable and nondiscriminatory rates . . . supports our conclusion that section 251(c)(3) unbundling obligations are no longer necessary to ensure that the prices and terms of

³⁷ These data provide an estimate of the number of business lines competitors are serving. Each E911 residential subscriber listing necessarily represents one customer access line, but in the case of business customers, a listing does not necessarily correlate one-to-one based on the manner in which the service is provided. Importantly, competitors typically do not obtain E911 listings for lines that are used to provide data services. *See* Lew/Verses/Garzillo Decl. ¶ 41.

Qwest's telecommunications offerings are just and reasonable and nondiscriminatory under section 10(a)(1).” *Id.*³⁸ As in Omaha, competitors in the Boston MSA are competing extensively using special access obtained from Verizon. Based on Verizon's wholesale billing records from December 2005, competitors are using Verizon's special access services to serve business customers in [Begin Proprietary] [End Proprietary] in the Boston MSA in which Verizon serves switched business lines. *See* Lew/Verses/Garzillo Decl. ¶ 42. As of the end of December 2005, competitors were serving more than [Begin Proprietary] [End Proprietary] voice-grade equivalent lines using DS3s and approximately [Begin Proprietary] [End Proprietary] [End Proprietary] voice-grade equivalent lines using DS1s, with special access service obtained from Verizon. *See id.*

III. THE FINAL PART OF THE FORBEARANCE TEST IS SATISFIED BECAUSE THE REQUESTED RELIEF IS IN THE PUBLIC INTEREST

As the Commission found in the *Omaha Forbearance Order*, evidence of competition satisfies not only the first two prongs of the forbearance test, but also supports a finding that the third prong of the forbearance test (47 U.S.C. § 160(a)(3)) is met – that eliminating the regulations in question is in the public interest. *See Omaha Forbearance Order* ¶¶ 47, 75. As demonstrated above, competition in the Boston MSA is even more advanced than in Omaha. Cable voice services in the Boston MSA are just as widely available as they were in Omaha, and other types of competition are even more

³⁸ The forbearance that Verizon seeks here will not eliminate Verizon's obligations under sections 201 and 202 to provide traditional TDM technology on just, reasonable, and nondiscriminatory terms. In addition, the *Verizon/MCI Order* prohibits Verizon from raising its DS1 and DS3 special access rates for 30 months following the merger closing date. *Verizon/MCI Order*, Appendix G.

widespread. In the *Omaha Forbearance Order* the Commission also identified two *additional reasons why forbearance of the regulations at issue was in the public interest*, both of which apply with equal force here.

First, as the Commission found in Omaha, the costs of the unbundling obligations that Verizon faces in the Boston MSA outweigh the benefits. *See id.* ¶ 76. Both the Commission and the D.C. Circuit have recognized the harm to the public interest and to competition from excessive unbundling. As the Commission has explained, “excessive network unbundling requirements tend to undermine the incentives of both incumbent LECs and new entrants to invest in new facilities and deploy new technology.”³⁹ Similarly, the D.C. Circuit has recognized that mandated unbundling “imposes costs of its own, spreading the disincentive to invest in innovation and creating complex issues of managing shared facilities.”⁴⁰ Given the extensive facilities-based competition that already exists in the Boston MSA, and the potential for even greater facilities-based competition to emerge, any potential benefits from unbundling regulation are slim, while the costs of such regulatory intervention are significant. *See Omaha Forbearance Order* ¶ 77. Forbearance will give both Verizon and other facilities-based competitors greater incentives to continue to invest in facilities, which will ensure the continued growth of long-lasting facilities-based competition.

Eliminating unbundling regulation also will “further the public interest by increasing regulatory parity” between telecommunications providers in the Boston MSA.

³⁹ *Review of the Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers*, Report and Order and Order on Remand and Further Notice of Proposed Rulemaking, 18 FCC Rcd 16978, ¶ 3 (2003) (subsequent history omitted).

⁴⁰ *United States Telecom Ass’n v. FCC*, 290 F.3d 415, 427 (D.C. Cir. 2002).

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Id. ¶ 78; *see id.* ¶ 49. As explained above, these regulations were imposed at a time when Verizon's narrowband circuit-switched network was a dominant technology, but this is far from the case today. Verizon is now losing mass-market and enterprise lines and customers to wireless and broadband wireline competitors. As the Commission noted, it is "in the public interest to place intermodal competitors on an equal regulatory footing by ending unequal regulation of services provided over different technological platforms." *Id.* ¶ 78. In the face of such competition, asymmetrical regulation imposes artificial price constraints that delay and impede full fair competition among providers and harms consumers.⁴¹

Second, as the Commission also found in Omaha, eliminating dominant carrier regulations that apply to interstate switched access services is consistent with the public interest where vigorous local competition has emerged. *See Omaha Forbearance Order* ¶ 47. As demonstrated above, competition is more advanced in the Boston MSA as it was in Omaha. Cable voice services in the Boston MSA are just as widely available as they were in Omaha, and other types of competition are even more widespread. Moreover, with respect to interstate switched access services, competitive wireless services – which are ubiquitous throughout the Boston MSA – are particularly significant because customers can use their wireless phones for long-distance calls even where they do not abandon their wireline phone entirely. In fact, large fractions of long-distance calls and minutes have already migrated to wireless. *See Lew/Verses/Garzillo Decl.* ¶¶ 27, 28.

⁴¹ *See, e.g., Appropriate Framework for Broadband Access to the Internet over Wireline Facilities*, Report and Order and Notice of Proposed Rulemaking, 20 FCC Rcd 14853, ¶¶ 45, 71, 79 & n.241 (2005).

As the Commission found in Omaha, eliminating dominant carrier regulation for interstate switched access services also will promote the public interest by eliminating the unnecessary costs such regulations impose. In particular, “[i]n these environments that are competitive for end users, applying these dominant carrier regulations to [Verizon] limits its ability to respond to competitive forces and, therefore, its ability quickly to offer consumers new pricing plans or service packages.” *Omaha Forbearance Order* ¶ 47.

The Commission has similarly recognized in other contexts that certain “regulations associated with dominant carrier classification can also have undesirable effects on competition.”⁴² For example, the Commission has recognized that tariffing requirements “impose significant administrative burdens on the Commission and the [BOCs],” and “adversely affect competition.” *LEC Classification Order* ¶ 89. Such regulations reduce the incentive and ability to discount prices in response to competition and to make efficient price changes in response to changes in demand and cost. Similarly, the Commission’s price cap regulations limit Verizon’s ability to respond to market conditions and competition. Unlike other providers in the Boston MSA, to whom price cap regulation does not apply, Verizon is restricted from responding to competition with deaveraged rates and cannot respond to competitors’ bundled service offerings. Competitors also can use these regulations to their advantage, both to undercut each others’ pricing or to maintain artificially high prices.

⁴² *Regulatory Treatment of LEC Provision of Interexchange Services Originating in the LEC’s Local Exchange Area and Policy and Rules Concerning the Interstate, Interexchange Marketplace*, Second Report and Order in CC Docket No. 96-149 and Third Report and Order in CC Docket No. 96-61, 12 FCC Rcd 15756, ¶ 90 (1997) (“*LEC Classification Order*”).

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For these reasons, dominant carrier regulation of the switched-access market is not only unnecessary to ensure just, reasonable, and nondiscriminatory rates and to protect consumers, but it would be affirmatively detrimental to competition and harmful to the public interest.

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CONCLUSION

For the foregoing reasons, Verizon requests that the Commission grant relief that is parallel to the relief granted in the *Omaha Forbearance Order* and forbear from loop and transport unbundling regulation pursuant to 47 U.S.C. § 251(c) and dominant carrier regulations for switched access services in the Boston MSA.

Respectfully submitted,



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September 6, 2006



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**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of)	
)	
Petition of the Verizon Telephone)	WC Docket No. _____
Companies for Forbearance Pursuant to)	
47 U.S.C. § 160(c) in the)	
Boston Metropolitan Statistical Area)	

**DECLARATION OF QUINTIN LEW, JUDY VERSES, AND PATRICK GARZILLO
REGARDING COMPETITION IN THE
BOSTON METROPOLITAN STATISTICAL AREA**

I. INTRODUCTION AND SUMMARY

1. My name is Quintin Lew. My business address is One Verizon Way, Basking Ridge, NJ 07920. I am Vice President – Marketing and Sales in the Verizon Partner Solutions Group (formerly known as Wholesale Markets) and have worked in this organization for 3 years. In this capacity, I am responsible for competitive and market analysis as well as the product management and marketing of our Special Access Products. I have over 20 years with Verizon or its predecessors in most areas of marketing, strategic planning, and business development. In this capacity, I have information and knowledge relating to the sources of data described specifically in paragraphs 4-5, 8-9, 23-32, 37-40, and 44-65 of this Declaration.

2. My name is Judy Verses. My business address is One Verizon Center, MC: VC11W403, Basking Ridge, NJ 07920. I am Sr. Vice President – Marketing Operations and have worked for Verizon for twenty-three years, including positions in Sales and Product Line Management. For the past 4 years I have had marketing responsibility for Consumer and Small Business Customers. My current responsibilities include alternate channel development, multi-cultural sales and marketing, market research and marketing analytics, as well as competitive intelligence. In this capacity, I have information and knowledge relating to the third party

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sources of data Verizon has used to identify competitive local exchange carrier (“CLEC”) fiber transport and loop facilities and to determine the correlation between customer telecommunication spending and CLEC deployment of fiber facilities as described specifically in paragraphs 4-7, 11-16, 18, 20, 22-29, and 33-36 of this declaration.

3. My name is Patrick Garzillo. My business address is One Verizon Way, Basking Ridge, New Jersey 07920-1097. I am Vice President – Finance, Service Costs and Analysis for Verizon, and I have more than 35 years of experience with Verizon and its predecessor companies. My current responsibilities include managing and supervising the development, preparation and analysis of economic cost information, embedded costs of regulated and non-regulated services, separated costs, supporting data, cost analysis, and Universal Service Fund related issues. I also support the development of key marketing strategies, regulatory policies, and legislative positions for Verizon through financial analysis associated with a broad array of state and federal regulatory issues. In this capacity, I have information and knowledge relating to the sources of data described specifically in paragraphs 4-7, 10-11, 17, 19-21, 32, 40-43, and 48-60 of this declaration.

4. The purpose of this declaration is to demonstrate that there is extensive facilities-based competition for certain geographic and product market combinations in Verizon’s region, based on the framework the Commission applied in the *Omaha Forbearance Order*.¹ We focus on the Boston-Cambridge-Quincy, MA-NH metropolitan statistical area (“Boston MSA”), and provide a competitive showing for mass-market switched access and enterprise services.

¹ *Petition of Qwest Corporation for Forbearance Pursuant to 47 U.S.C. § 160(c) in the Omaha Metropolitan Statistical Area*, Memorandum Opinion and Order, 20 FCC Rcd 19415 (2005) (“*Omaha Forbearance Order*”).

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5. Our declaration and accompanying exhibits contain information collected from *publicly available sources and internal Verizon databases. We have identified the sources of all publicly available information on which we rely. We also supervised the collection of data from Verizon's internal databases. Our declaration and exhibits accurately reflect the data contained in those databases. For purposes of this declaration, all competitive data that were previously attributed to MCI (such as line counts) have been attributed to Verizon.*² A summary of the data is set forth below.

6. There are approximately 1.8 million households and 4.4 million people in the Boston MSA.³ Approximately 91 percent of the population lives in the five counties in Massachusetts; the remaining 9 percent lives in Rockingham and Strafford Counties in New Hampshire.⁴ As of the end of December 2005, Verizon was providing service to approximately **** access lines in the Boston MSA – approximately **** residential lines and approximately **** business lines.⁵

7. Comcast's network passes approximately 1.7 million homes in the Boston MSA, and the company offers voice service to the vast majority of the homes served by its network.⁶

² Calculations of the decline in access lines and the percentage of Verizon lines in wire centers served by competitors do not attribute MCI data to Verizon.

³ U.S. Census Bureau, *County-Level Housing Unit Dataset*, http://www.census.gov/popest/housing/files/HU-EST2005_US.CSV (2005 estimates); U.S. Census Bureau, *Annual Estimates of the Population of Metropolitan and Micropolitan Statistical Areas*, <http://www.census.gov/population/www/estimates/metropop/2005/cbsa-01-fmt.xls> (2005 estimates).

⁴ U.S. Census Bureau, *County Population Dataset*, <http://www.census.gov/popest/counties/files/CO-EST2005-ALLDATA.csv> (2005 estimates). Verizon is not the only incumbent LEC in the Boston MSA: Granite State Telephone serves a portion of Hillsborough County, N.H., and Union Telephone serves a portion of Rockingham County, N.H.

⁵ Data include lines served by MCI as of the end of December 2005. Verizon access line data cited throughout this declaration are based on voice-grade equivalent lines.

⁶ Households reflect occupied housing units, while homes passed may include unoccupied or seasonal housing units.

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RCN's network in the Boston MSA passes more than 270,000 homes, and RCN provides voice service to all of these homes. Charter's network in the Boston MSA passes more than 9,000 homes, and Charter appears to provide voice services to all of these homes. Together, these cable providers are already providing mass-market voice service in wire centers that account for **** percent of Verizon's residential access lines in the MSA.⁷ Competitive wireless services and over-the-top voice services also are available throughout the MSA, and there are also traditional CLECs that serve mass-market customers. As a result of this competition, Verizon's retail residential switched access lines in the Boston MSA have declined – by approximately **** percent from 2000 to 2005 – even though the number of households in the MSA increased by approximately 2 percent during this time.⁸ Based on the necessarily incomplete data available to Verizon that do not include various forms of intermodal competition, competitors currently provide service to approximately **** percent of residential lines in Verizon's service area in the Boston MSA.

8. There also is robust competition for enterprise customers in the Boston MSA. There is a wide variety of competing providers serving these customers, including cable companies, interexchange carriers, competitive LECs, other incumbent LECs, systems integrators, and equipment vendors. The major cable operators in the Boston MSA offer service

⁷ This figure is presented as a range because Verizon's data do not in all cases allow an E911 listing to be associated with a specific wire center. The low end of the range is based on the E911 listings that can be directly attributed to a specific wire center (because there is only one wire center associated with the NPA-NXX code for the E911 listing), and therefore represents the minimum number of wire centers (and associated access lines) in which competing carriers are providing service. The high end of the range is derived by applying an allocation methodology to those E911 listings that cannot be directly attributed to a specific wire center (because there is more than one possible wire center associated with the NPA-NXX code for the E911 listing). This methodology proportionally assigns E911 listings to each of the possible wire centers with which the E911 listing can be associated.

⁸ U.S. Census Bureau, *County-Level Housing Unit Dataset*, http://www.census.gov/popest/housing/files/HU-EST2005_US.CSV.

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to business customers, using both their cable networks and fiber networks they have deployed specifically to serve business customers. Other competitors are using a combination of their own facilities, facilities obtained from third-party providers, and special access obtained from Verizon.

9. According to data from GeoTel, there are at least 12 known competing carriers that operate fiber networks within the Boston MSA and these networks span at least **** route miles. As GeoTel itself recognizes, its information regarding CLEC fiber routes, while extensive, is not comprehensive. GeoTel continually works to update its databases, and it provides Verizon with updates approximately every six months. Each of these updates contains new information. Moreover, GeoTel does not have complete data for every CLEC. During the course of the Verizon/MCI merger, for example, Verizon received other confidential sources of data that showed additional CLEC fiber beyond what is contained in the GeoTel data. Thus, there is reason to believe that the GeoTel information understates, perhaps significantly, the extent to which CLECs have self-provisioned fiber facilities. In the Boston MSA, GeoTel data on fiber route miles are significantly understated as they show only **** of fiber for AT&T, which operates what is likely the largest competitive fiber network in the Boston MSA. According to these data, there are at least one or more known competing fiber providers in **** percent of wire centers in the Boston MSA, and these wire centers represent approximately **** percent of Verizon's retail switched business lines in the MSA.

10. Based on Verizon's business E911 listings data as of the end of December 2005, competing carriers are serving business customers in **** percent of the wire centers in the Boston MSA, and these wire centers account for **** percent of

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Verizon’s retail switched business lines in the MSA. As of this same date, competitors are using *special access to serve business customers in ***** ***** in the Boston MSA in* which Verizon serves business lines.

11. As a result of this competition, Verizon’s retail business switched access lines have declined in the Boston MSA – by approximately ****** ****** percent from 2000 to 2005 – even though the population in the MSA remained the same during this time.⁹ As of the end of December 2005, competitors in the Boston MSA had obtained at least ****** ****** business E911 listings, and were serving approximately ****** ****** voice-grade equivalent lines using special access and private lines obtained from Verizon.

II. COMPETITION FOR MASS-MARKET SWITCHED ACCESS SERVICES

12. The wireline telephone business has undergone and is continuing to undergo fundamental change. Cable, wireless, Voice over Internet Protocol (“VoIP”), e-mail, and instant

⁹ U.S. Census Bureau, *Annual Estimates of the Population of Metropolitan and Micropolitan Statistical Areas*, <http://www.census.gov/population/www/estimates/metropop/2005/cbsa-01-fmt.xls> (2005 estimate showing a 0.2 percent increase since 2000).

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*messaging are all being used as replacements for traditional wireline services. At the end of 2005, cable companies already offered voice telephone service to approximately 57 percent of homes nationwide, and by the end of 2008, 94 percent of homes will have access to voice telephone service from a cable company.*¹⁰ There are also multiple over-the-top VoIP providers such as Vonage, Packet8, VoicePulse, Skype, and Lingo that offer service nationwide to anyone with a cable modem or other type of broadband connection. Wireless carriers are aggressively competing both for lines and for traffic. At least 69 percent of the U.S. population now has a wireless phone,¹¹ and at least 10 percent of wireless subscribers have given up their wireline phone while at least 14 percent use their wireless phone as their primary phone.¹² According to an analysis by JP Morgan, ILECs nationwide have lost approximately 9 percent of their primary access lines to wireless.¹³ They have lost an additional 7 percent of their primary lines to cable and other VoIP providers.¹⁴ And they have lost 6 percent of their lines to CLECs.¹⁵ JP Morgan

¹⁰ See C. Moffett, *et al.*, Bernstein Research, *Quarterly VoIP Monitor: Six Million and Counting* at Exhibit 17 (June 12, 2006).

¹¹ CTIA, *Wireless Quick Facts*, http://files.ctia.org/pdf/Wireless_Quick_Facts_April_06.pdf. The Yankee Group estimates that more than 70 percent of U.S. households have a wireless phone. K. Griffin, Yankee Group, *Pervasive Substitution Precedes Displacement and Fixed-Mobile Convergence in Latest Wireless Trends* at 4 (Dec. 2005).

¹² K. Mallinson, Yankee Group, *Wireless Substitution of Wireline Increases Choice and Competition in Voice Services* at 5 (July 27, 2005); C. Wheelock, In-Stat/MDR, *Cutting the Cord: Consumer Profiles and Carrier Strategies for Wireless Substitution* at 1 (Feb. 2004). See also J. Armstrong, *et al.*, Goldman Sachs, *2006 Outlook – Stuck in Neutral* at 31 (Jan. 13, 2006) (wireless-only customers represent a 12.5 percent share of the residential market).

¹³ J. Chaplin, *et al.*, JP Morgan, *State of the Industry: Consumer* at Tables 57 & 72 (Jan. 17, 2006).

¹⁴ See *id.* at Tables 57 & 72 (lines served by cable and other VoIP providers as a percentage of total telephony households).

¹⁵ See *id.* & Table 21 (excluding lines lost to MCI).

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estimates that, by 2010, wireless will capture 18 percent of primary lines while cable and other VoIP providers will capture 28 percent.¹⁶

A. Cable

13. Comcast is the largest provider of cable television service in the U.S. and in the Boston MSA.¹⁷ Comcast's legacy network passes approximately 1.6 million homes, or approximately 88 percent of homes in the Boston MSA.¹⁸ Comcast recently acquired approximately 1.7 million cable subscribers through transactions with Adelphia and Time Warner, including the approximately 117,000 homes passed by Adelphia's network in the Boston MSA.¹⁹ See Exhibit 3. Comcast has indicated that it plans to upgrade the Adelphia systems to provide mass-market voice services.²⁰ With the addition of homes acquired from

¹⁶ See *id.* at 10-12. Some analysts expect cable telephony to enjoy a share of more than 30 percent of all U.S. households by the end of 2010. See F. Louthan, *et al.*, Raymond James Equity Research, *Reassessment of Access Lines and Wireline Carriers* at 3 (July 5, 2006) (citing IDC estimates).

¹⁷ See *Comcast To Sell Web Phone Service in Boston in May*, Boston Bus. J. (Apr. 13, 2005).

¹⁸ Media Business Corp., *Top 10 MSOs by County* (Mar. 2004); U.S. Census Bureau, *County-Level Housing Unit Estimates*, <http://www.census.gov/popest/housing/files/HU-EST2004-CO.csv> (2004 estimates).

¹⁹ Comcast Press Release, *Time Warner and Comcast Complete Adelphia Communications Transactions* (July 31, 2006); Comcast Press Release, *Time Warner and Comcast Complete Adelphia Communications Transactions Cable and Comcast To Acquire Assets of Adelphia Communications; Companies Also To Swap Certain Cable Systems and Unwind Comcast's Interests in Time Warner Cable and Time Warner Entertainment Company* (Apr. 21, 2005); Media Business Corp., *Top 10 MSOs by County* (Mar. 2004).

²⁰ See, e.g., Letter from J. Cotharp, Comcast Corp. and S. Teplitz, Time Warner Inc., to M. Dortch, FCC, MB Docket No. 05-192 (July 6, 2006) ("Time Warner and Comcast have committed to deploy advanced services for consumers in Adelphia's service area, including VoIP and expansion of video-on-demand services."); Letter from J. Coltharp, Comcast Corp., to M. Dortch, FCC at 2, MB Docket No. 05-192 (Nov. 22, 2005) ("Comcast plans to either launch or make substantial upgrades – at a much faster pace than Adelphia would be able to achieve on its own – to the following services: Internet Protocol ('IP') telephony, video on demand ('VOD'), digital cable, broadband high-speed data ('HSD'), high-definition television ('HDTV'), digital video recorders ('DVRs'), and wireless services.").

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Adelphia, which account for approximately 7 percent of homes in the Boston MSA, Comcast's service area now covers nearly 1.7 million homes, or approximately 95 percent of homes in the MSA.²¹

14. Comcast has been offering residential phone service in Boston since September 1998, when MediaOne first introduced circuit-switched service to the area.²² In May 2005, Comcast launched "Comcast Digital Voice" – its VoIP service – in Boston.²³ As of December 2005, Comcast offers VoIP service in Quincy, Braintree, Canton, Cohasset, Hanover, Hingham, Hull, Milton, Norwell, Scituate, Weymouth, Avon, Hanson, Holbrook, Stoughton, Whitman, and Brockton.²⁴ As of June 2006, Comcast offered circuit-switched voice telephone service and VoIP to 60 percent of its footprint nationwide, or 26 million homes.²⁵ According to its chairman, Comcast plans to market its voice service to 80 percent of its footprint by the end of 2006.²⁶ Comcast is providing voice service to more than 1.7 million customers nationwide, and reports that it is adding an average of more than 17,000 customers per week.²⁷ The company recently stated that "[t]he next several years will provide tremendous growth opportunities for Comcast.

²¹ Media Business Corp., *Top 10 MSOs by County* (Mar. 2004); U.S. Census Bureau, *County-Level Housing Unit Estimates*, <http://www.census.gov/popest/housing/files/HU-EST2004-CO.csv> (2004 estimates).

²² See E. Mason, *MediaOne Says Lack of Numbers Stymies Growth*, Boston Bus. J. (Jan. 28, 2000).

²³ See M. Stump, *Execs Stress Sweating the Details on VoIP*, Multichannel News (May 9, 2005); see also *CMCSA – Q2 2005 Comcast Corporation Earnings Conference Call*, Thomson StreetEvents at 5 (Aug. 2, 2005) (statement by Comcast COO Steve Burke).

²⁴ *Herald Media Looks for New Investors*, Patriot Ledger at 14 (Dec. 2, 2005).

²⁵ Comcast Press Release, *Comcast Reports Second Quarter 2006 Results* (July 27, 2006).

²⁶ *CMCSA – Comcast Corporation at Sanford C. Bernstein & Co. Strategic Decisions Conference*, Thomson StreetEvents at 5 (June 2, 2006) (statement of Brian Roberts). This does not include systems Comcast recently acquired from Adelphia and Time Warner.

²⁷ See Comcast Press Release, *Comcast Reports Second Quarter 2006 Results* (July 27, 2006).

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Comcast Digital Voice is available to more people every day, and by the end of this year we will *be marketing our ‘Triple Play’ package of video, voice and data services to the majority of our customers.* This will continue to reinforce our competitive advantage and position us to deliver more value to our customers and shareholders.”²⁸

15. In the Boston MSA, Comcast currently offers unlimited local and long-distance calling with calling features including voicemail for \$39.95 to \$44.95 per month for customers who subscribe to other Comcast services, or \$54.95 per month as a standalone service.²⁹

Comcast also offers voice service at a promotional rate of \$33 per month for the first year, when purchased as a bundle with digital cable and high-speed Internet service.³⁰

16. A Comcast executive remarked that in New England, “[t]he acceptance has been huge, especially with customers that already have our data product.”³¹ A Bernstein analyst noted that “Comcast’s New England region is among the Company’s strongest. Digital penetration is almost 7 points above the company average at 51%, High Speed Data penetration is also 7 points higher than the Comcast average at 26.6%. Satellite penetration is far below the national average at just 12%. Moreover, the region has a history with phone service; Circuit Switched telephony penetration is 19% in New England (of homes passed, which are, in turn, about half the homes in

²⁸ Comcast Press Release, *Comcast Reports First Quarter 2006 Results* (Apr. 27, 2006) (quoting Brian L. Roberts, Chairman and CEO of Comcast Corporation).

²⁹ Comcast, *Comcast Digital Voice Service: Residential Pricing List (Effective: August 18, 2006), Massachusetts*, <http://www.comcast.com/MediaLibrary/1/1/About/PhoneTermsOfService/PDF/DigitalVoice/StatePricingLists/Massachusetts/Z38T95MA%20pricing%20list%20V5.pdf>; Comcast, *Comcast Digital Voice Service: Residential Pricing List (Effective: August 18, 2006), New Hampshire*, <http://www.comcast.com/MediaLibrary/1/1/About/PhoneTermsOfService/PDF/DigitalVoice/StatePricingLists/NewHampshire/Z56T95NH%20pricing%20list%20V5.pdf>.

³⁰ Comcast, *See Prices & Choose Plans: Comcast Bundles*, <http://www.comcast.com/shop/buyflow/default.ashx>.

³¹ M. Farrell, *Dialing without Dollars*, Multichannel News (Oct. 3, 2005) (quoting Comcast New England vice president of advanced products and services Doug Guthrie).

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the region). Against this backdrop, it is perhaps not a surprise that Comcast selected the New England Region as the first to deploy VoIP in a major market (greater Boston).³²

17. When a cable company wins a new residential subscriber, it typically obtains an E911 listing for that subscriber. Based on its E911 listings as of the end of December 2005, Comcast is providing mass-market voice service to customers in wire centers in the Boston MSA that account for ****[BEGIN HIGHLY CONFIDENTIAL] [END HIGHLY CONFIDENTIAL]**** percent of Verizon's residential access lines in the MSA. Based on these same data, Comcast provides service to approximately ****[BEGIN HIGHLY CONFIDENTIAL] [END HIGHLY CONFIDENTIAL]**** residential lines in the Boston MSA.

18. RCN describes itself as "one of the largest facilities-based competitive providers of bundled phone, cable and high speed internet services delivered over its own fiber-optic local network to consumers in the most densely populated markets in the U.S."³³ RCN's network passes approximately 1.4 million homes, and RCN provides voice service to approximately 271,000 subscribers nationwide.³⁴ RCN has been offering competitive local and long-distance telephone service, video programming, and Internet access in the greater metropolitan Boston area since August 1996.³⁵ RCN serves the communities of Allston, Arlington, Boston, Brighton, Brookline, Burlington, Dedham, Framingham, Hyde Park, Lexington, Natick, Needham, Newton, Roslindale, Somerville, Stoneham, Wakefield, Waltham, Watertown, West Roxbury

³² C. Moffett, *et al.*, Bernstein Research Call, *Comcast (CMCSA): A Visit to New England VoIP Market Confirms Our "Better Late Than Never" VoIP View* at 2 (Nov. 9, 2005).

³³ RCN, *Investor Relations*, <http://investor.rcn.com/index.cfm>.

³⁴ RCN Corp., Form 10-K (SEC filed May 11, 2005); RCN Press Release, *RCN Reports Second Quarter 2006 Results* (Aug. 9, 2006).

³⁵ RCN Press Release, *New Telecom Company First Competitor to Challenge Nynex, Cablevision in Boston* (Aug. 13, 1996).

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and Woburn, and its network passes more than 270,000 homes in the greater Boston area.³⁶

RCN currently offers unlimited local and long-distance calling with calling features including voicemail for a promotional rate of \$30 per month for the first year.³⁷ According to company statements, RCN appears to offer voice service to all of its subscribers in the Boston MSA.³⁸

19. Based on its E911 listings as of the end of December 2005, RCN is providing mass-market voice service to customers in wire centers in the Boston MSA that account for ****[BEGIN HIGHLY CONFIDENTIAL] [END HIGHLY CONFIDENTIAL]**** percent of Verizon's residential access lines in the MSA. All of these are wire centers in which Comcast also is providing mass-market voice service. Based on these same data, RCN provides service to more than ****[BEGIN HIGHLY CONFIDENTIAL] [END HIGHLY CONFIDENTIAL]**** residential lines in the Boston MSA.

20. Charter is the incumbent cable operator in Dunstable, Pepperell, and Groton in Middlesex County, Mass., where its network passes more than 9,000 homes.³⁹ Charter offers VoIP service with unlimited local and long-distance and voicemail, for a promotional rate of

³⁶ RCN Press Release, *RCN Stringing Holiday Lights in Downtown Needham* (Nov. 23, 2005); P. Howe, *New RCN Service Offers Net-Connected Surveillance*, *Boston Globe* (Jan. 27, 2005).

³⁷ RCN, *Special Offers*, <http://www.rcn.com/specialoffers/offer.php?id=13>. A one-year contract is required for this promotion, and RCN charges an additional \$15 per month for unlimited local and long-distance calling after the first year. *Id.*

³⁸ RCN describes itself as a “facilities-based, competitive provider of video, high-speed data and voice services,” which are “delivered over its broadband network to customers in the Boston, New York, eastern Pennsylvania, Washington, DC, Chicago, San Francisco, and Los Angeles markets.” RCN, Form 10-K/A at 6 (SEC filed Apr. 6, 2006). RCN's website offers “Boston Local Calling Plans” that appear to be available to all of its Boston subscribers. *See* RCN, *Regional Coverage, Boston Local Calling Plans*, <http://www.rcn.com/company/MA/callingplans.php>.

³⁹ Media Business Corp., *Top 10 MSOs by County* (Mar. 2004). The towns of Dunstable, Pepperell, and Groton appear to be largely residential: less than one percent of their land area is for commercial use. *See* Northern Middlesex Council of Governments, *Town of Dunstable*, <http://www.nmcog.org/dunstable.htm>; Northern Middlesex Council of Governments, *Town of Pepperell*, <http://www.nmcog.org/pepperell.htm>; Town of Groton, *Interactive Map*, <http://host.appgeo.com/groton/Map.aspx>.

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\$29.99 per month for the first three months, and \$39.99 per month thereafter.⁴⁰ Charter's bundled offerings include voice service with digital cable and high-speed Internet service for \$99.97 per month.⁴¹ Based on its E911 listings as of the end of December 2005, Charter provides service to approximately ****[BEGIN HIGHLY CONFIDENTIAL] [END HIGHLY CONFIDENTIAL]**** residential lines in the Boston MSA. Given that Charter only passes a total of 9,000 homes, this high total suggests that Charter is actually offering voice service to all the homes it passes. Nationwide, Charter is on track to offer voice service to 6 to 8 million homes (approximately 47-63 percent of homes passed by its network) by the end of 2006.⁴² The company reports that it is adding an average of more than 5,000 voice customers nationwide each week.⁴³

21. Collectively, cable operators in the Boston MSA are providing mass-market voice service to wire centers that account for ****[BEGIN HIGHLY CONFIDENTIAL] [END HIGHLY CONFIDENTIAL]**** percent of Verizon's residential access lines in the MSA. According to E911 listings data as of the end of December 2005, Comcast, RCN, and Charter collectively serve at least ****[BEGIN HIGHLY CONFIDENTIAL] [END HIGHLY CONFIDENTIAL]**** residential subscribers in the Boston MSA.

22. Mass-market voice services offered by cable companies are typically priced at or below comparable offerings from Verizon. Exhibit 1 is a chart that compares the prices and features of voice telephone service offerings of the leading cable competitors in the Boston MSA. See Exhibit 1. This chart shows that cable offerings are very competitive.

⁴⁰ See Charter Communications, *Products & Pricing in Your Area*, <https://www.charter.com/g2b/productlist.aspx>.

⁴¹ See *id.*

⁴² See Charter Press Release, *Charter Reports Second-Quarter 2006 Financial and Operating Results* (Aug. 8, 2006).

⁴³ See *id.*

B. Wireless

23. There are multiple competitive wireless providers serving the Boston MSA. As the maps in Exhibit 4 illustrate, Cingular, Sprint Nextel, and T-Mobile all provide service in the MSA,⁴⁴ and competitive wireless service from at least one of these carriers is available throughout the MSA.

24. These wireless carriers all provide service that is competitive with wireline service for comparable offerings. Exhibit 1 is a chart that compares the voice telephone service offerings of several leading wireless competitors in the Boston MSA with Verizon's wireline service offering. See Exhibit 1. The service packages listed on the chart are those most prominently featured in advertising materials and are most comparable between service providers. The chart demonstrates that wireless providers in the Boston MSA offer buckets of minutes and other features at prices that are competitive with comparable packages offered by Verizon and other wireline providers.

25. Wireless carriers are now competing with wireline carriers both for local access lines and, even more extensively, for long-distance calls, as well as local calls. For a growing number of customers, wireless service is displacing landline telephone service. During the last few years, the number of wireless subscribers has grown from 140 million to more than 207 million, growing at more than 20 million new wireless subscribers each year.⁴⁵ By contrast, there are approximately 175 million wireline access lines, and that number is declining each

⁴⁴ Verizon Wireless also provides service throughout the Boston MSA.

⁴⁵ CTIA, *CTIA's Semi-Annual Wireless Industry Survey Results*, <http://files.ctia.org/pdf/CTIAEndYear2005Survey.pdf>.

year.⁴⁶ According to the FCC's recent *Local Competition Report*, the number of national wireless subscribers has continued to grow rapidly (by approximately 12 percent) in the last year, while the number of wireline access lines has declined.⁴⁷

26. Lehman Brothers estimates that 20 million wireline access lines have been lost to wireless since 1999, and that wireless will continue to win more than 6 million new subscribers from wireline each year.⁴⁸ Deutsche Bank states that “wireless cannibalization” amounts to “more than 1m lines lost per quarter.”⁴⁹ Analysts predict that the number of wireless-only users will grow to 20-25 percent of the market by 2010.⁵⁰ A Harris Interactive survey found that 39 percent of current landline customers are interested in going wireless altogether in the next two years.⁵¹ Even if they are not replacing their landline phone altogether, at least 14 percent of U.S. consumers now use their wireless phone as their primary phone.⁵² And even larger percentages

⁴⁶ See, e.g., Ind. Anal. & Tech. Div., Wireline Competition Bureau, FCC, *Local Telephone Competition: Status as of December 31, 2005* at Table 1 (July 2006) (End-user switched access lines have declined steadily since their peak in December 2000).

⁴⁷ See *id.* at Tables 1 & 14.

⁴⁸ See B. Bath, Lehman Brothers, *Telecom Services - Wireline* at Figure 11 (July 7, 2005). See also T. Horan, *et al.*, CIBC World Markets, *3Q05 Communications and Cable Services Review* at Exhibit 12 (Nov. 23, 2005) (estimating wireless substitution at 20 million lines as of year-end 2005, increasing by 5-6 million lines each year through 2007).

⁴⁹ V. Shvets, *et al.*, Deutsche Bank, *4Q04 Review: Wireless OK . . . RBOCs Fare Poorly* at 6 (Feb. 28, 2005). See also F. Louthan, *et al.*, Raymond James, *VZ, SBC, BLS, Q: Cable Threat Comparison for RBOCs* at 2 (July 11, 2005) (“look for wireless substitution to be the largest displacer of access lines over the next five years”).

⁵⁰ See D. Barden, *et al.*, Banc of America Securities, *Setting the Bar: Establishing a Baseline for Bell Consumer Market Share* at 4 (June 14, 2005); F. Louthan, *et al.* Raymond James Equity Research, *Reassessment of Access Lines and Wireline Carriers* at 2 (July 5, 2006) (predicting 25 percent wireless substitution by 2010).

⁵¹ See National Consumers League Press Release, *National Consumers League Releases Comprehensive Survey about Consumers and Communications Services* (July 21, 2005).

⁵² C. Wheelock, In-Stat/MDR, *Cutting the Cord: Consumer Profiles and Carrier Strategies for Wireless Substitution* at 1 (Feb. 2004) (“14.4% of US consumers currently use a wireless phone

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of young consumers – which will make up the next generation of homeowners – are disconnecting their wireline service, which make it likely that the rate at which customers use wireless in place of wireline will increase even further in the future.⁵³

27. In addition, wireless carriers are competing even more extensively to displace telephone calls and minutes that previously were made on wireline networks. Merrill Lynch estimated that “approximately 23% of voice minutes in 2003 were wireless,” and that in 2004 “wireless could make up approximately 29% of voice minutes in the US.”⁵⁴ The Yankee Group estimates that wireless subscribers make 64 percent of their long-distance calls and 42 percent of their local calls on their wireless phones.⁵⁵ The FCC’s own data show that wireline toll minutes have declined rapidly for the industry as a whole. Average residential toll minutes per line reached a peak of 149 minutes per month in 1997, and declined to only 71 minutes per month in

as their primary phone”). *See also* J. Armstrong, *et al.*, Goldman Sachs, *2006 Outlook – Stuck in Neutral* at 31 (Jan. 13, 2006) (wireless-only customers represent a 12.5 percent share of the residential market).

⁵³ *See* Clyde Tucker, Brian Meekins, J. Michael Brick, & David Morganstein, Household Telephone Service and Usage Patterns in the United States in 2004, presented at the 2004 Annual Meeting of the American Association for Public Opinion Research (A Census Bureau study found that in households headed by someone under 24 years of age, 18.0 percent had a cellular telephone only; and 9.6 percent of households headed by someone between 25 and 34 years of age had cellular telephones only). *See also* A. Quinton, *et al.*, Merrill Lynch, *Telecom Services: Unraveling Revenues* at 5 (Nov. 20, 2003) (“[W]e believe that demographic trends favor wireless. . . . So, as the US population ages, more young people are likely to become wireless subscribers – and either displace the purchase of a wireline service with wireless or cut the cord on an existing line.”); S. Ellison, IDC, *U.S. Wireline Displacement of Wireline Access Lines Forecast and Analysis, 2003-2007* at 7 (Aug. 2003) (“The first communications services purchased by youth and young adults are now often wireless services. Adoption of wireless by teenagers is increasingly being translated into forgoing traditional primary access lines when such wireless users go to college or otherwise establish their own households.”).

⁵⁴ D. Janazzo, *et al.*, Merrill Lynch, *The Next Generation VIII: The Final Frontier?* at 5 (Mar. 15, 2004); *Implementation of Section 6002(b) of the Omnibus Budget Reconciliation Act of 1993*, Eighth Report, 18 FCC Rcd 14783, ¶ 102 (2003) (“One analyst estimates that wireless has now displaced about 30 percent of total wireline minutes.”).

⁵⁵ K. Griffin, Yankee Group, *Pervasive Substitution Precedes Displacement and Fixed-Mobile Convergence in Latest Wireless Trends* at 5 & Exhibit 3 (Dec. 2005).

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