# Pioneer Valley

## I. Residential Voice

**Figure PV-1: Availability of ILEC Voice Providers, by Town, December 2008**

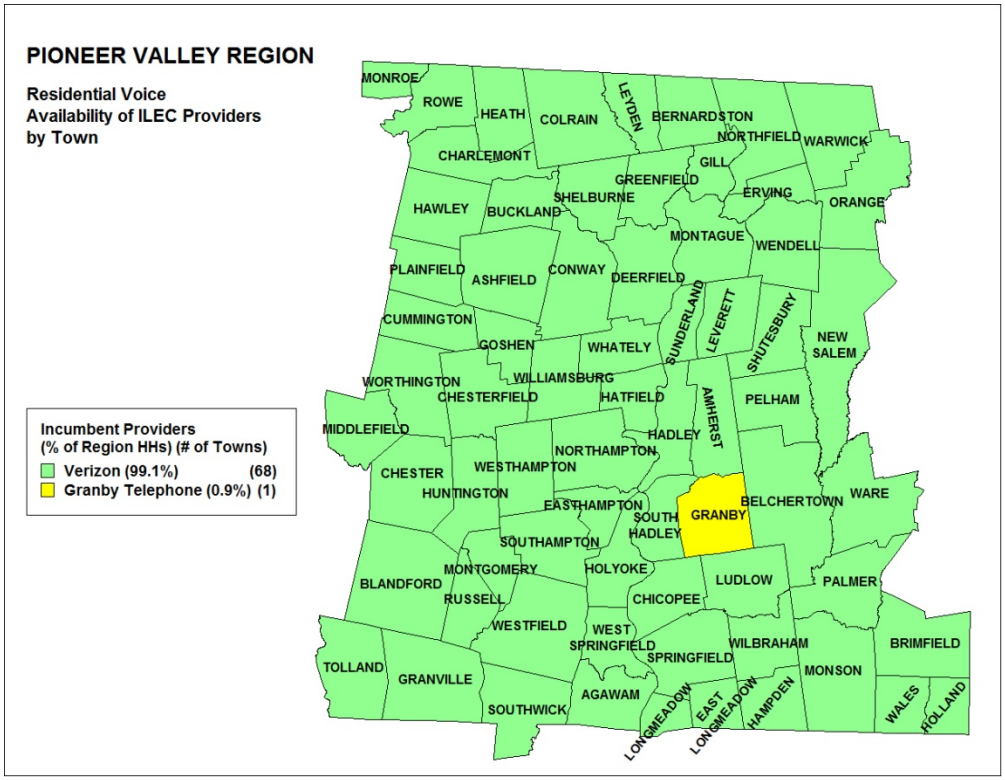
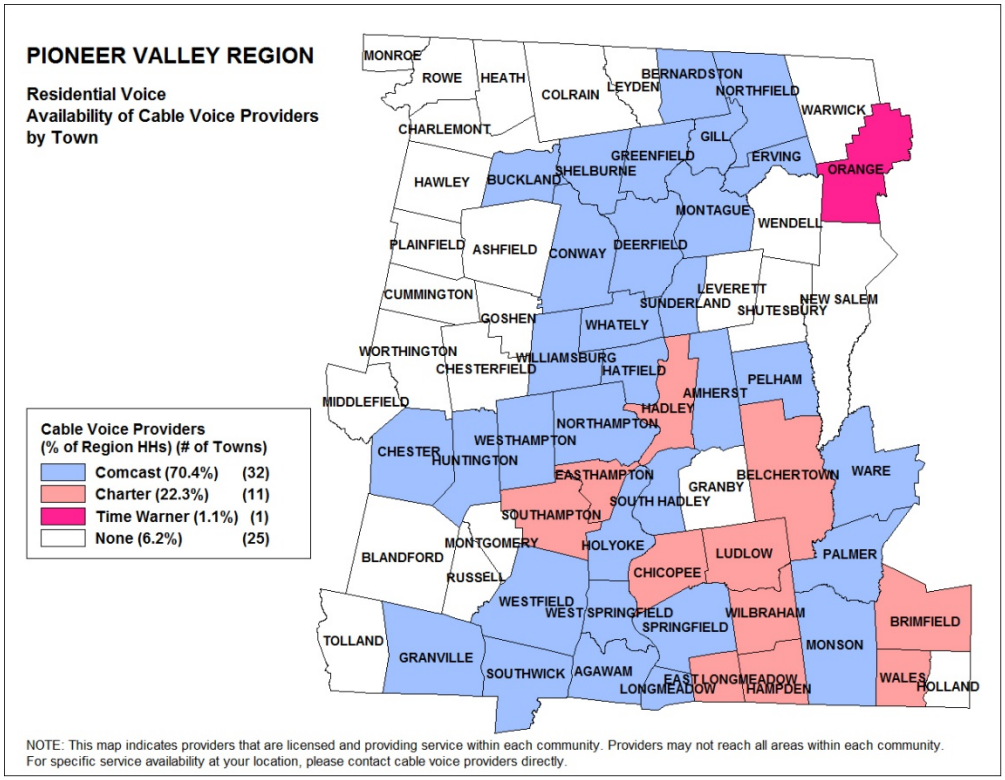



**Figure PV-2: Availability of Cable Voice Providers, by Town, December 2008**




NOTE: This map indicates providers that are licensed and providing service within each community. Providers may not reach all areas within each community.
For specific service availability at your location, please contact cable voice providers directly.

**Figure PV-3: Market Shares for Residential Wireline Voice, by Platform, December 2008**

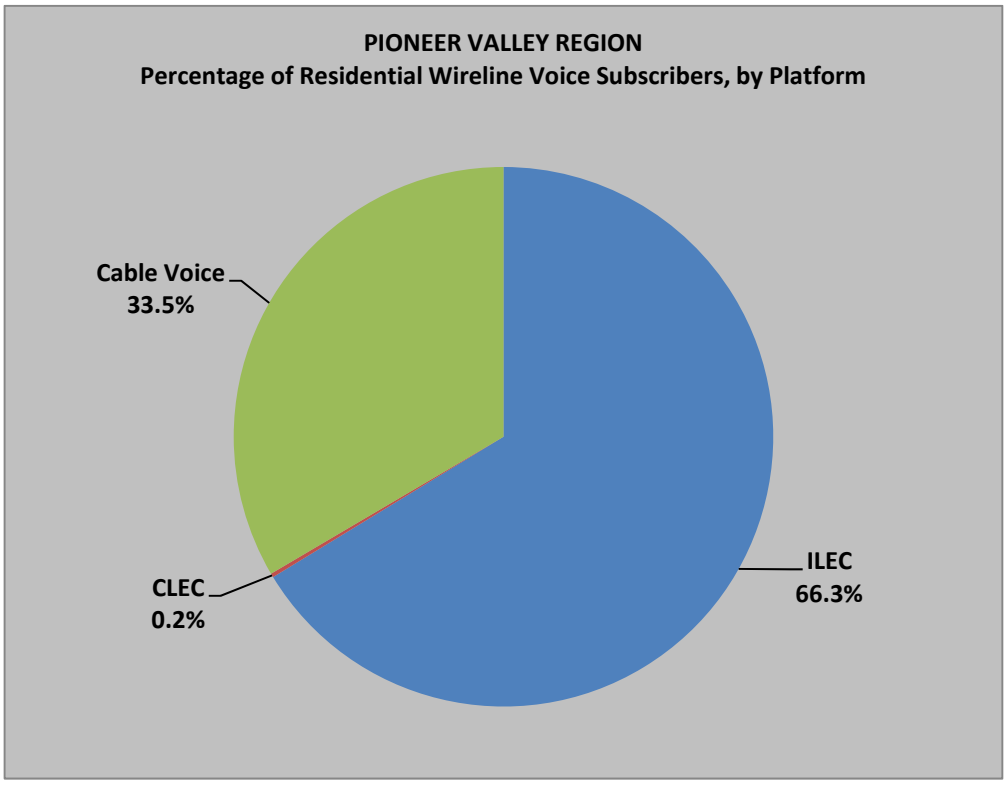
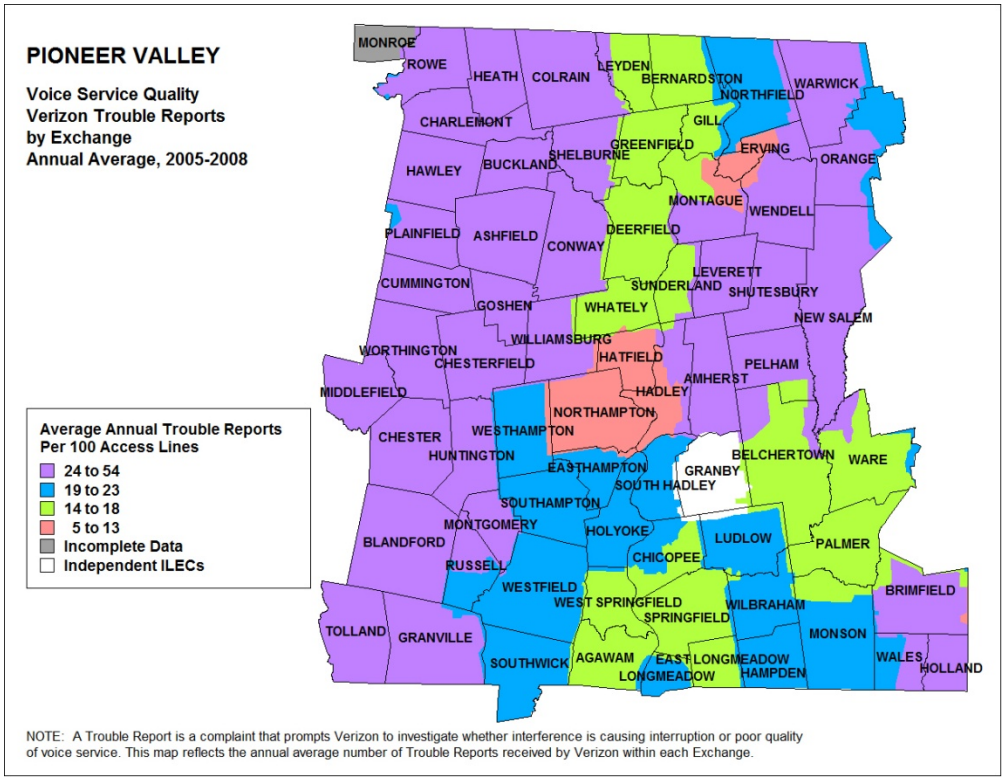
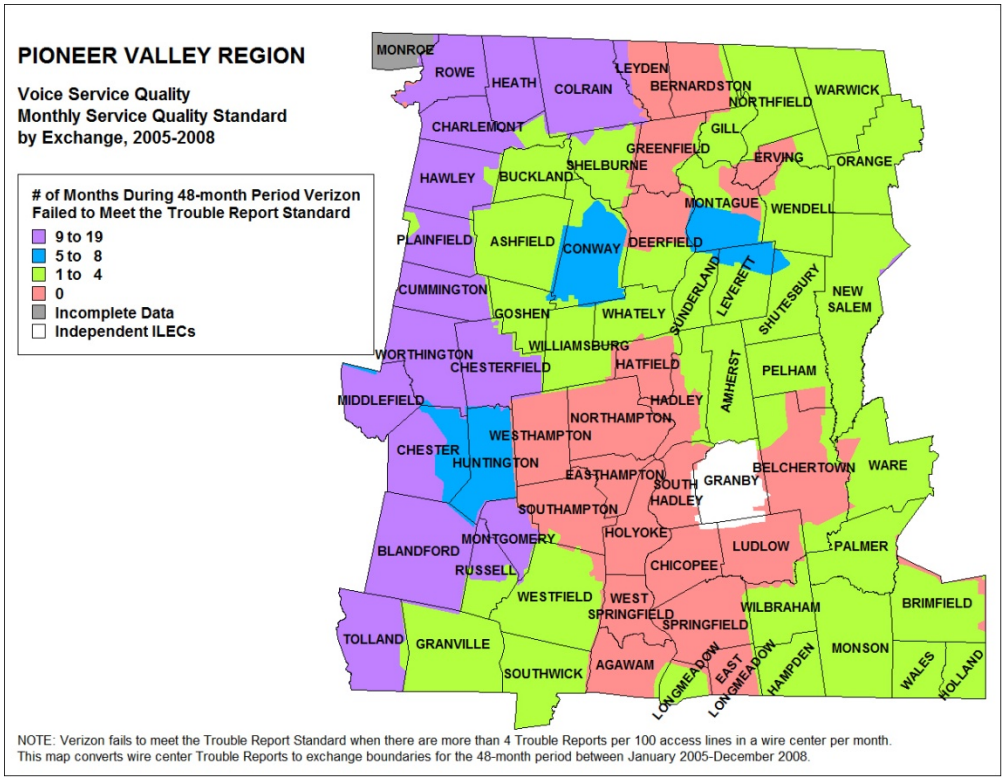



**Figure PV-4: Verizon's Average Annual Trouble Reports, 2005-2008**




NOTE: A Trouble Report is a complaint that prompts Verizon to investigate whether interference is causing interruption or poor quality of voice service. This map reflects the annual average number of Trouble Reports received by Verizon within each Exchange.

**Figure PV-5: Verizon's Monthly Service Quality Standard, 2005-2008**




NOTE: Verizon fails to meet the Trouble Report Standard when there are more than 4 Trouble Reports per 100 access lines in a wire center per month.
This map converts wire center Trouble Reports to exchange boundaries for the 48-month period between January 2005-December 2008.

## II. Business Voice

**Figure PV-6: Business Voice Provision by Number of CLEC Providers, December 2007**

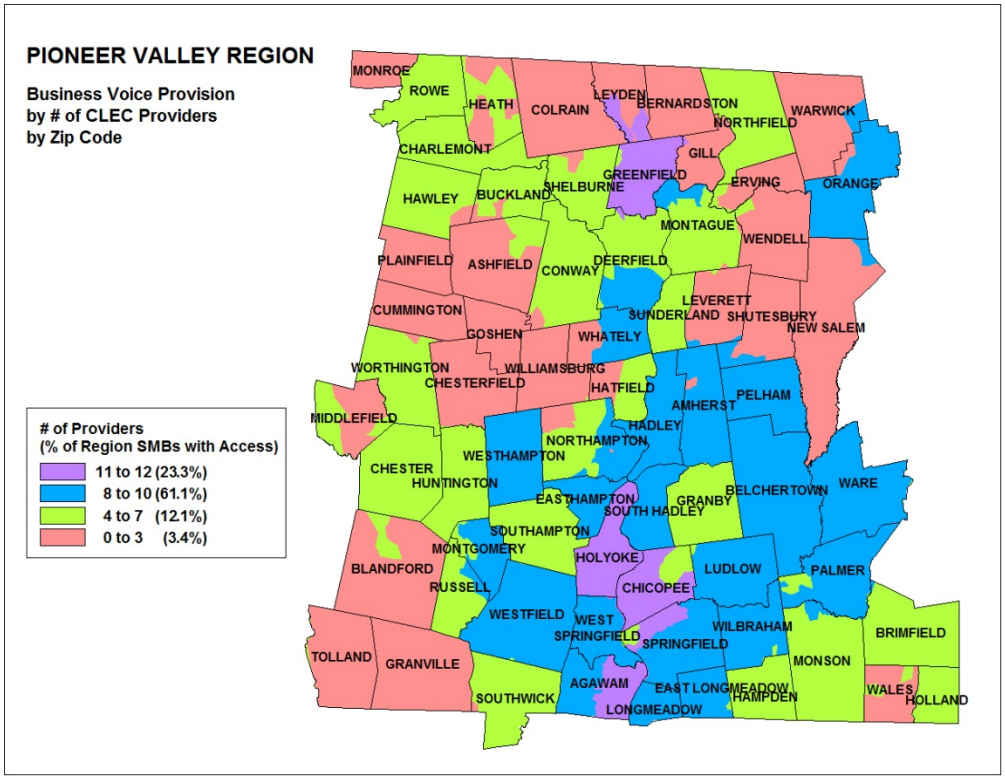


**Figure PV-7: Business Voice Provision by Number of Resale Providers, December 2007**

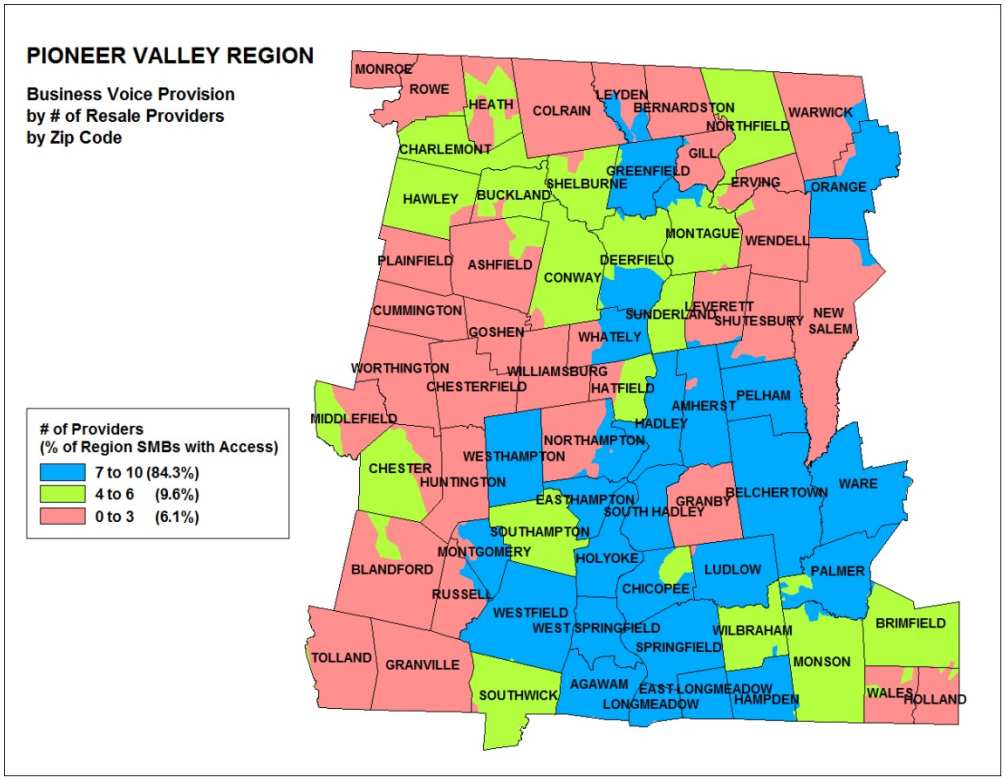



**Figure PV-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007**

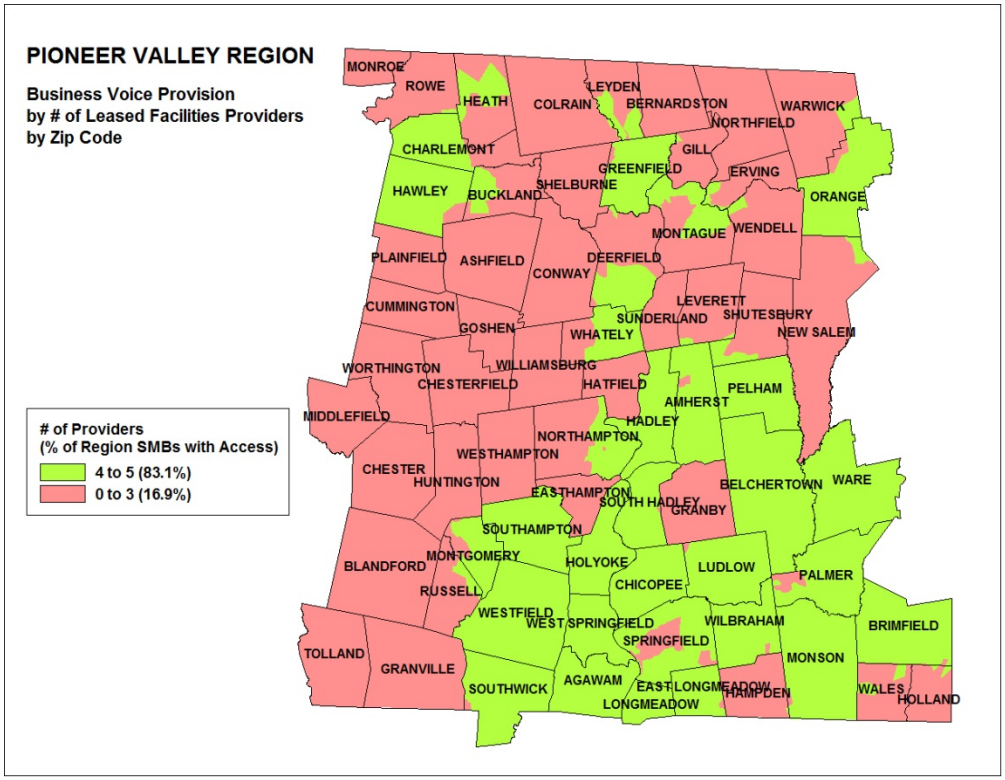
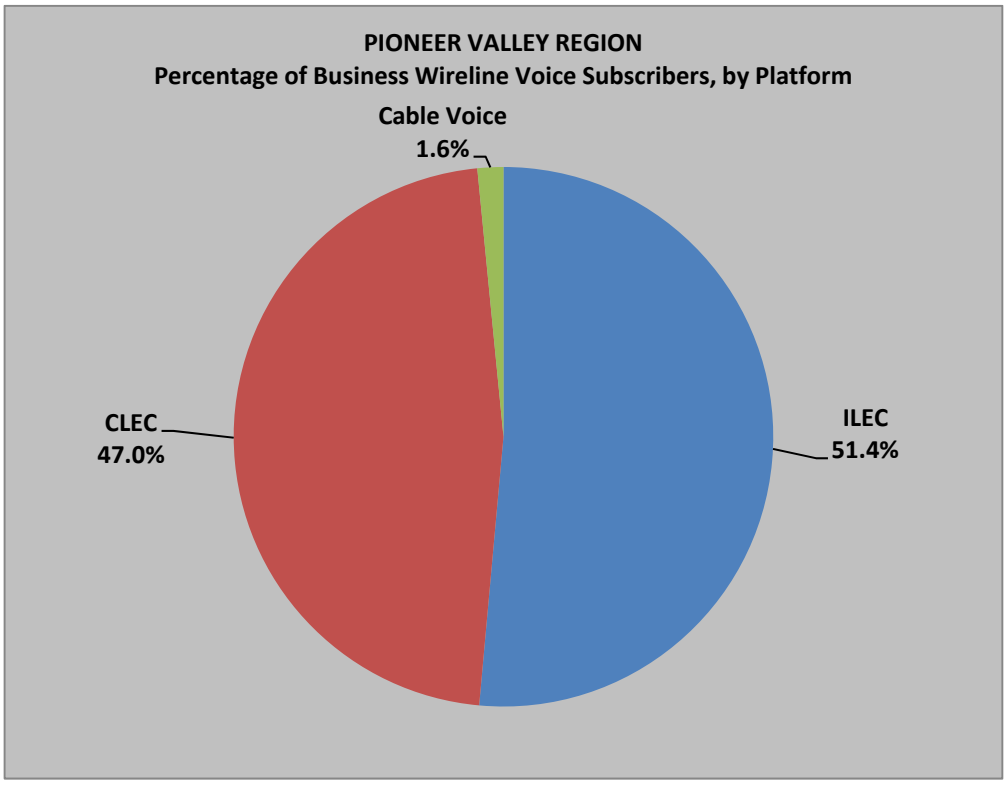
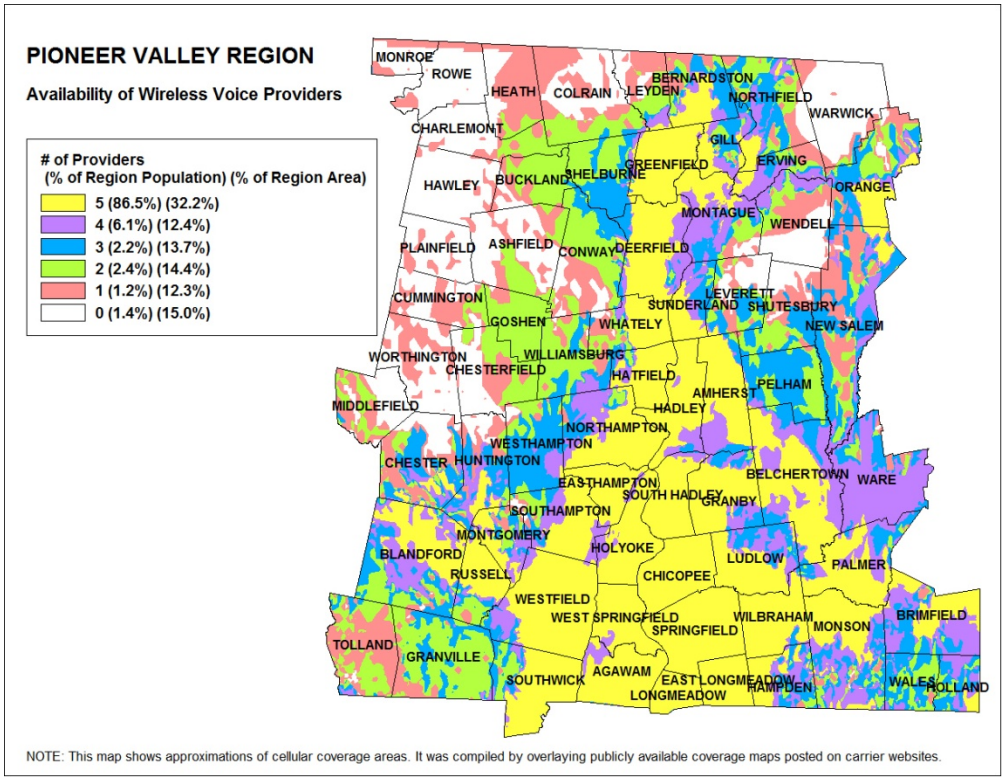


**Figure PV-9: Market Shares for Business Voice Services by Platform, December 2008**



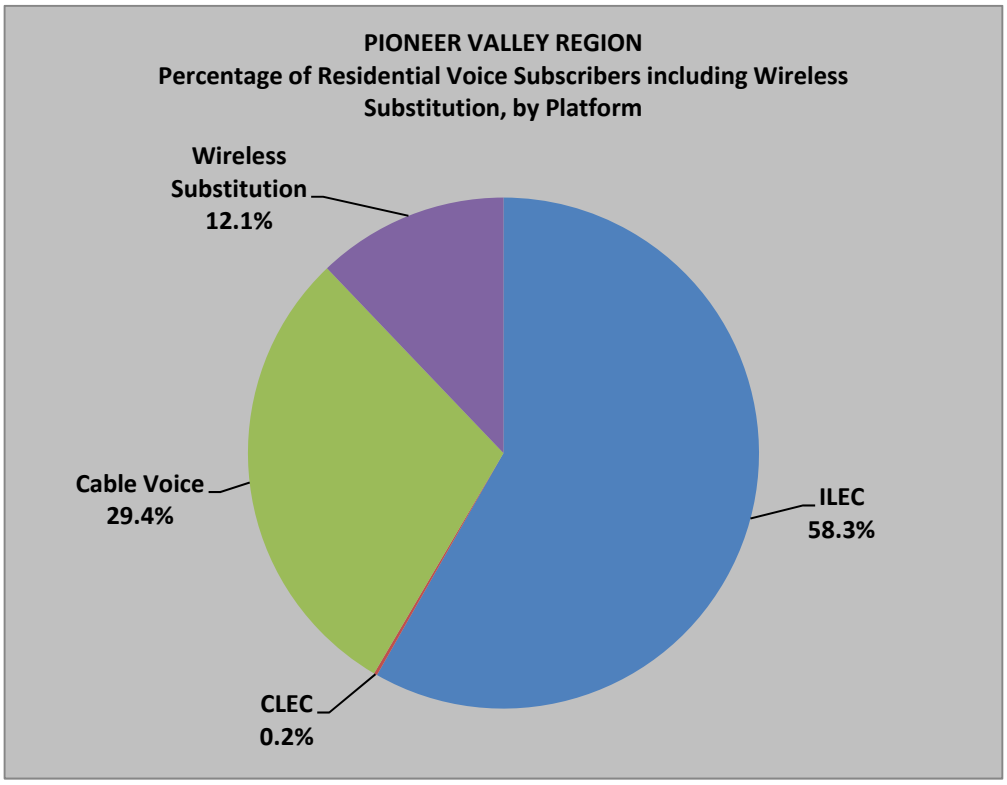

## III. Wireless Voice

**Figure PV-10: Availability of Wireless Voice by Number of Providers, December 2008**




NOTE: This map shows approximations of cellular coverage areas. It was compiled by overlaying publicly available coverage maps posted on carrier websites.

**Figure PV-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008**




## IV. Cable Video

**Figure PV-12: Incumbent Cable Video Service Providers, 2008**

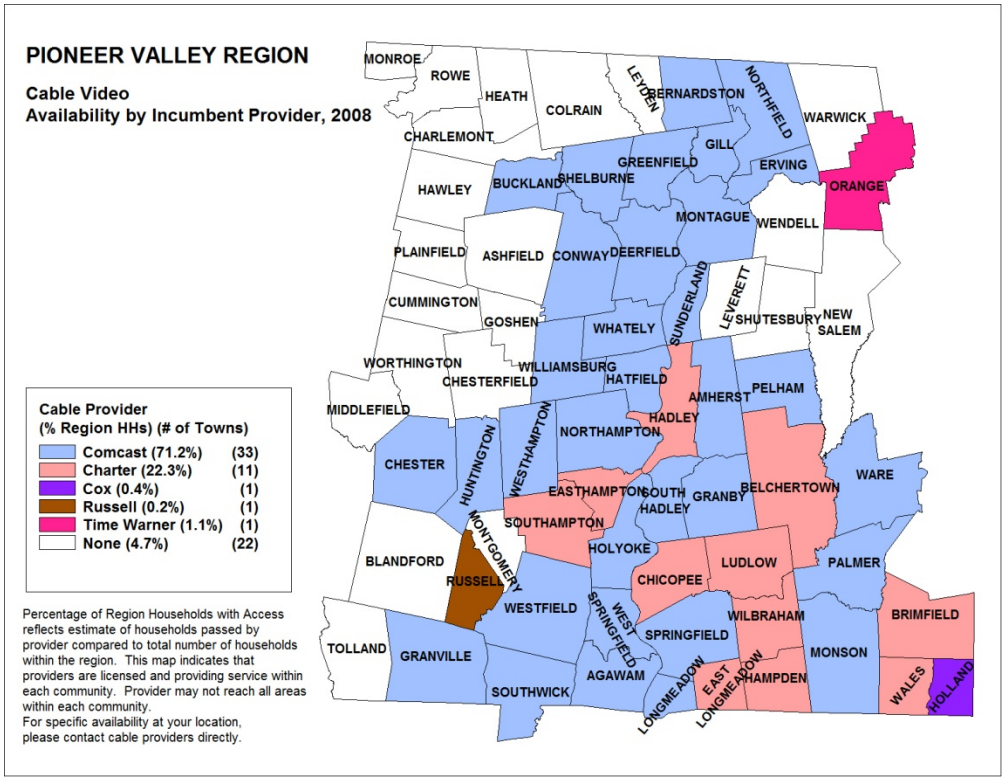


**Figure PV-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008**

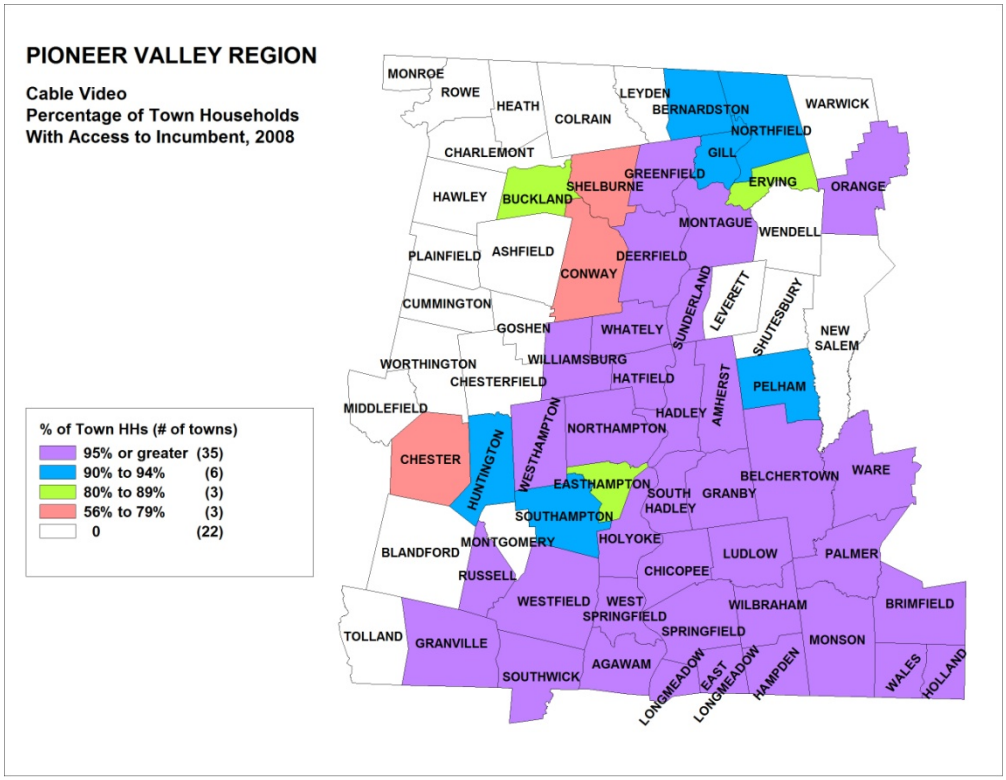
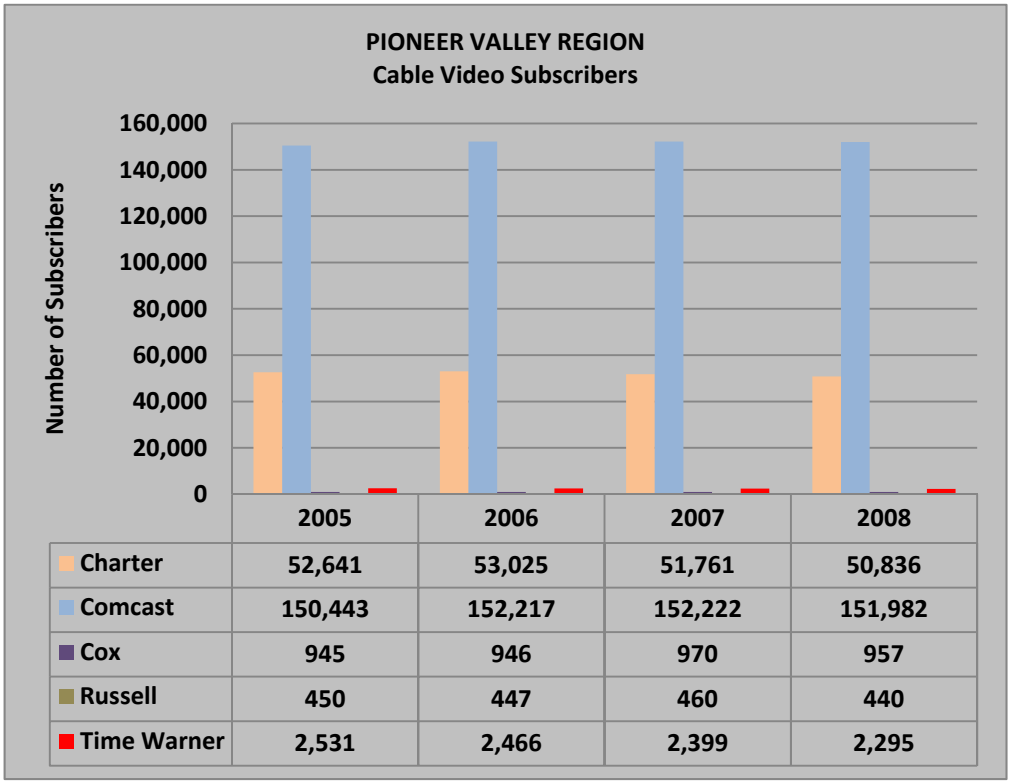



**Figure PV-14: Cable Video Subscribers, by Provider, 2005-2008**




| | 2005 | 2006 | 2007 | 2008 |
|---|---|---|---|---|
| Charter | 52,641 | 53,025 | 51,761 | 50,836 |
| Comcast | 150,443 | 152,217 | 152,222 | 151,982 |
| Cox | 945 | 946 | 970 | 957 |
| Russell | 450 | 447 | 460 | 440 |
| Time Warner | 2,531 | 2,466 | 2,399 | 2,295 |

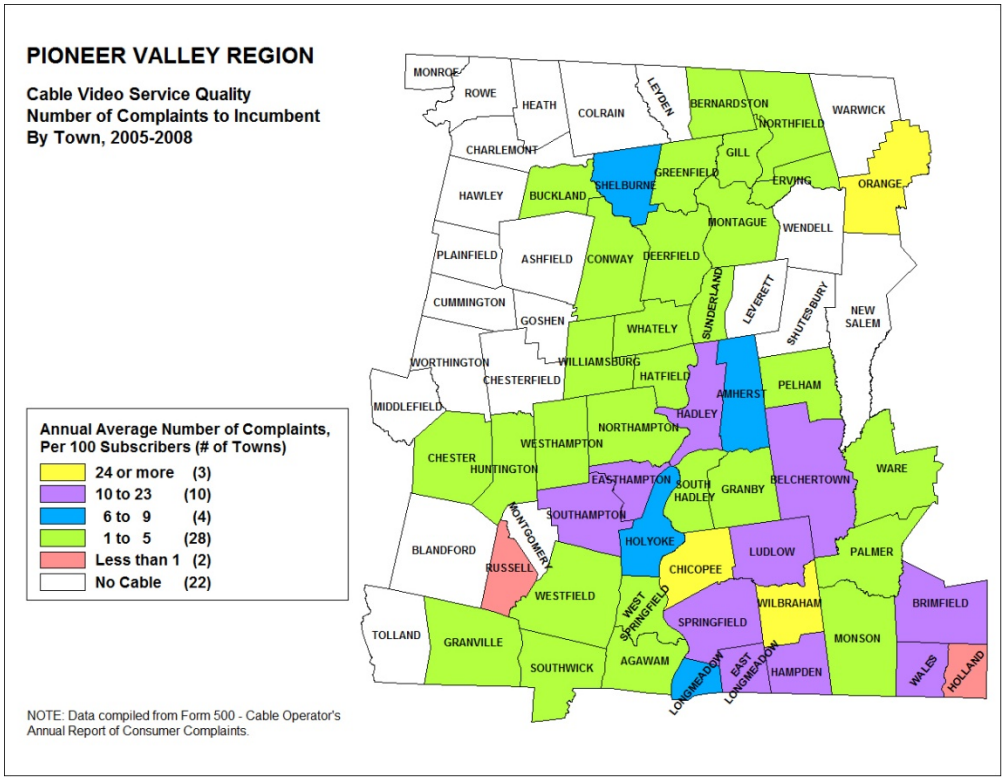



**Figure PV-15: Incumbent Cable Video Provider Complaints, 2005-2008**