Northeast

I. Residential Voice

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

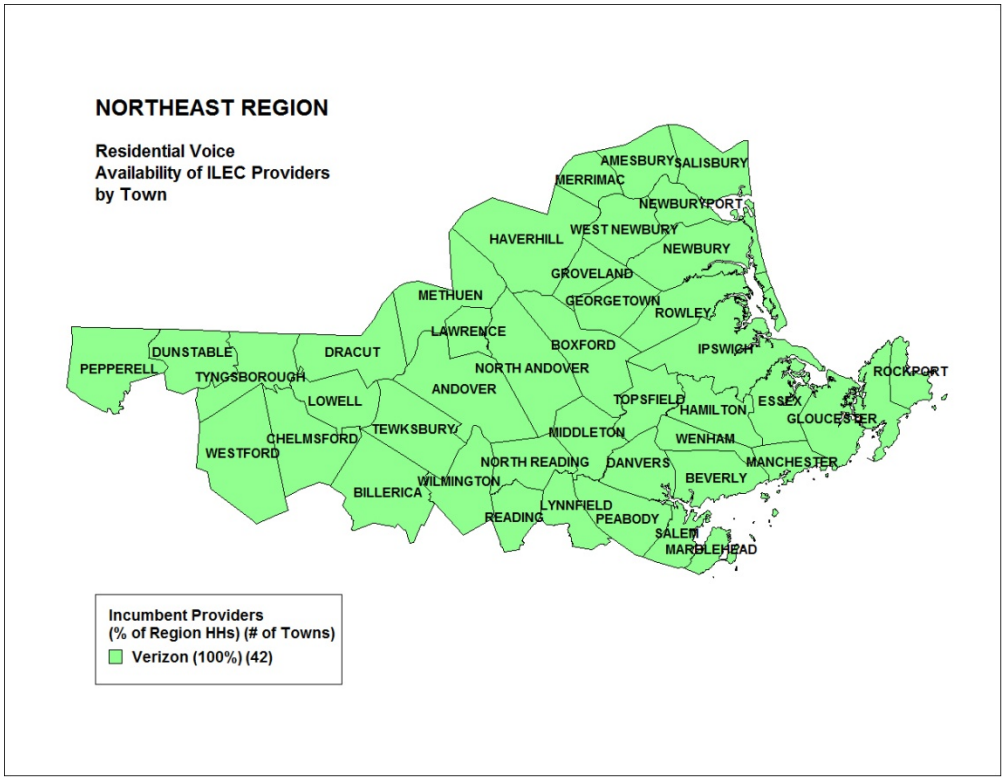
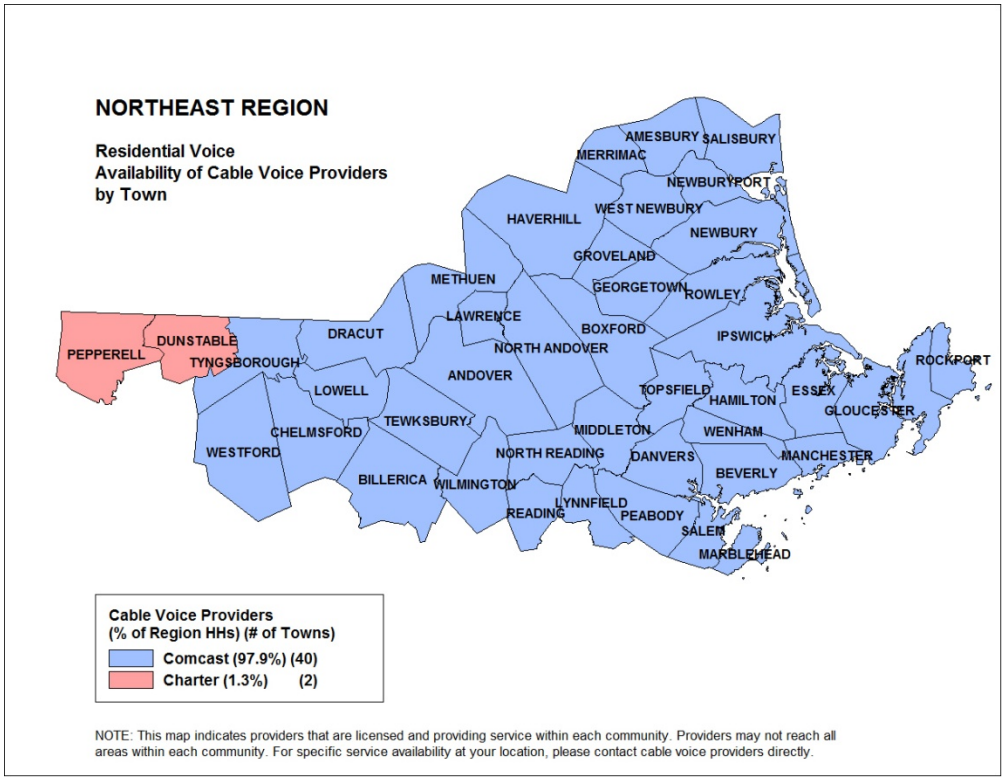


Figure NE-2: Availability of Cable Voice Providers, by Town, December 2008



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 NE-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

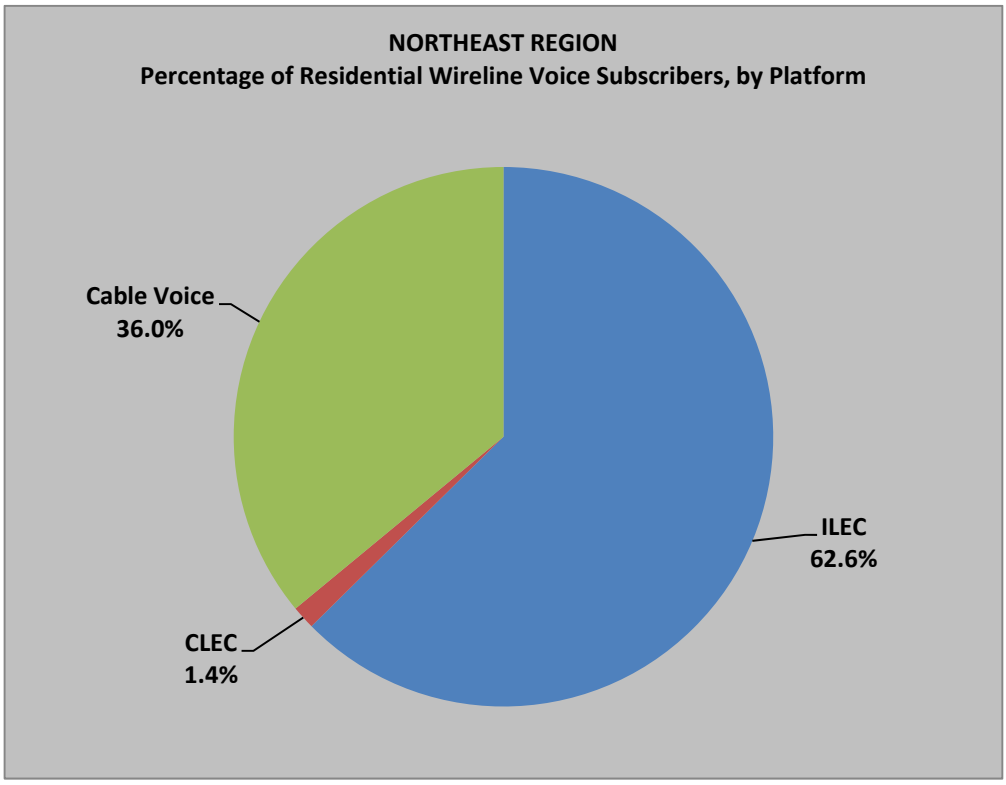


Figure NE-4: Verizon's Average Annual Trouble Reports, 2005-2008

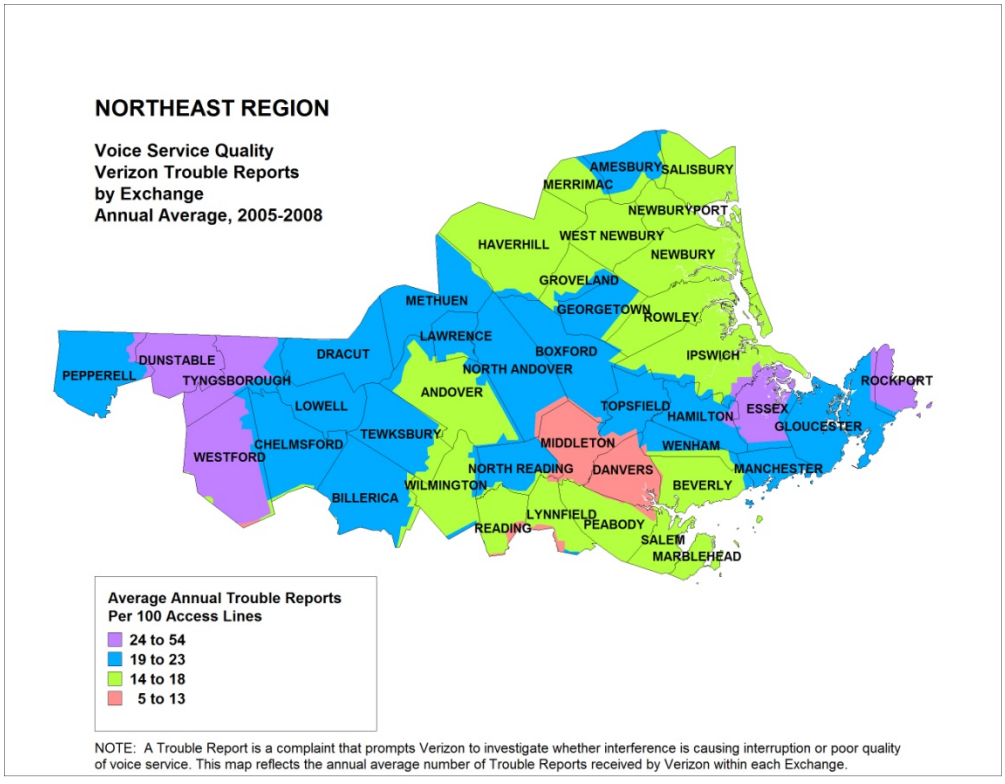
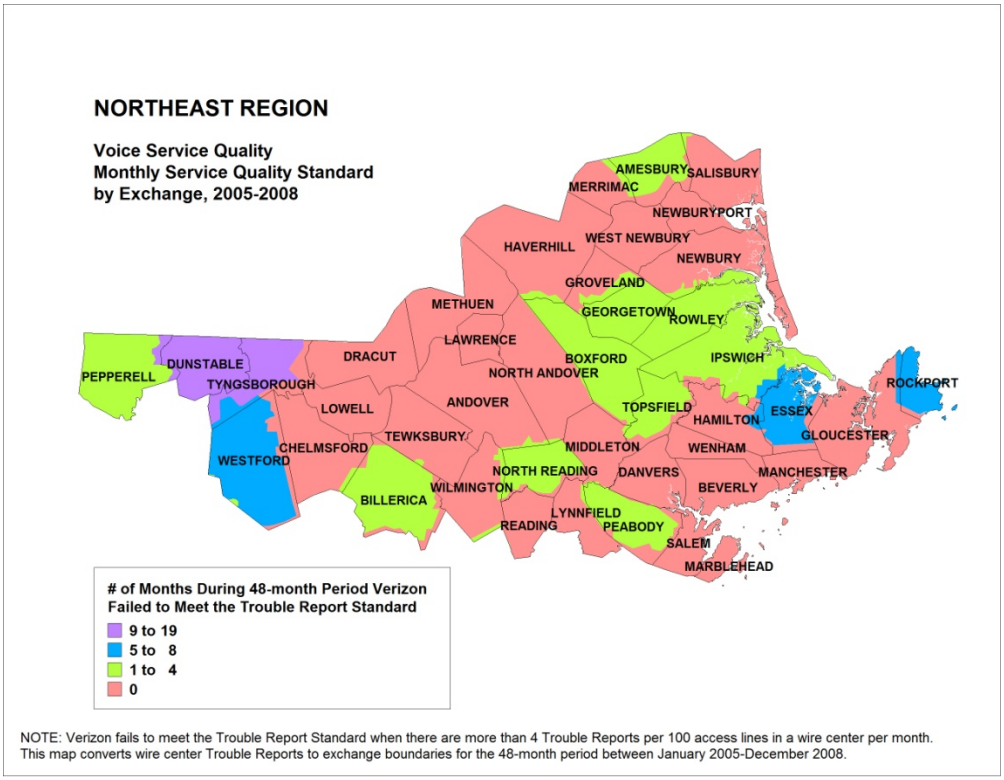


Figure NE-5: Verizon's Monthly Service Quality Standard, 2005-2008



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 NE-6: Business Voice Provision by Number of CLEC Providers, December 2007

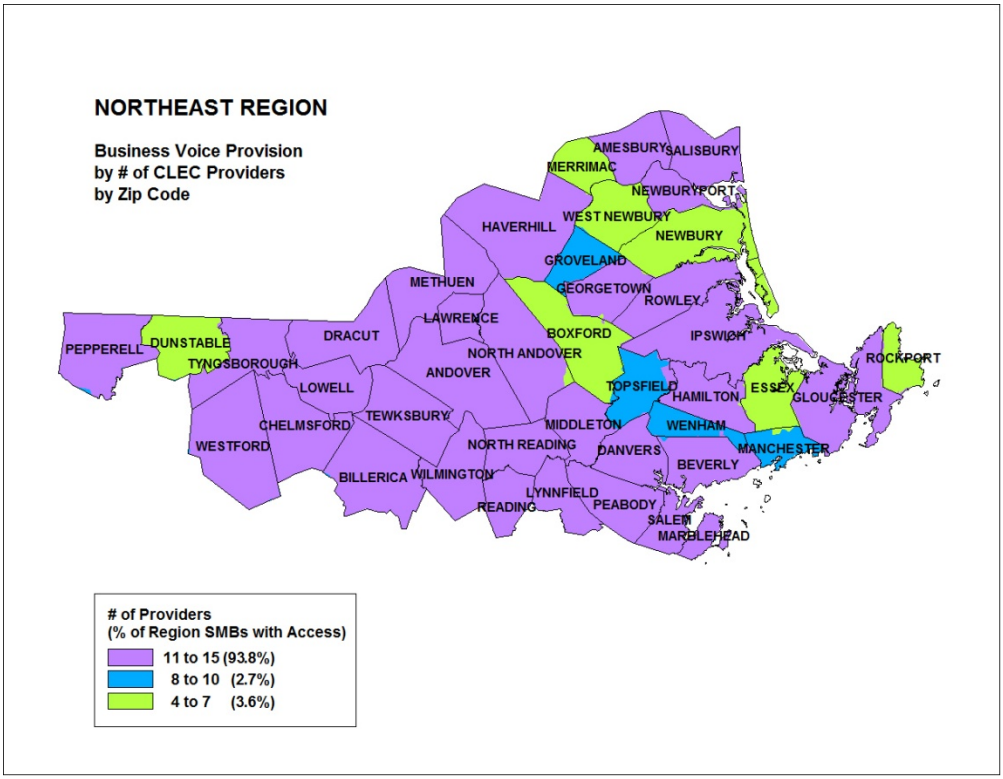


Figure NE-7: Business Voice Provision by Number of Resale Providers, December 2007

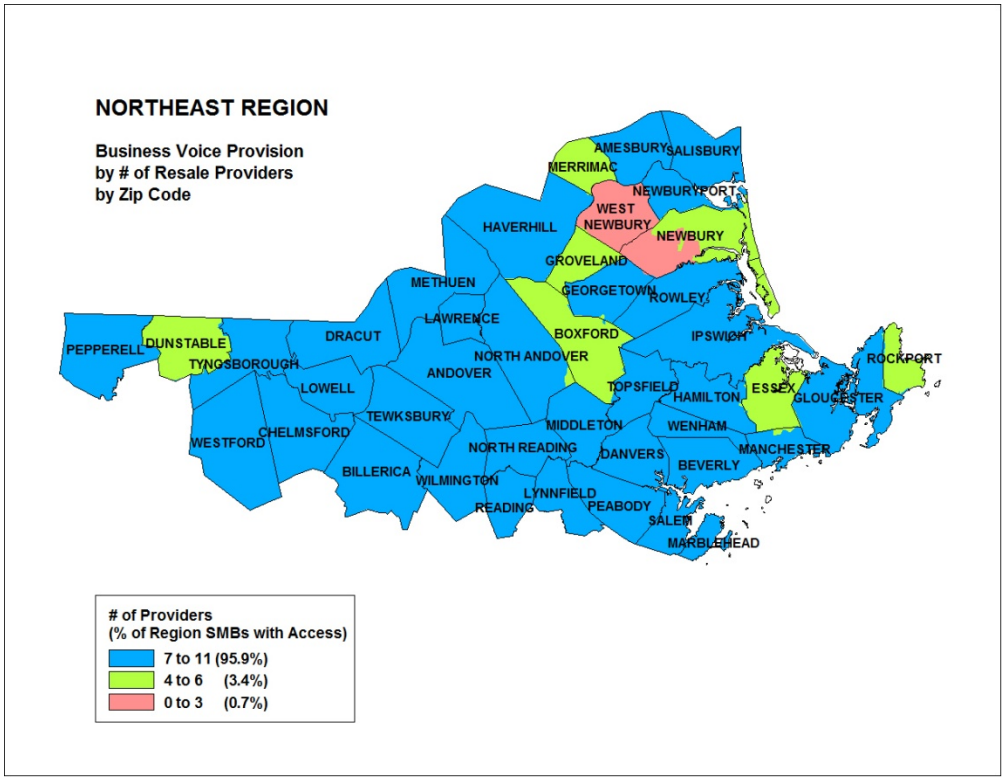


Figure NE-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007

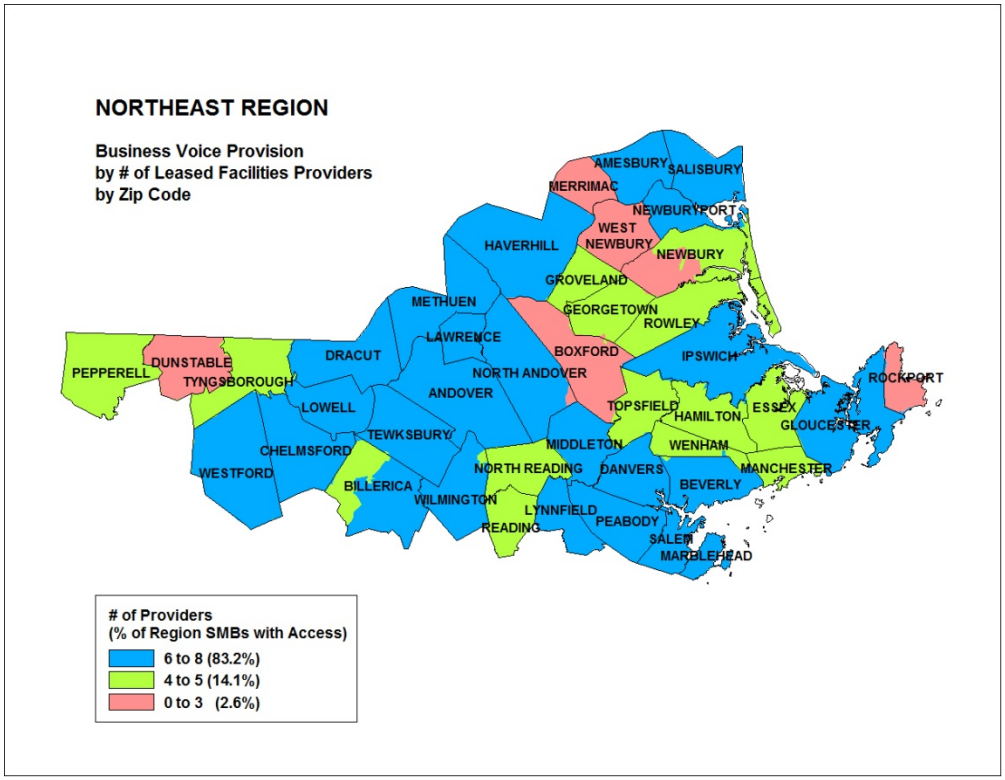
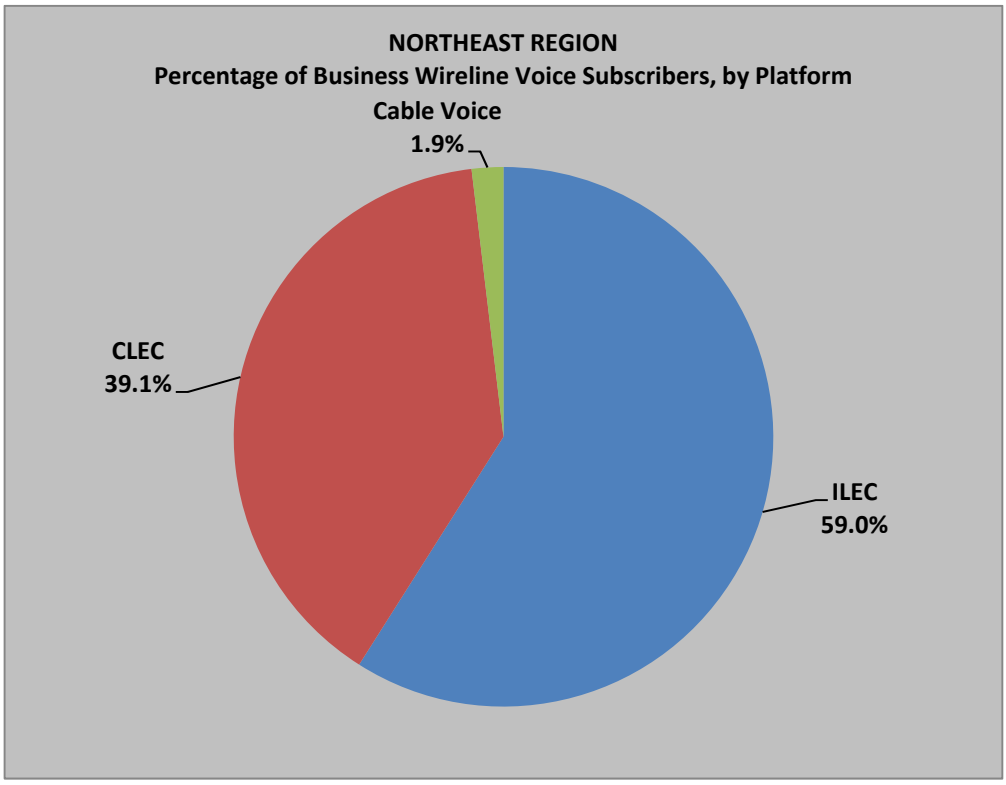


Figure NE-9: Market Shares for Business Voice Services by Platform, December 2008



III. Wireless Voice

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

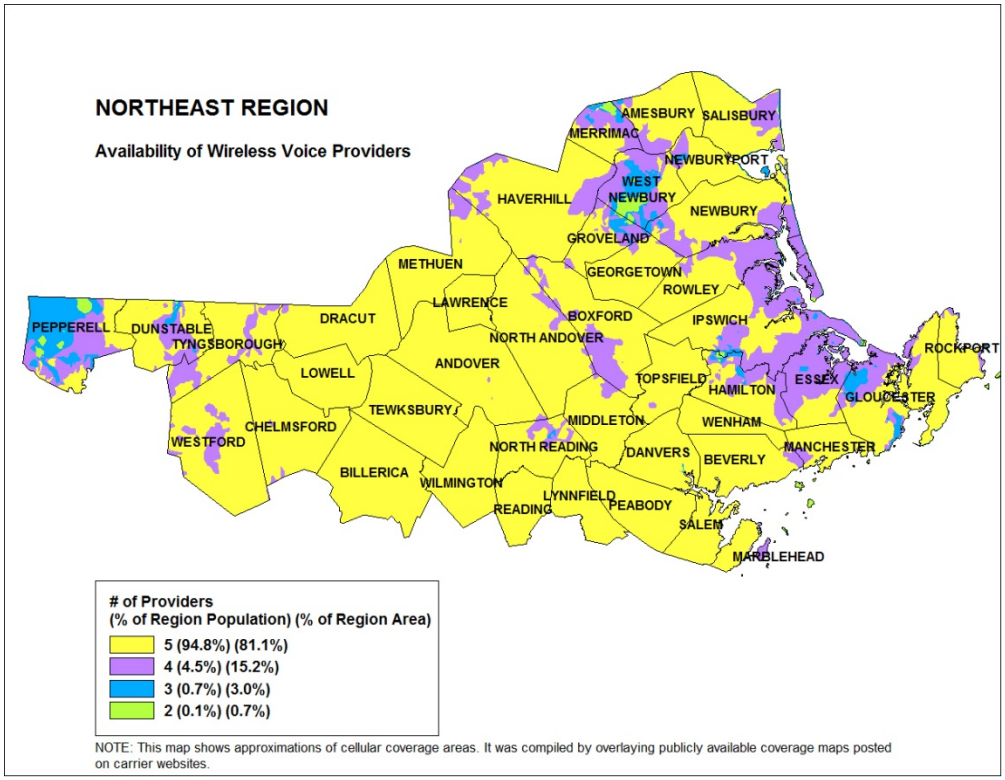
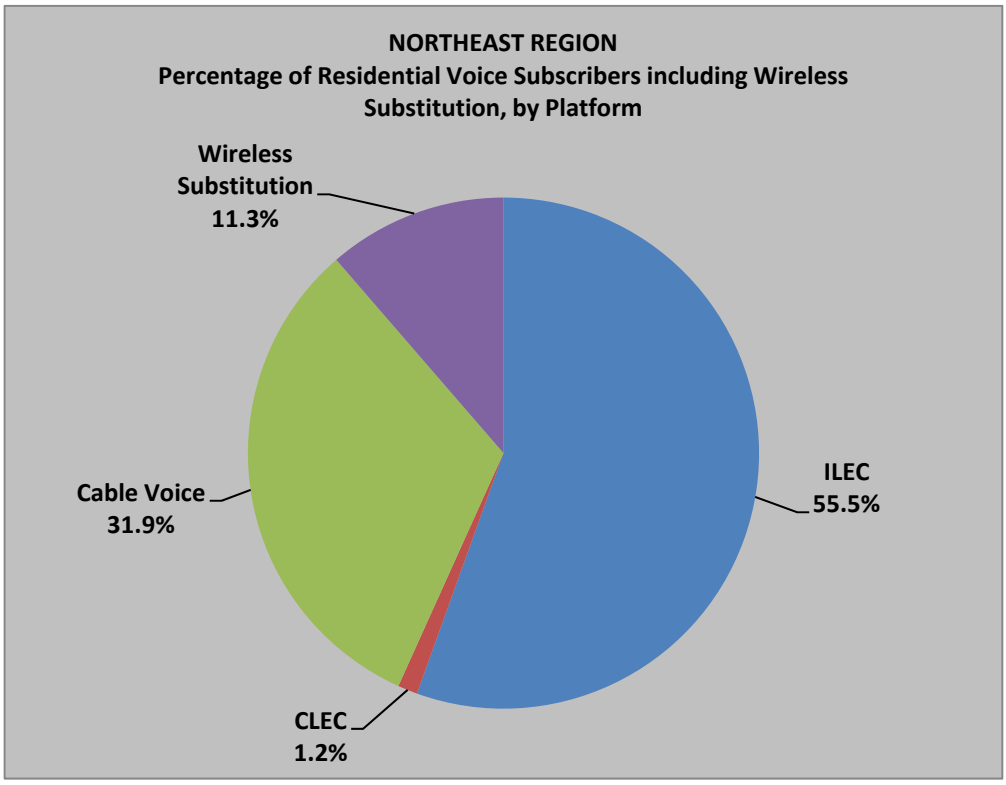


Figure NE-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008



IV. Cable Video

Figure NE-12: Incumbent Cable Video Service Providers, 2008

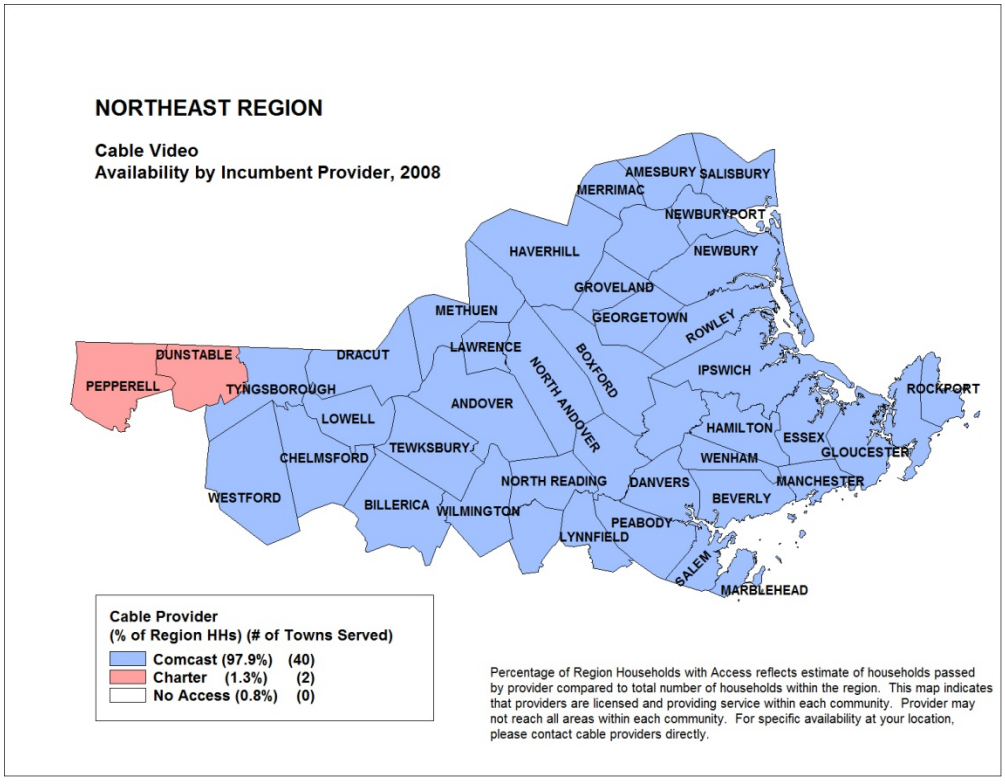


Figure NE-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008

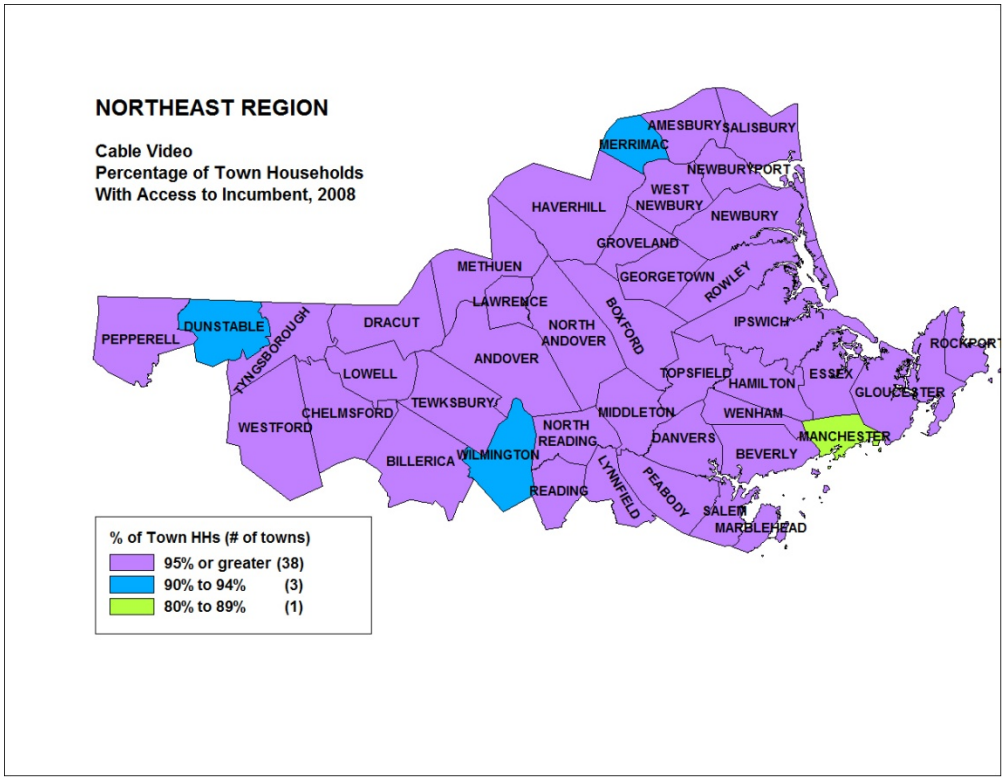


Figure NE-14: Active Cable Video Service Providers, December 2007

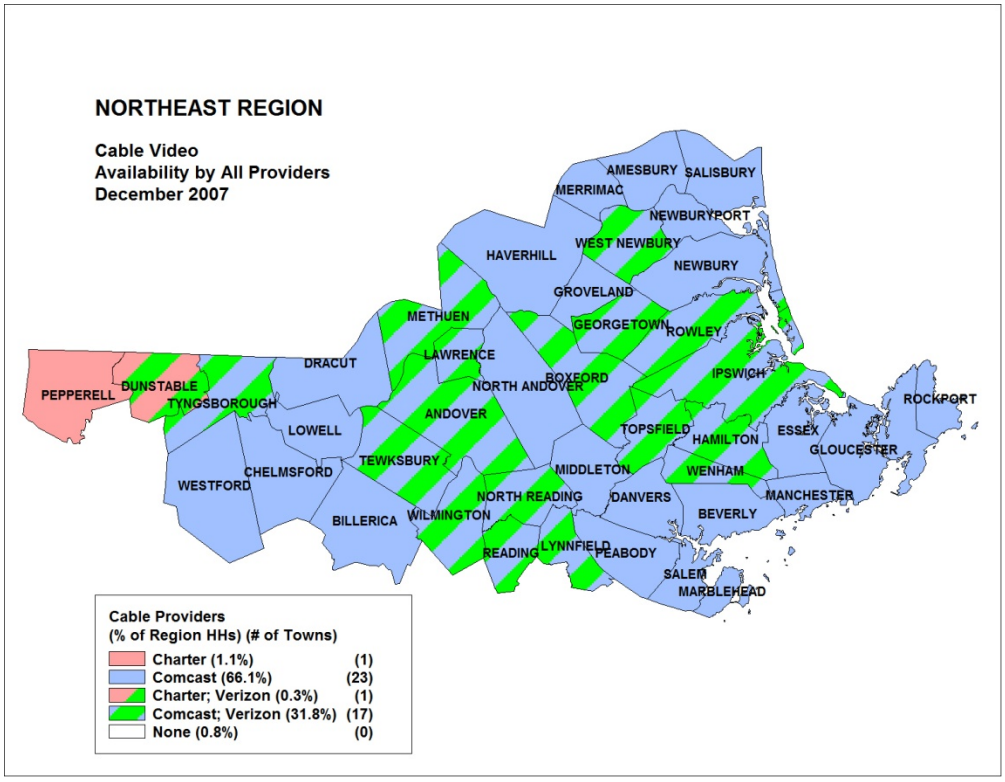


Figure NE-15: Active Cable Video Service Providers, December 2008

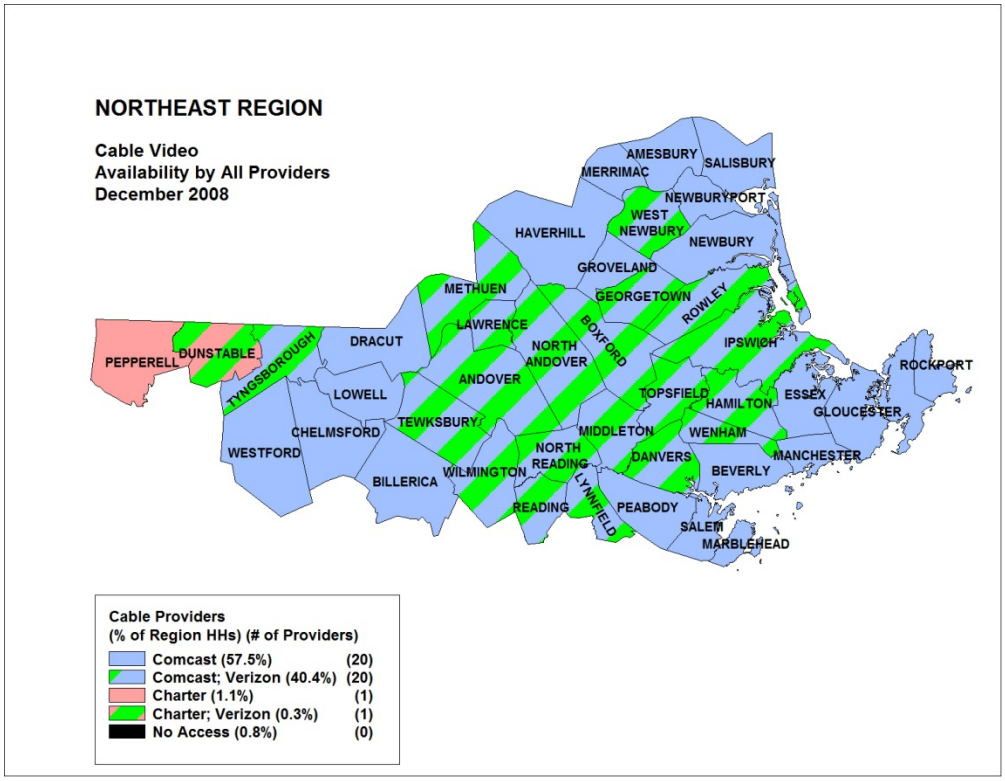


Figure NE-16: Active Cable Video Service Providers, June 2009

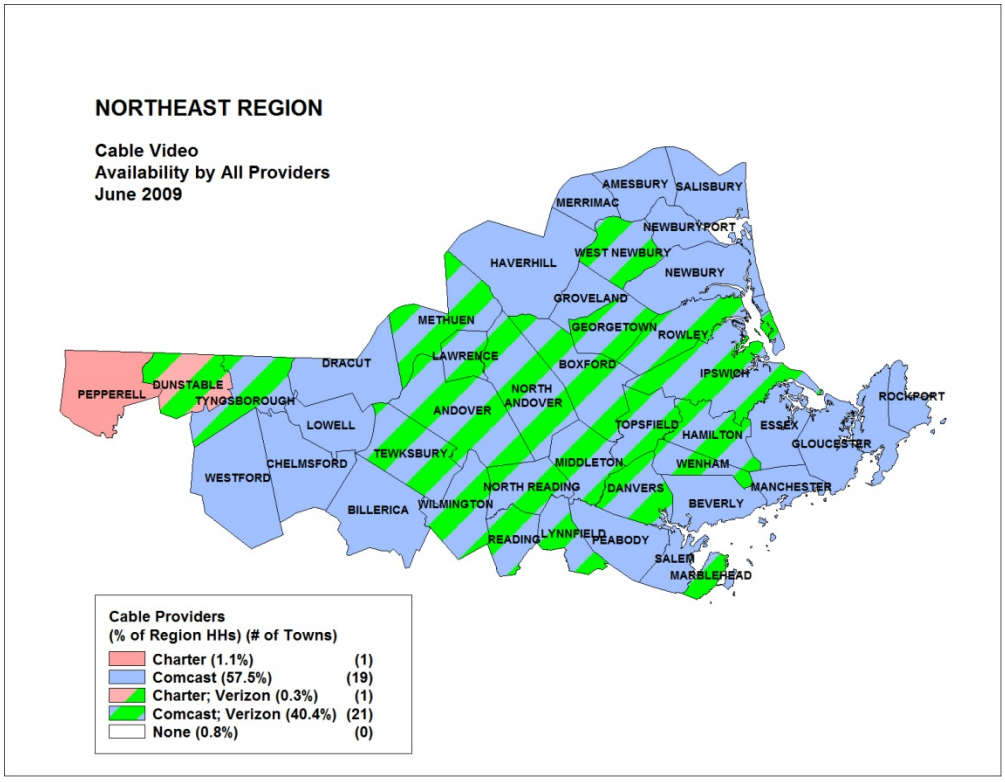
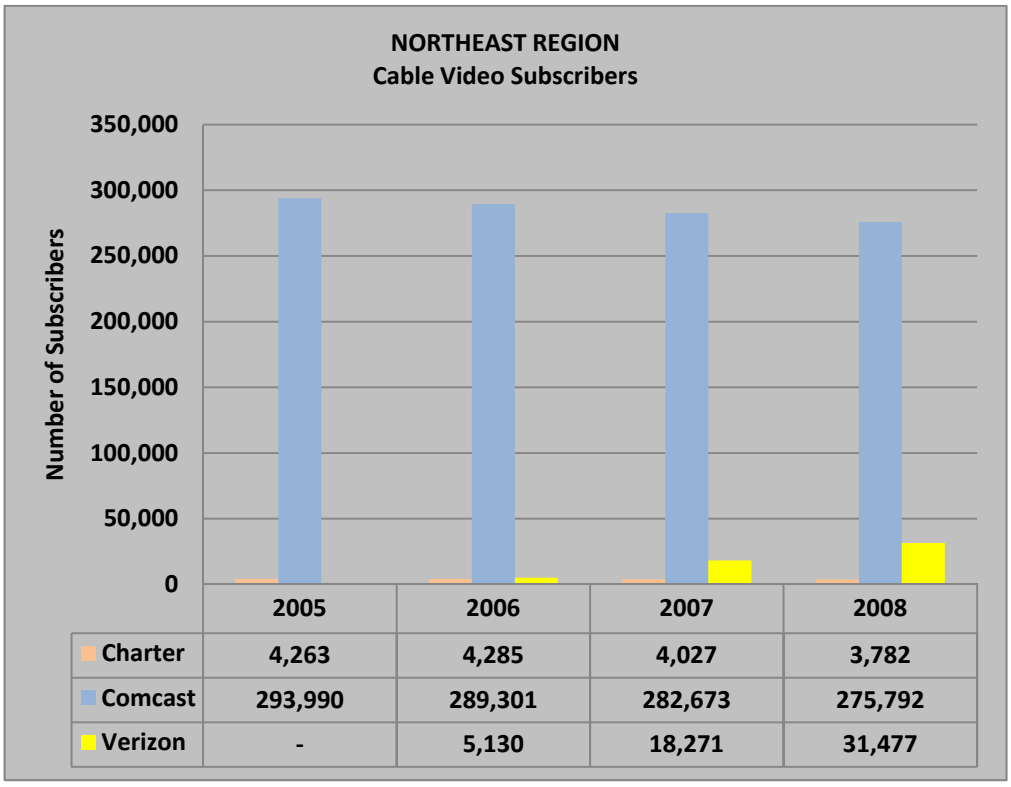


Figure NE-17: Cable Video Subscribers, by Provider, 2005-2008



	2005	2006	2007	2008
Charter	4,263	4,285	4,027	3,782
Comcast	293,990	289,301	282,673	275,792
Verizon	-	5,130	18,271	31,477

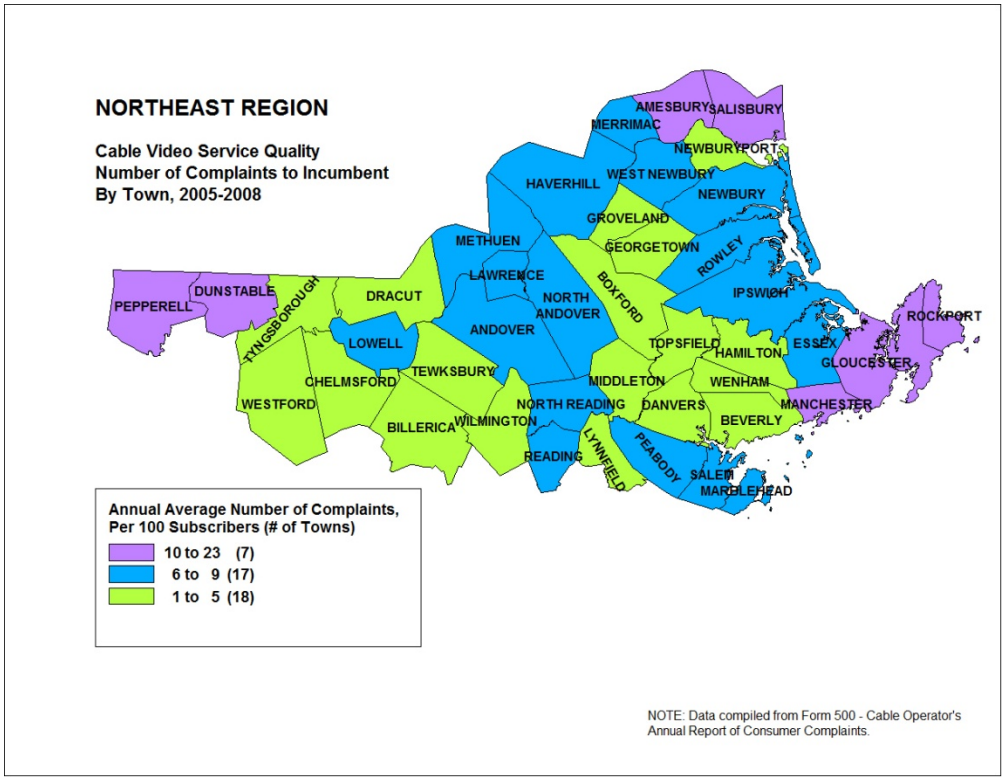



Figure NE-18: Incumbent Cable Video Provider Complaints, 2005-2008