# Boston Metro

## I. Residential Voice

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

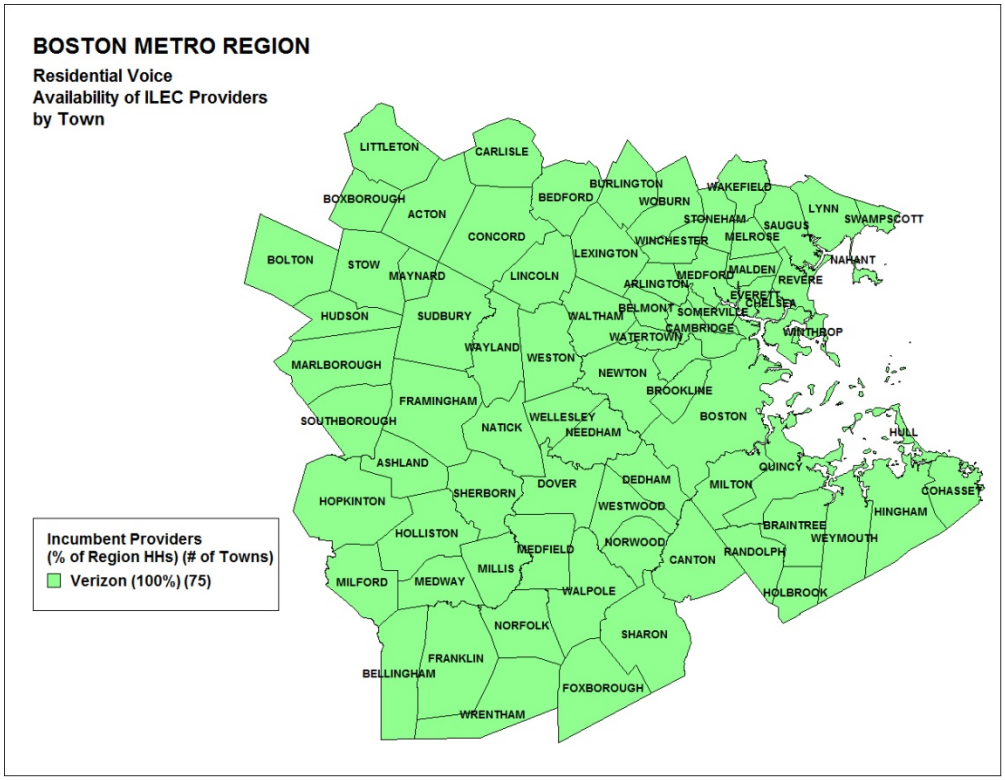



**Figure BM-2: Availability of Cable Voice Providers, by Town, December 2008**

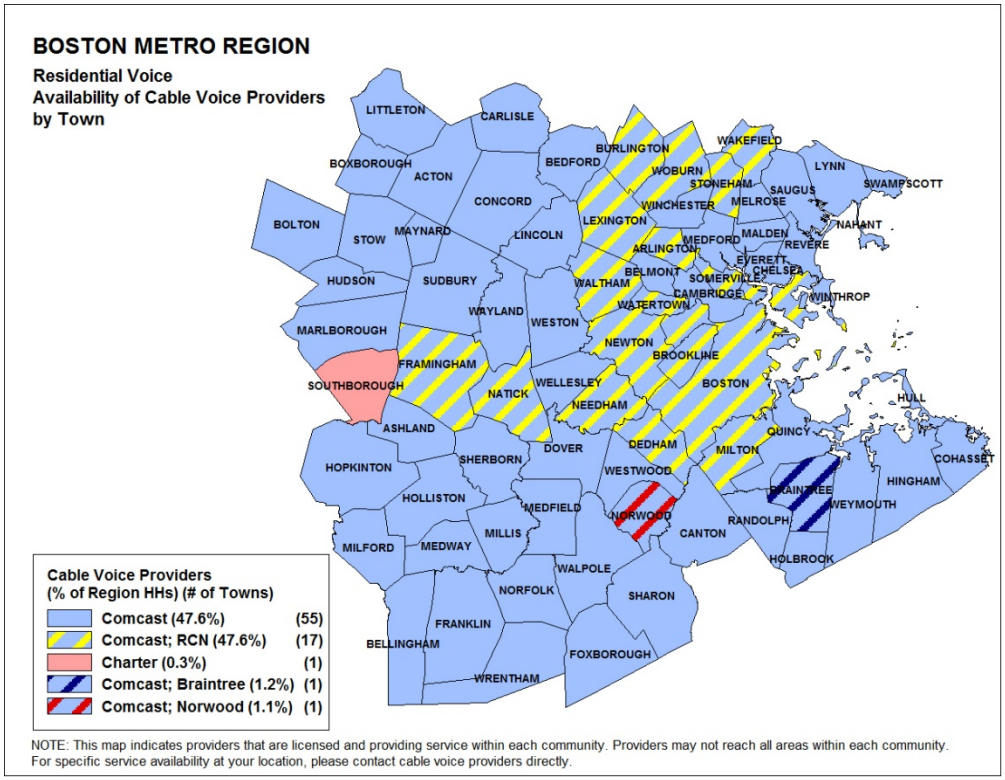


**Figure BM-3: Market Shares for Residential Wireline Voice, by Platform, December 2008**

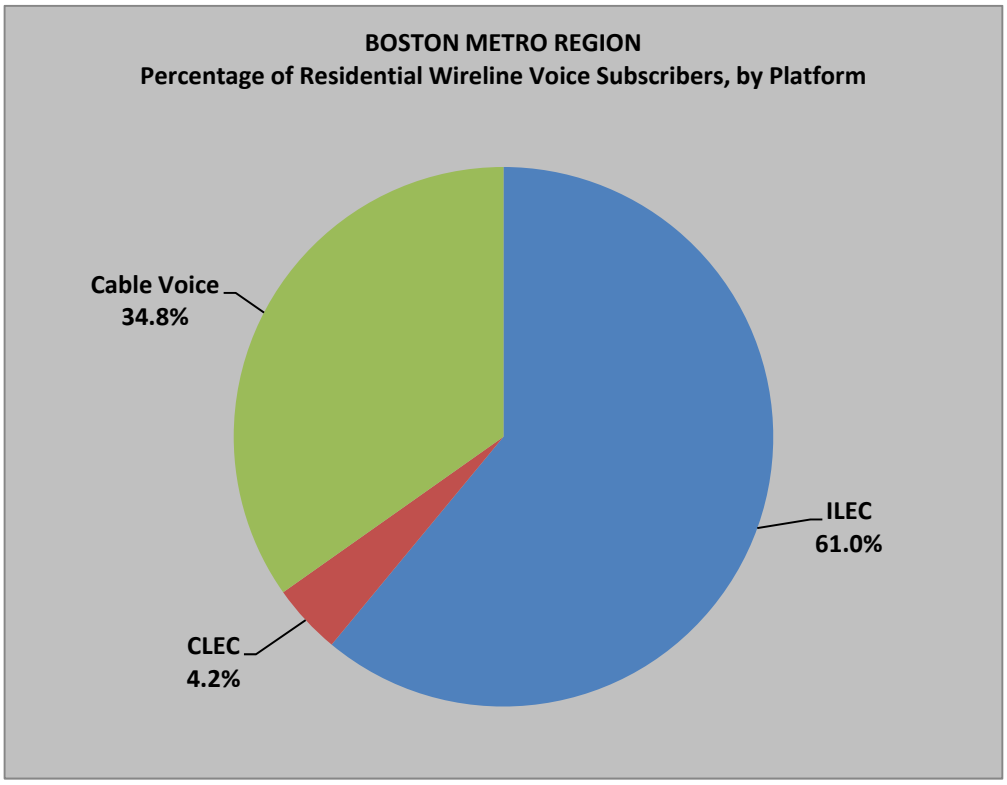



**Figure BM-4: Verizon's Average Annual Trouble Reports, 2005-2008**

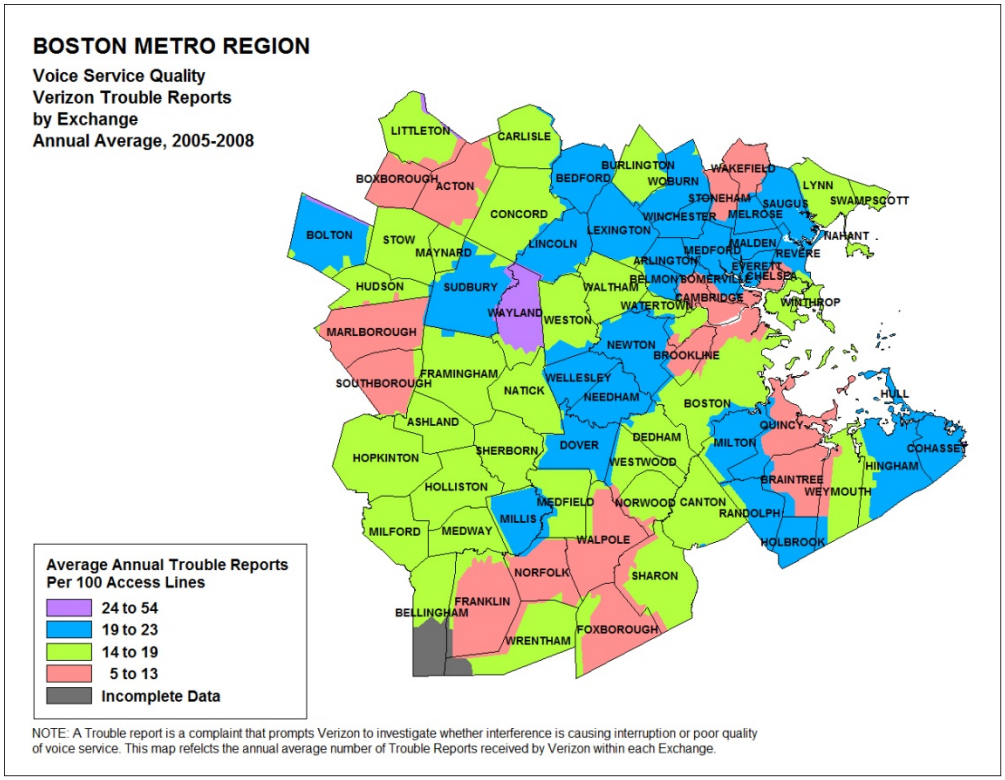
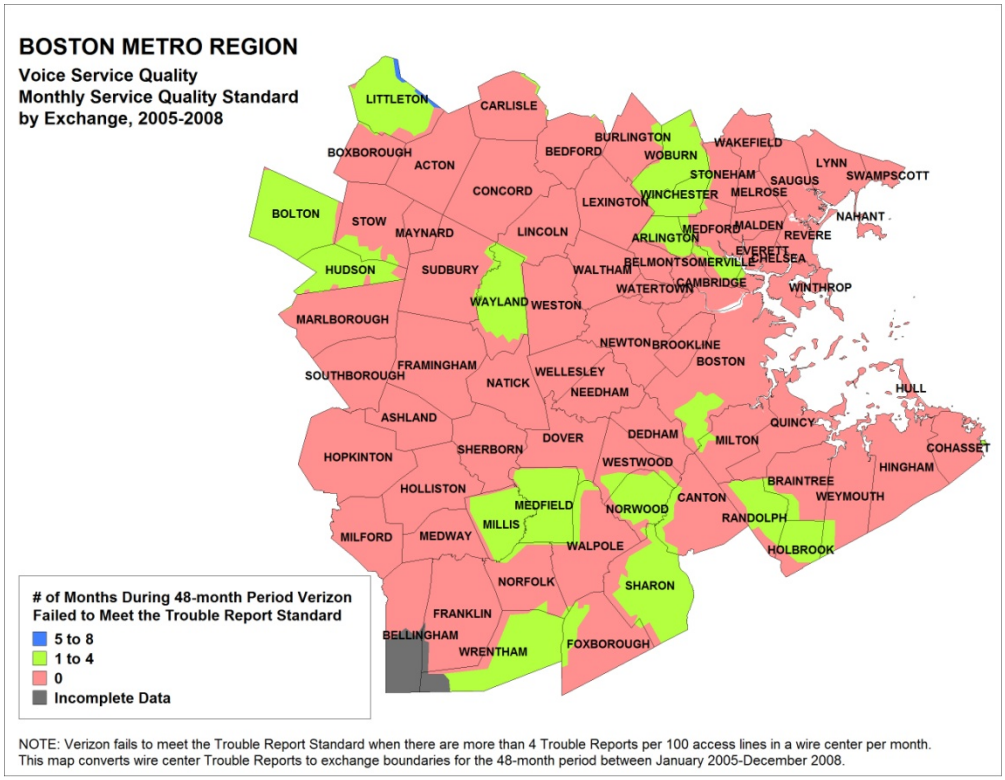


**Figure BM-5: Verizon's Monthly Service Quality Standard, 2005-2008**




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

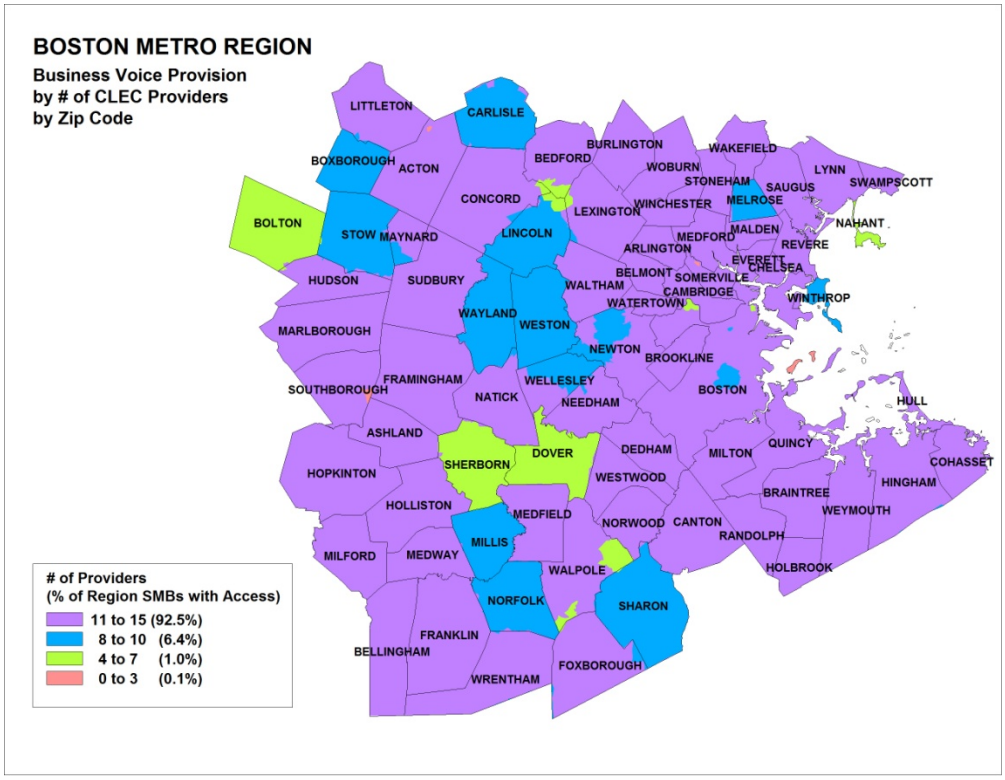


**Figure BM-7: Business Voice Provision by Number of Resale Providers, December 2007**

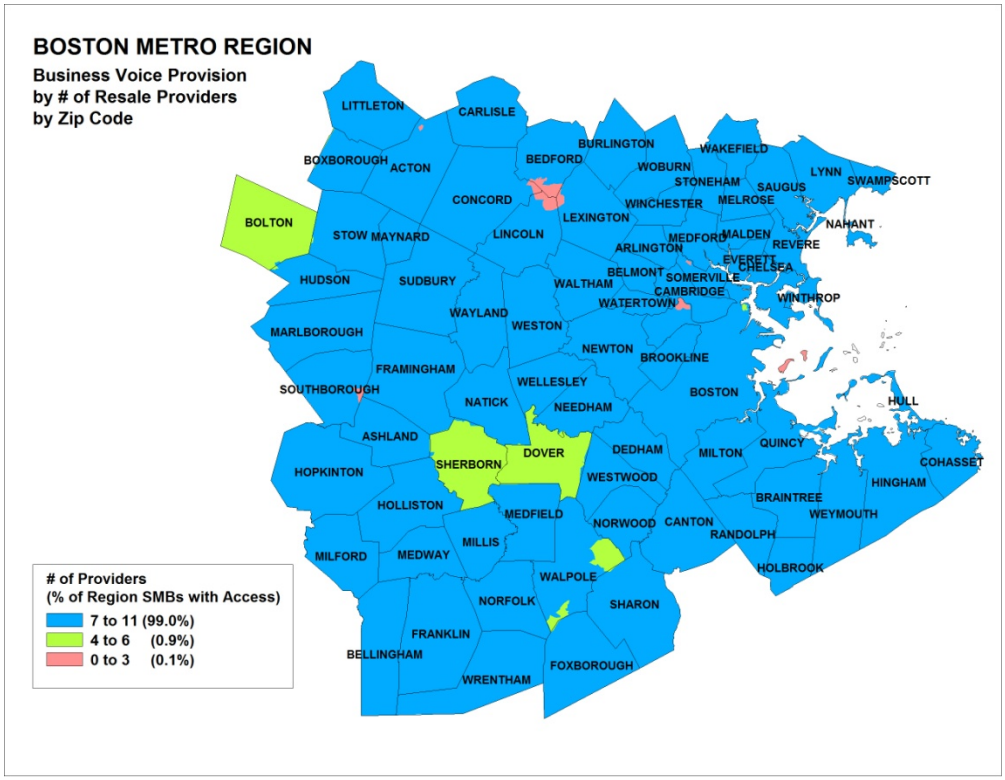



**Figure BM-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007**

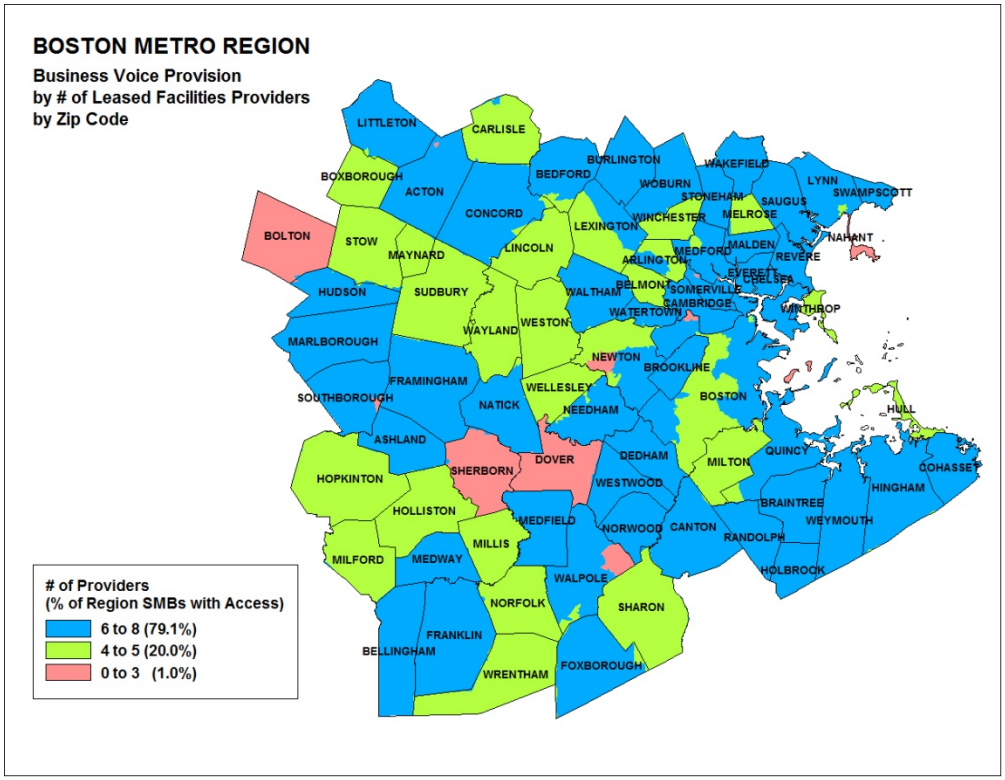
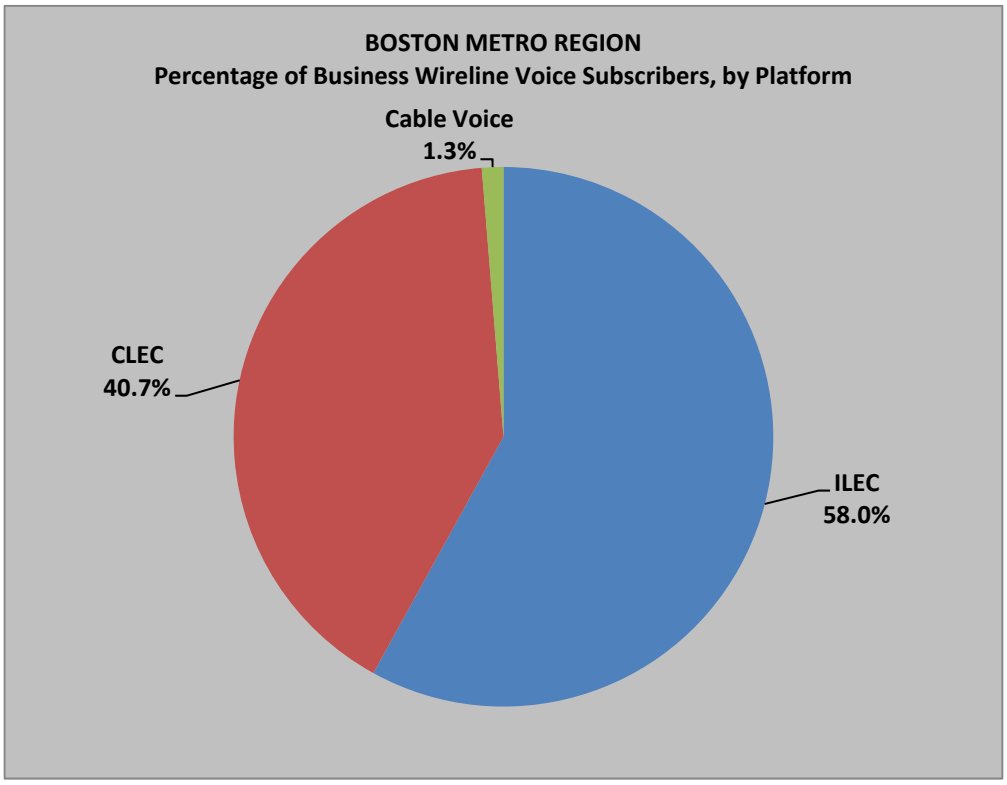


**Figure BM-9: Market Shares for Business Voice Services by Platform, December 2008**




## III. Wireless Voice

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

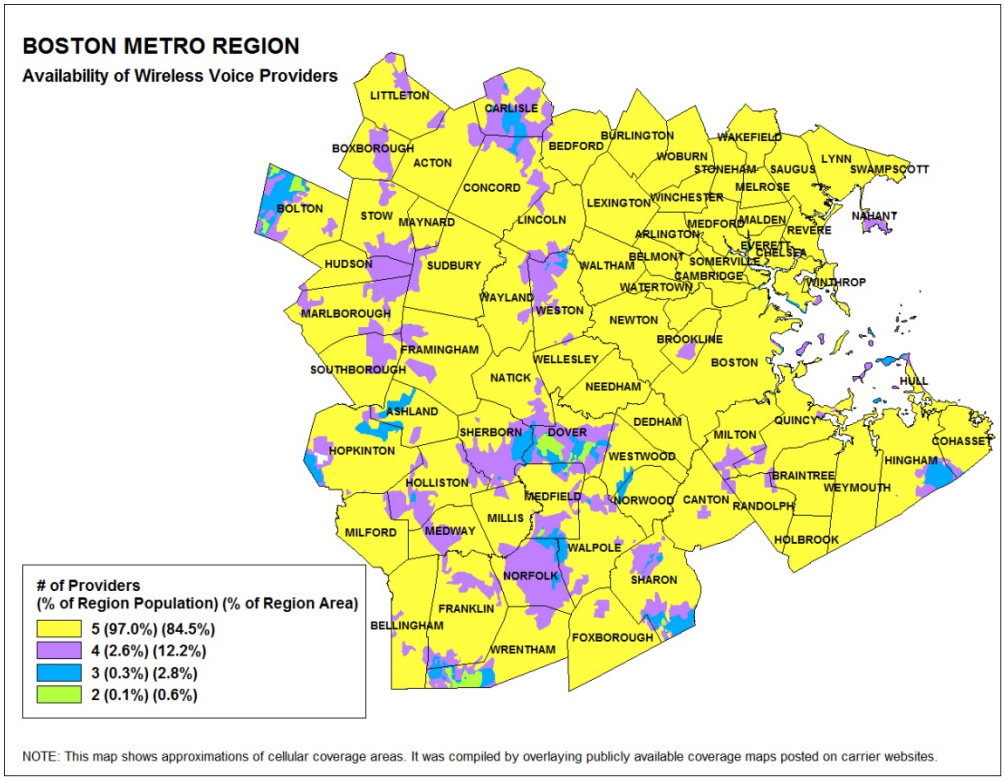
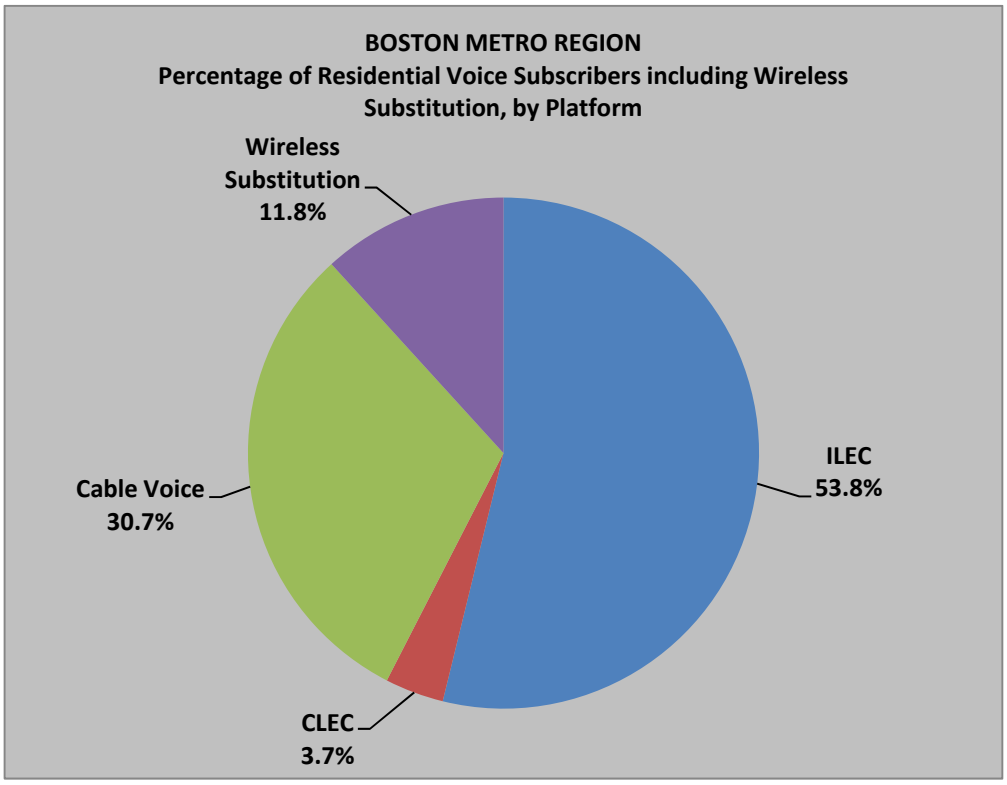


**Figure BM-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008**




## IV. Cable Video

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

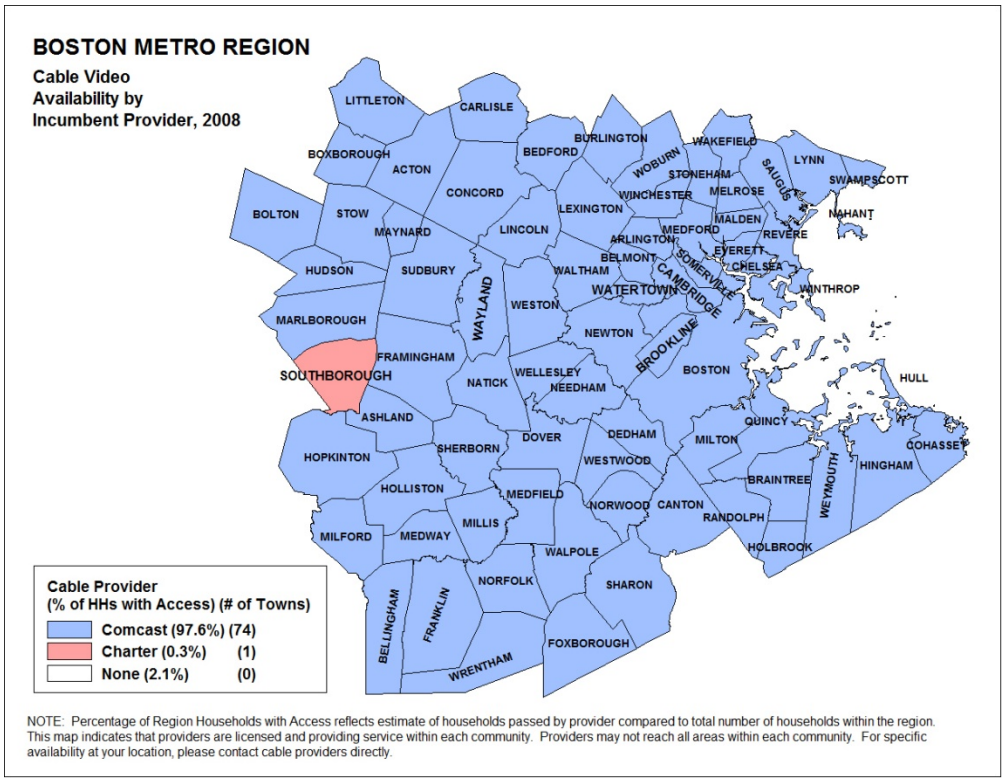


**Figure BM-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008**

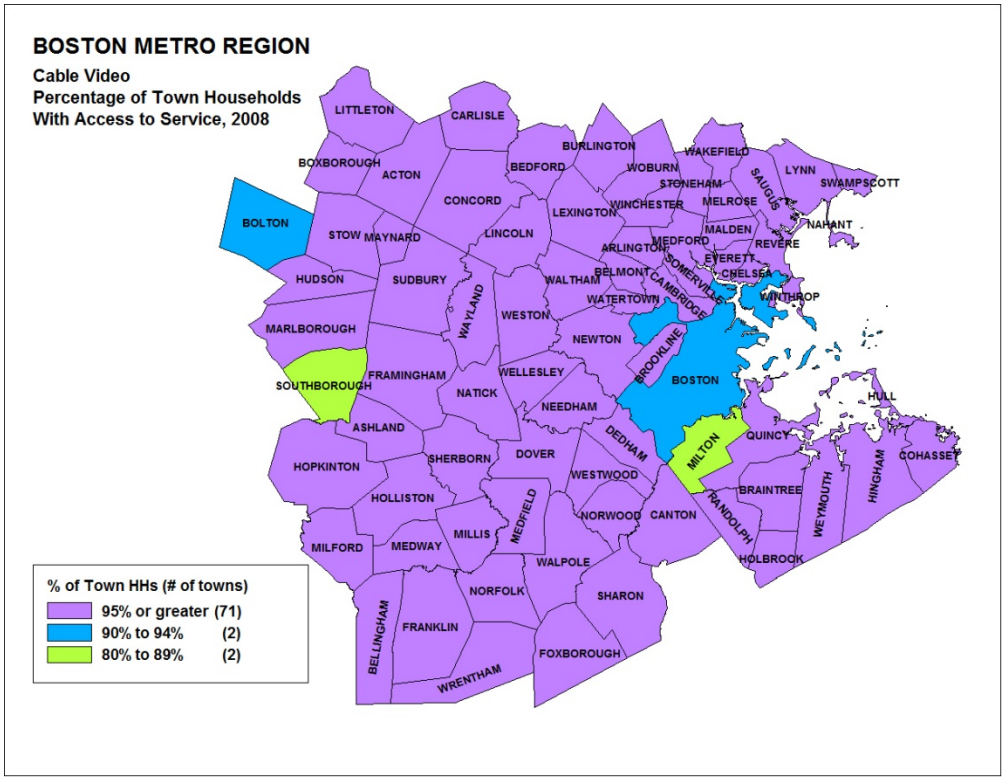



**Figure BM-14: Active Cable Video Service Providers, December 2007**

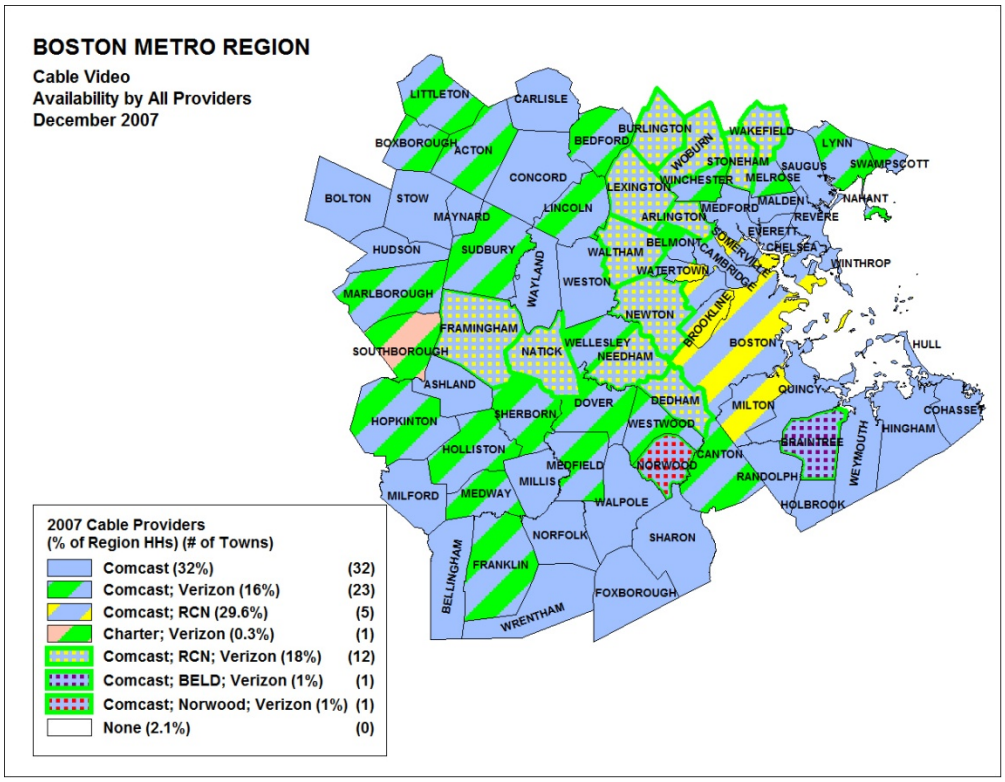


**Figure BM-15: Active Cable Video Service Providers, December 2008**

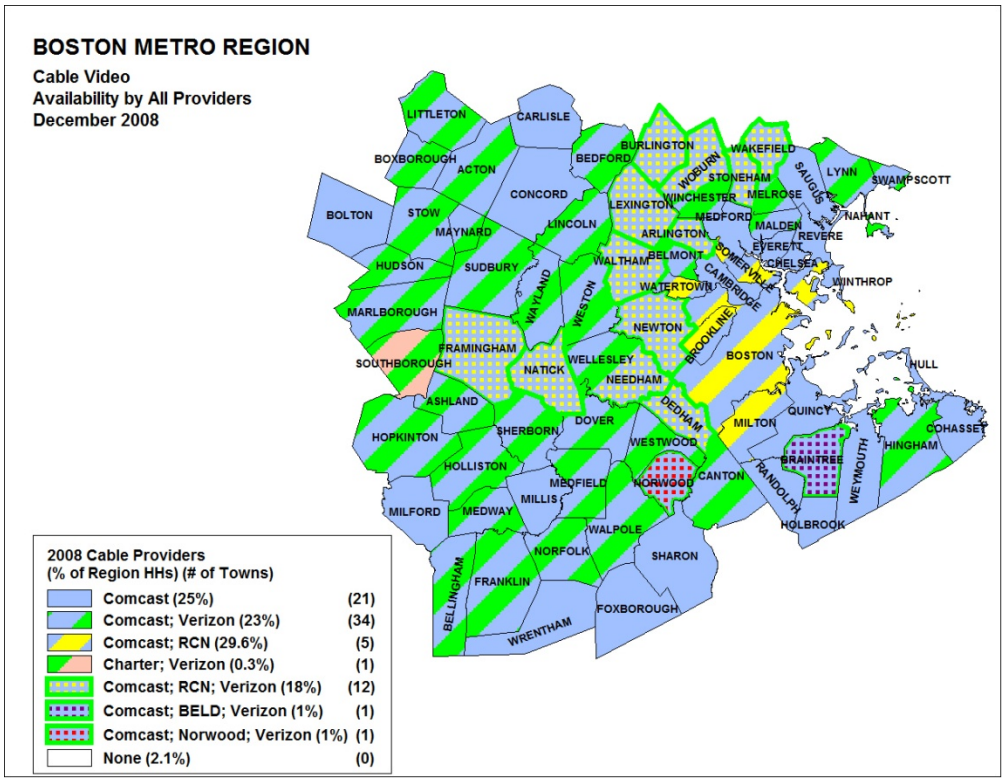



**Figure BM-16: Active Cable Video Service Providers, June 2009**

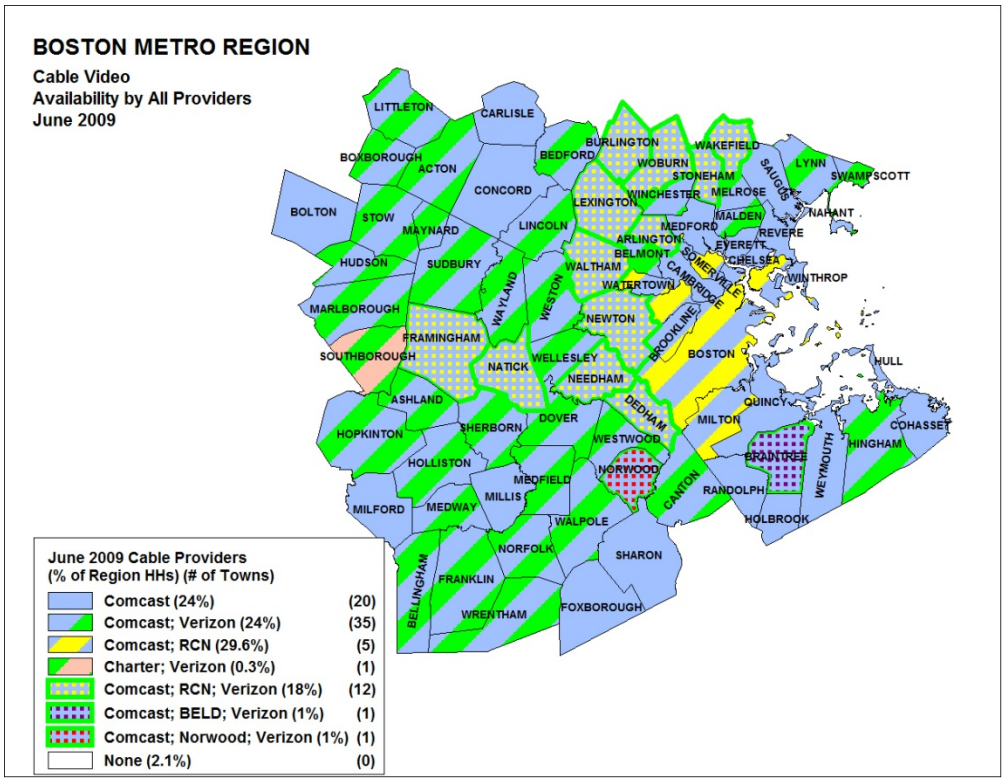
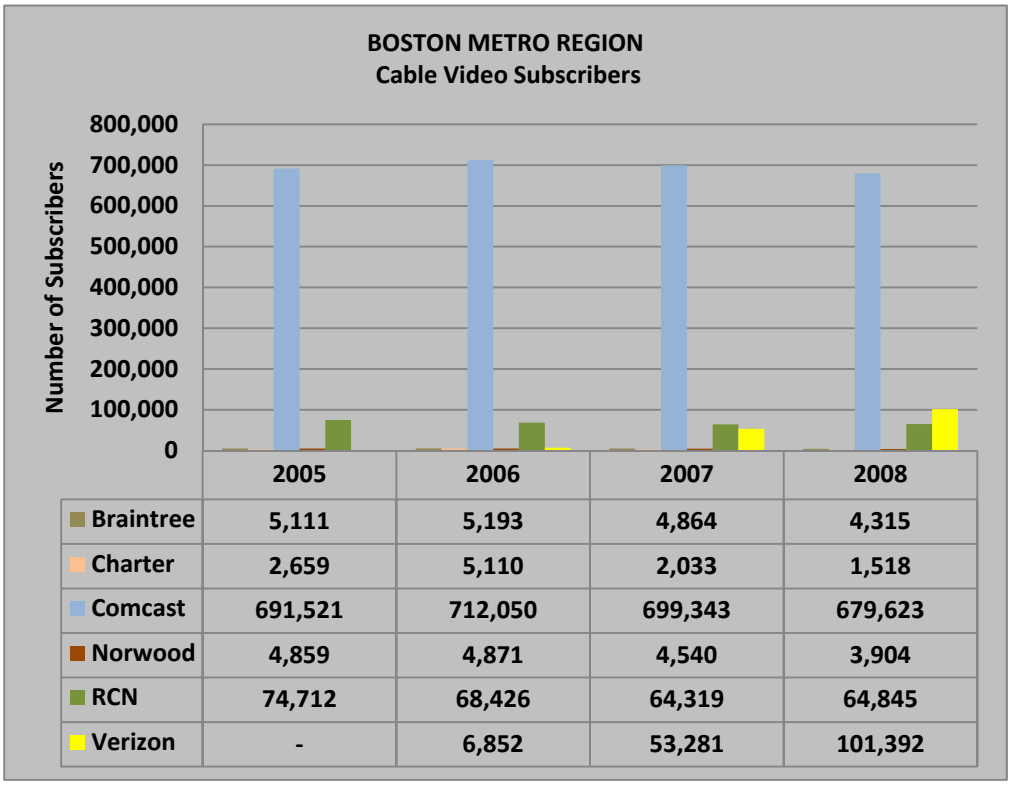


**Figure BM-17: Cable Video Subscribers, by Provider, 2005-2008**




| | 2005 | 2006 | 2007 | 2008 |
|---|---|---|---|---|
| Braintree | 5,111 | 5,193 | 4,864 | 4,315 |
| Charter | 2,659 | 5,110 | 2,033 | 1,518 |
| Comcast | 691,521 | 712,050 | 699,343 | 679,623 |
| Norwood | 4,859 | 4,871 | 4,540 | 3,904 |
| RCN | 74,712 | 68,426 | 64,319 | 64,845 |
| Verizon | - | 6,852 | 53,281 | 101,392 |

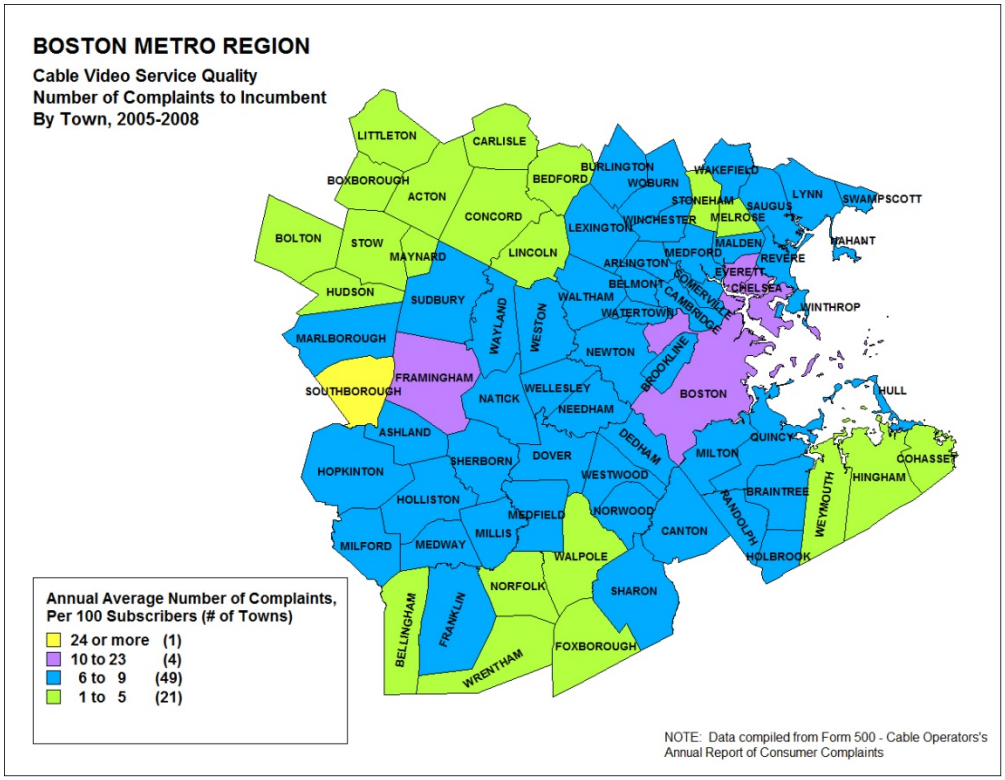



**Figure BM-18: Incumbent Cable Video Provider Complaints, 2005-2008**