# Central

## I. Residential Voice

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

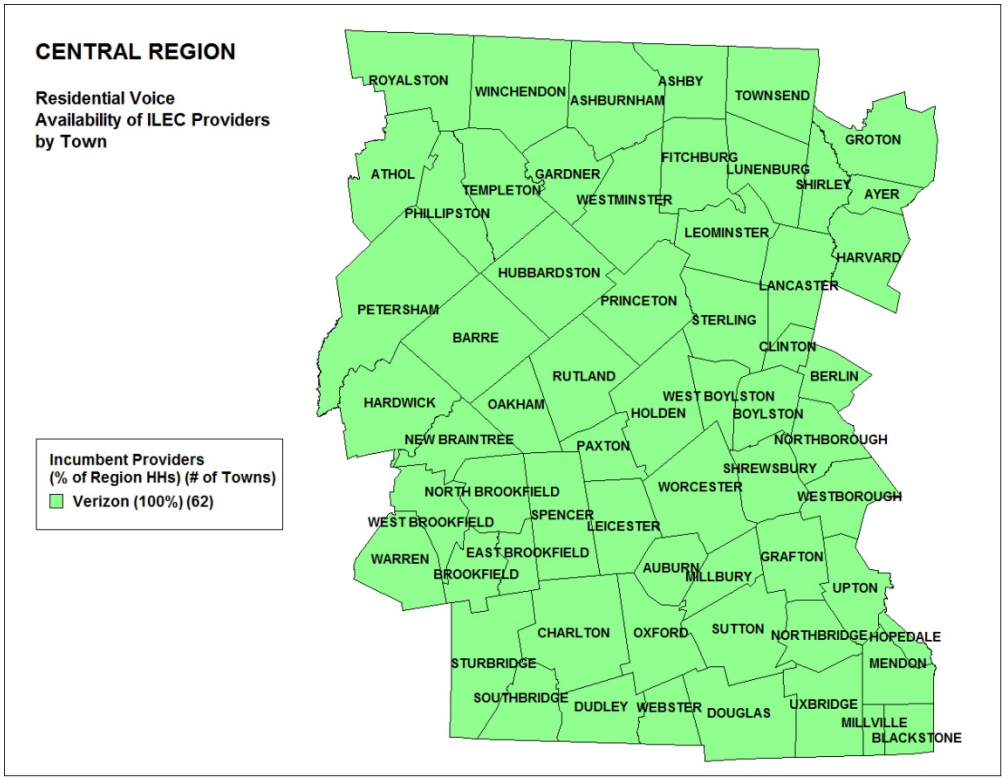
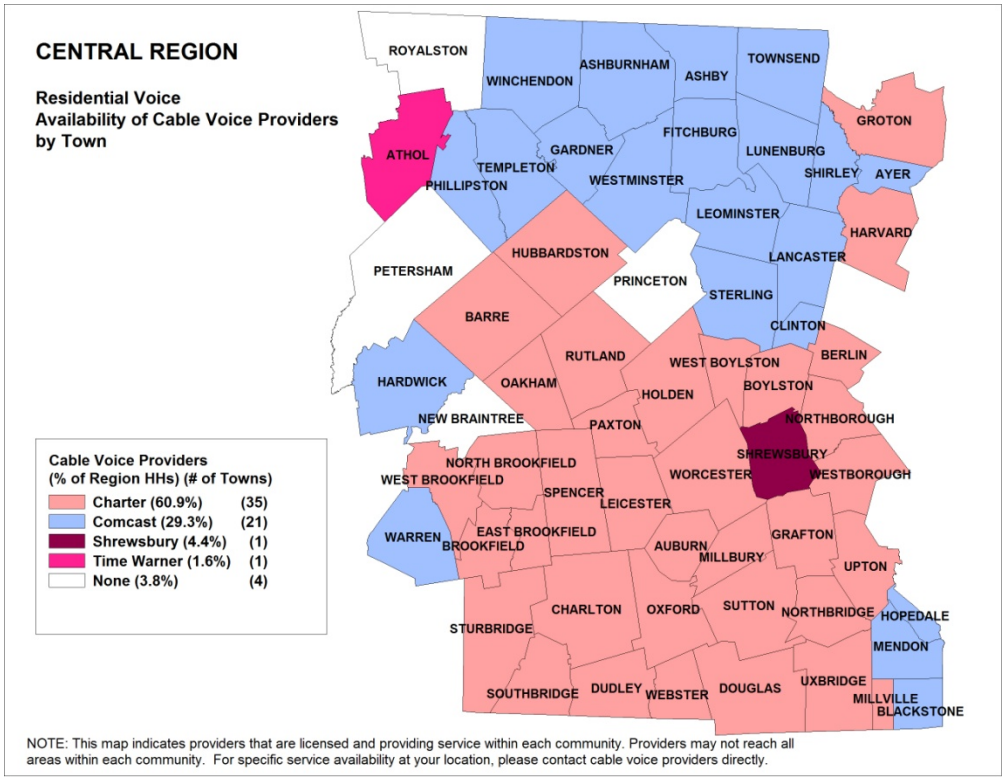



**Figure CE-2: Availability of Cable Voice Providers, by Town, December 2008**




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

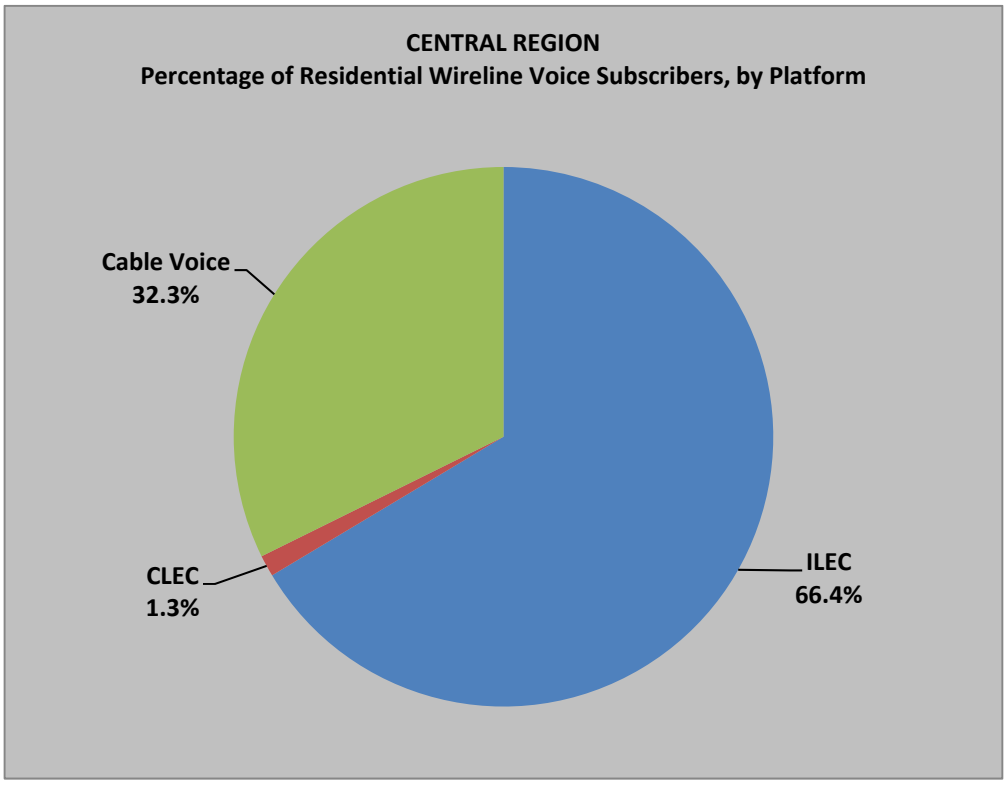



**Figure CE-4: Verizon's Average Annual Trouble Reports, 2005-2008**

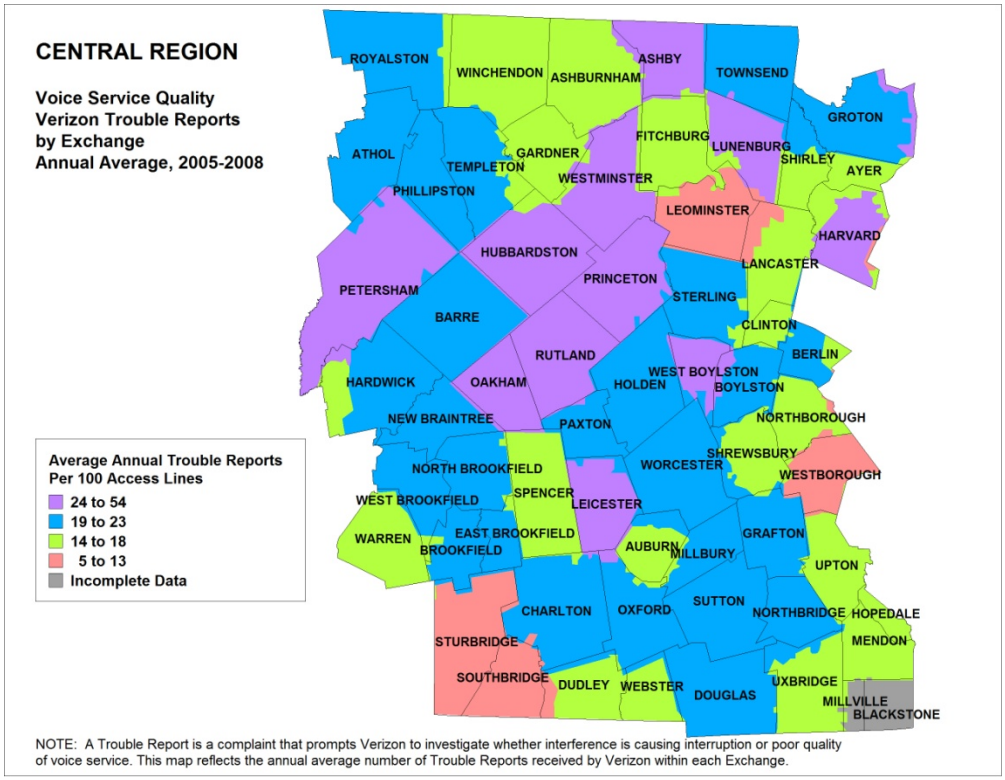
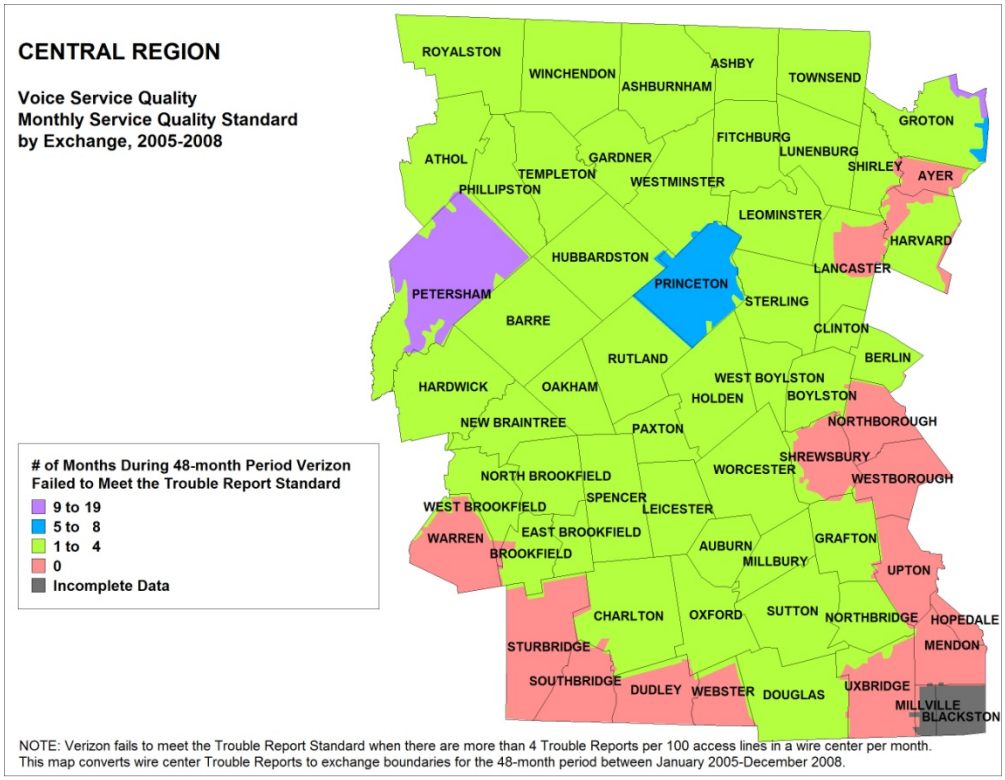


**Figure CE-5: Verizon's Monthly Service Quality Standard, 2005-2008**




## II. Business Voice

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

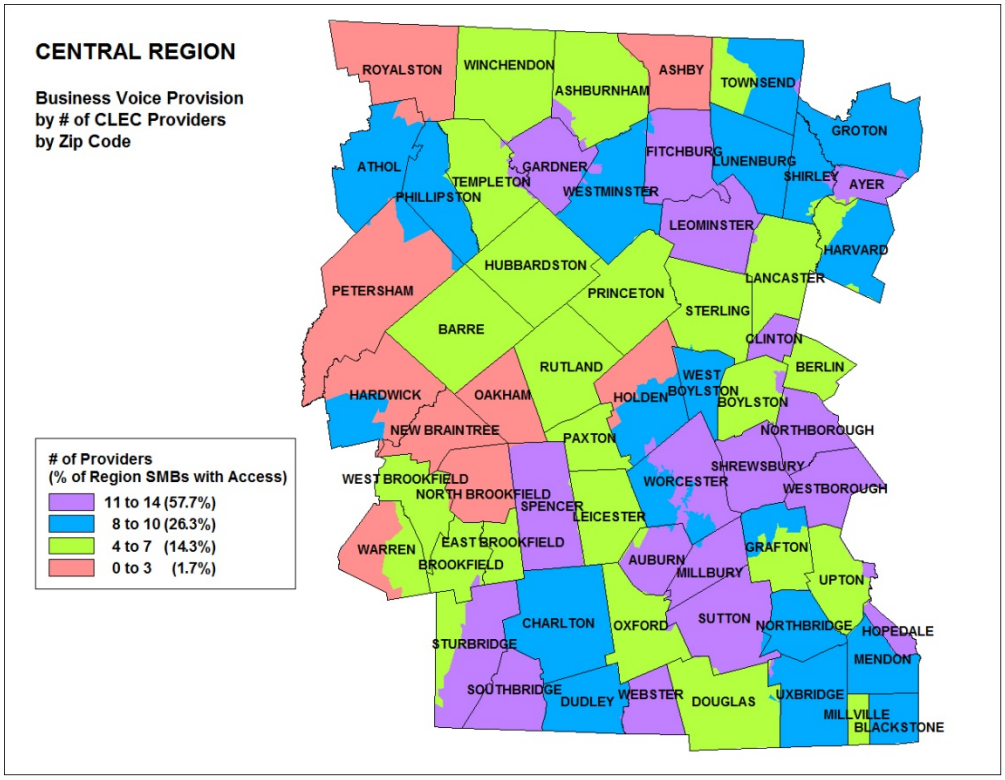


**Figure CE-7: Business Voice Provision by Number of Resale Providers, December 2007**

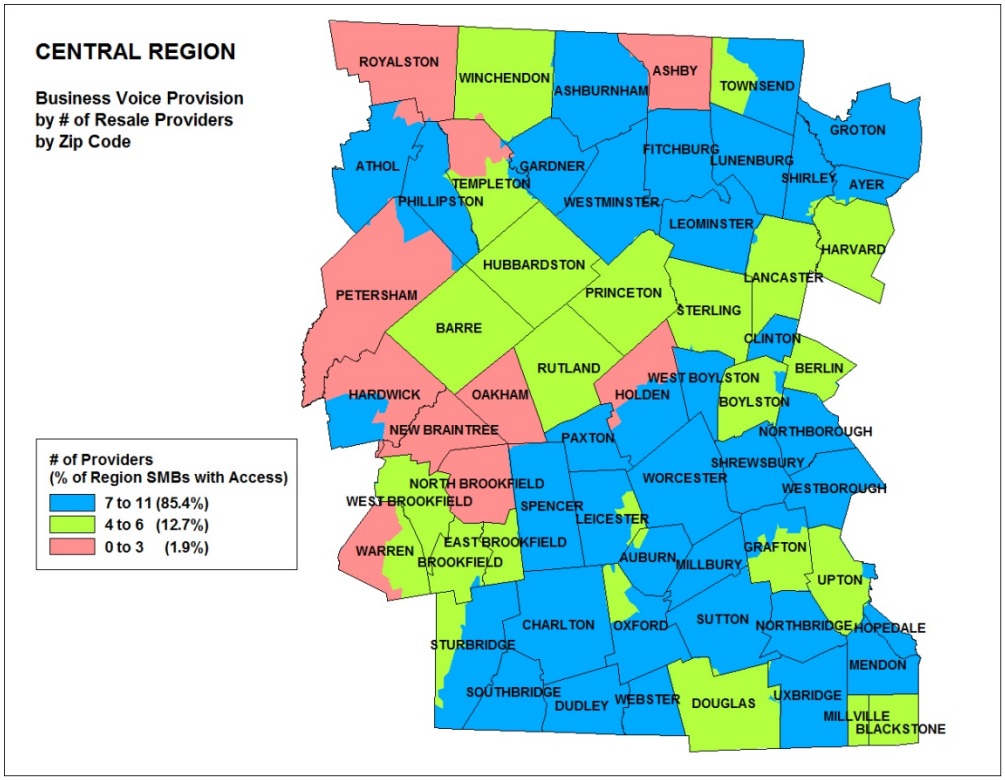



**Figure CE-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007**

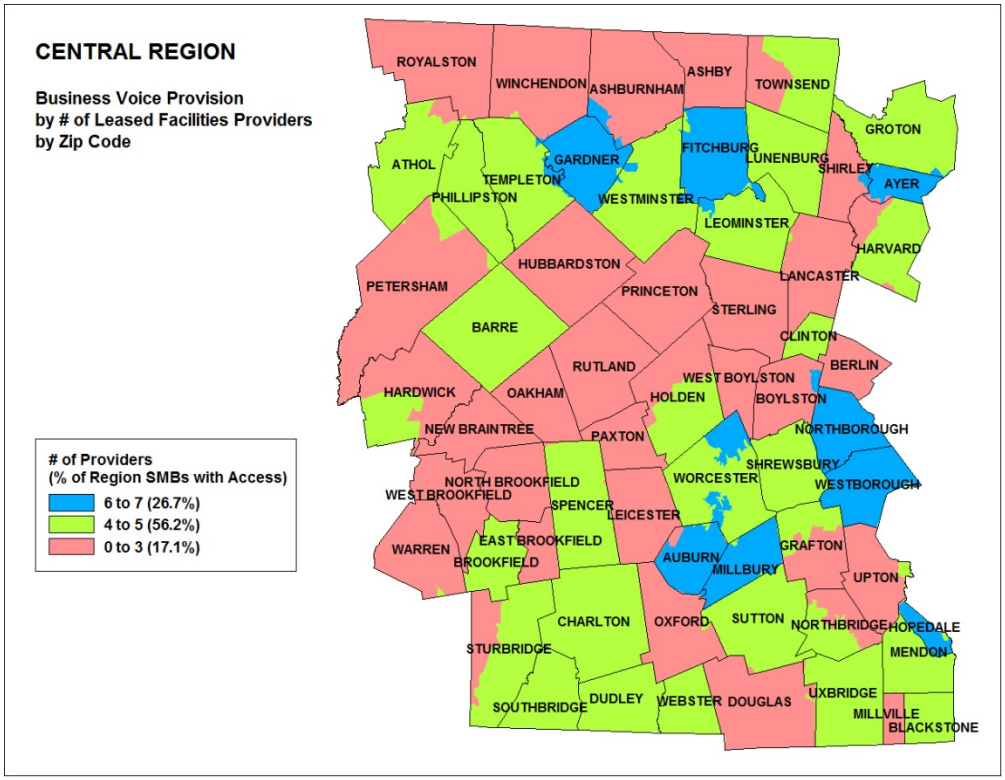
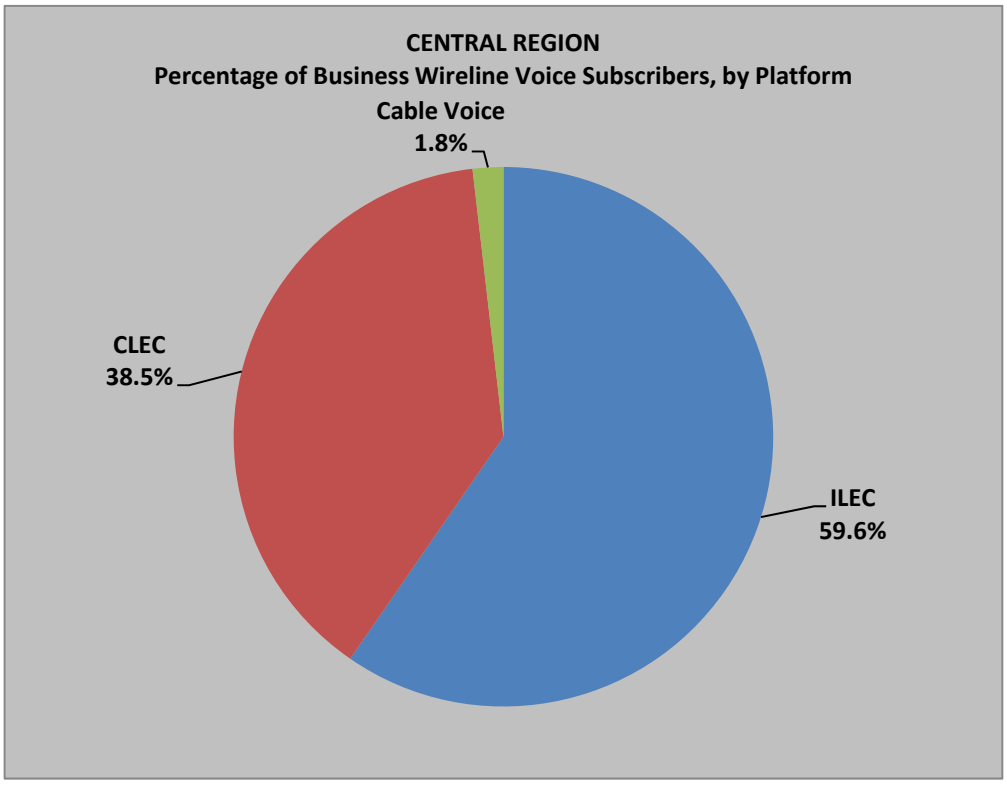
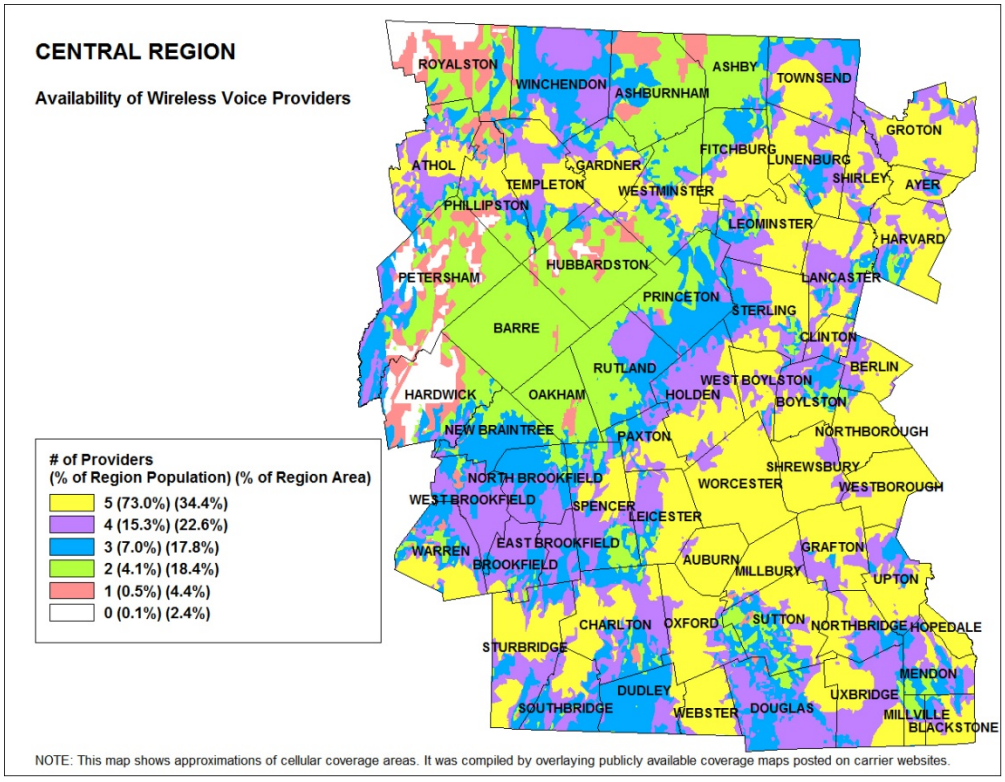


**Figure CE-9: Market Shares for Business Voice Services by Platform, December 2008**



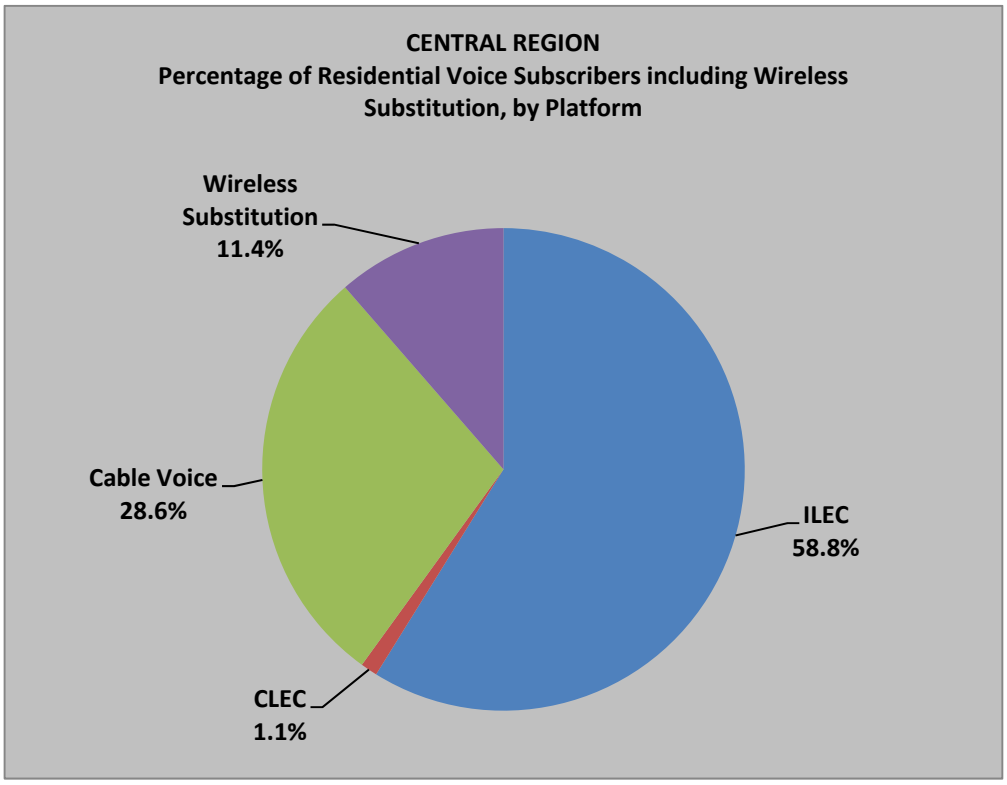

## III. Wireless Voice

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




## IV. Cable Video

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

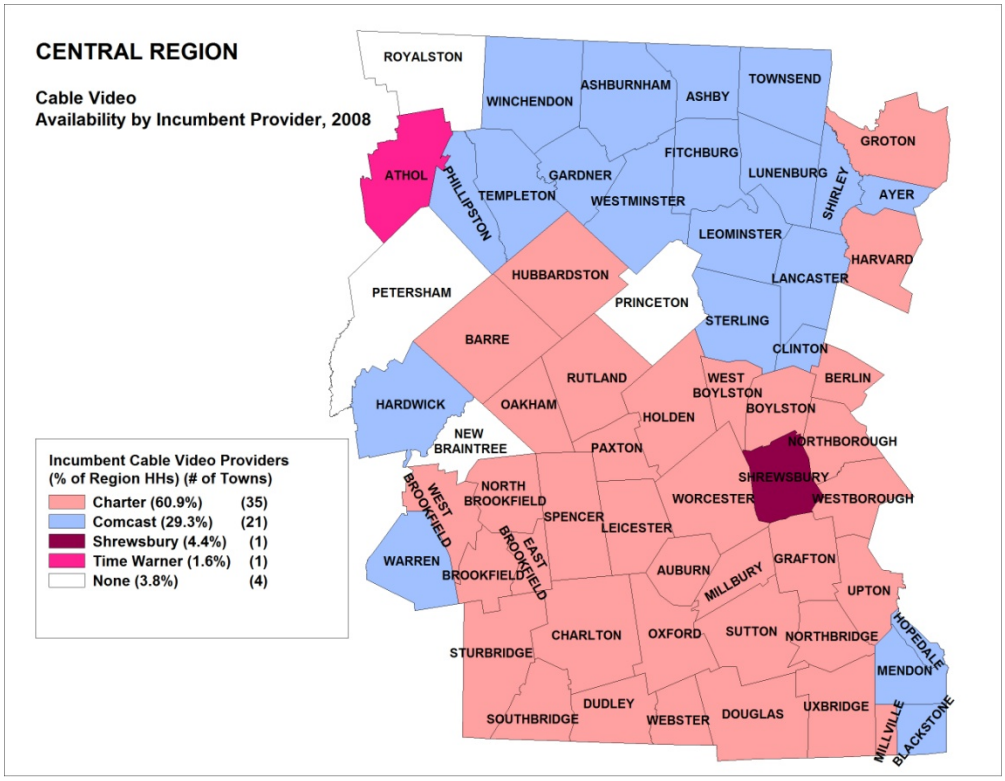


**Figure CE-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008**

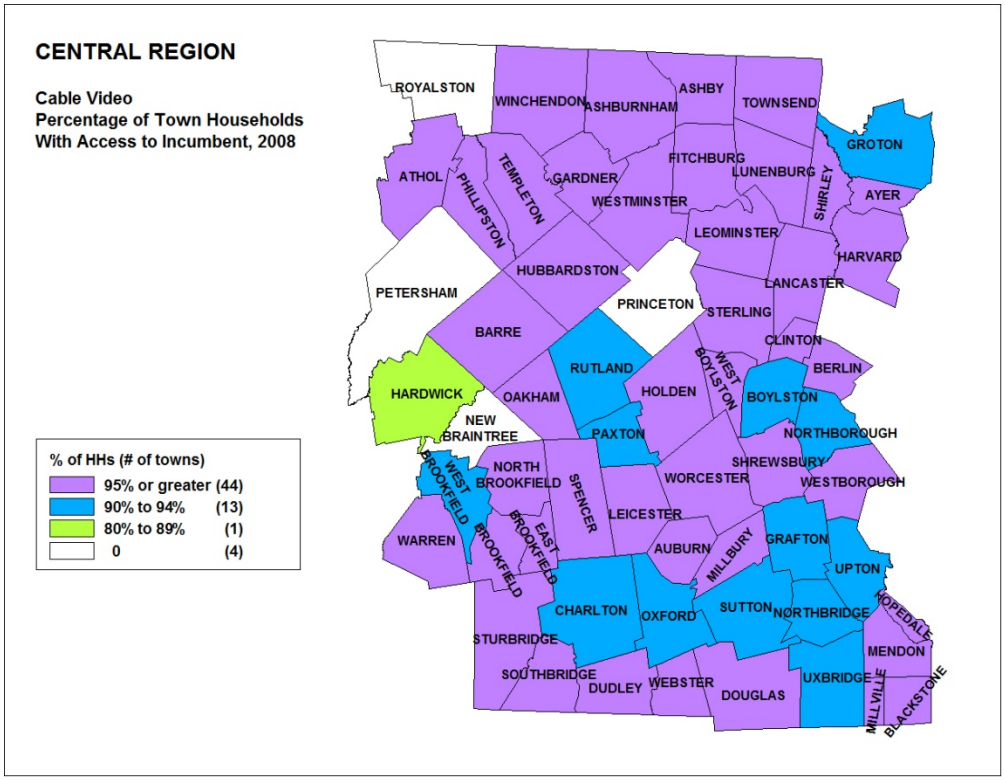



**Figure CE-14: Active Cable Video Service Providers, December 2007**

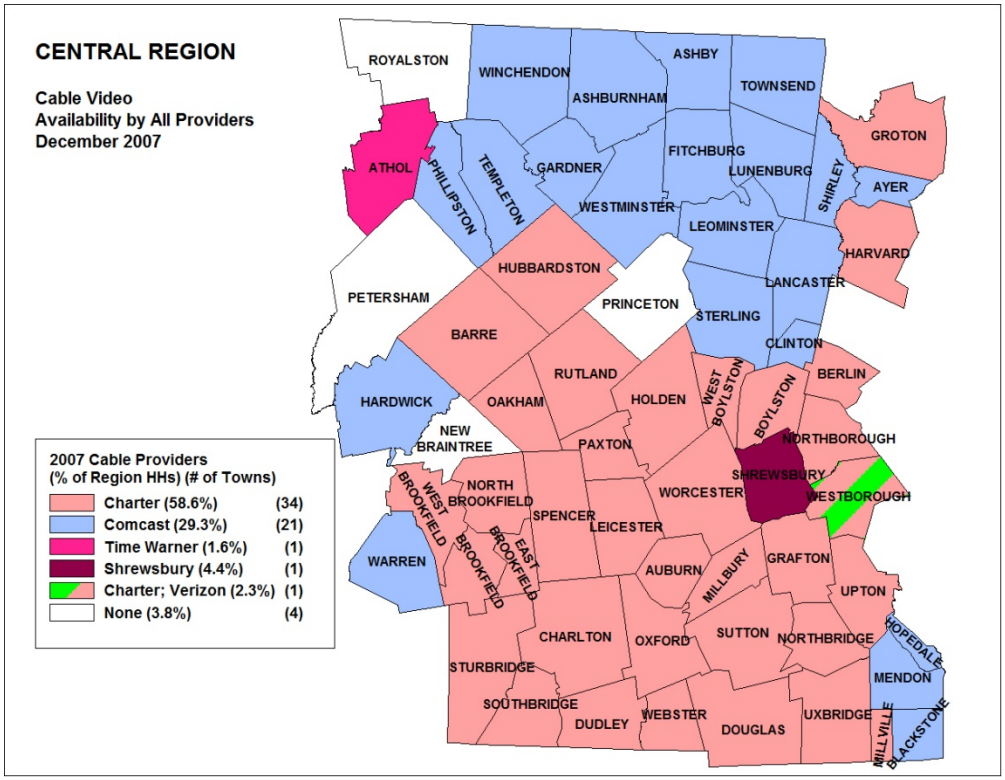


**Figure CE-15: Active Cable Video Service Providers, December 2008**

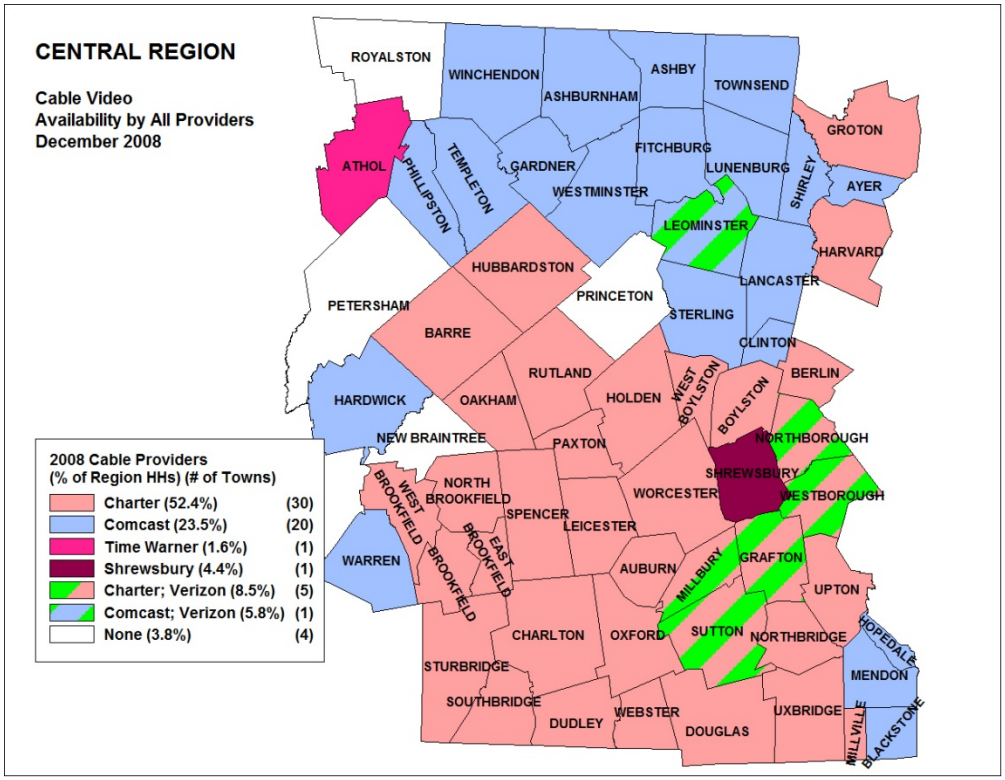



**Figure CE-16: Active Cable Video Service Providers, June 2009**

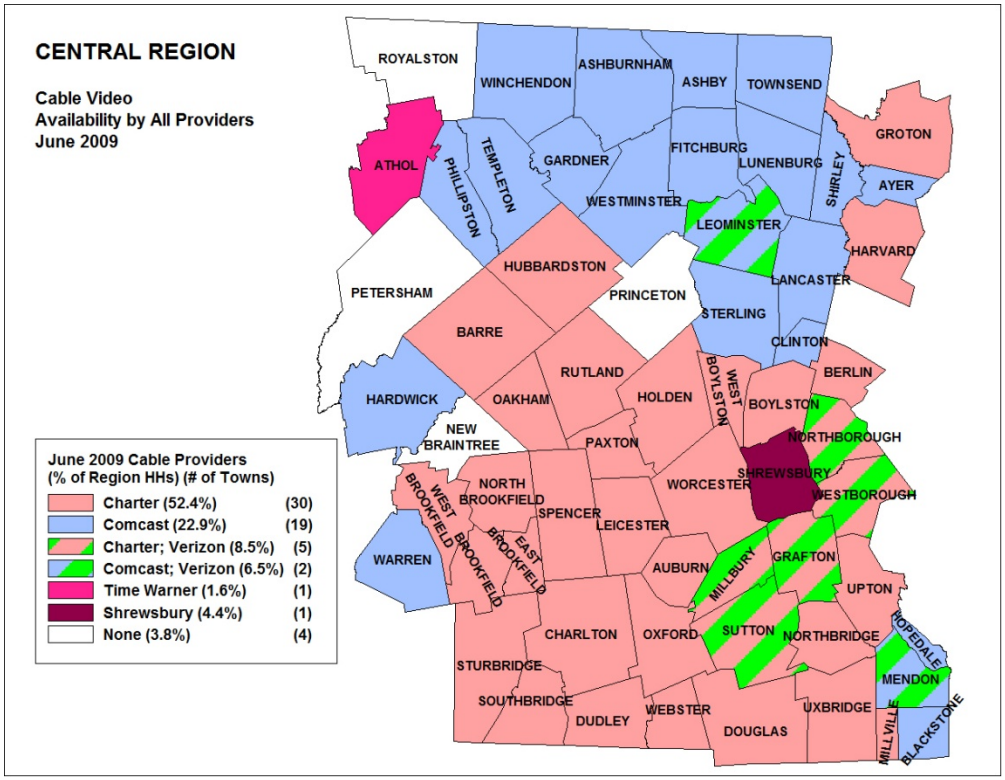
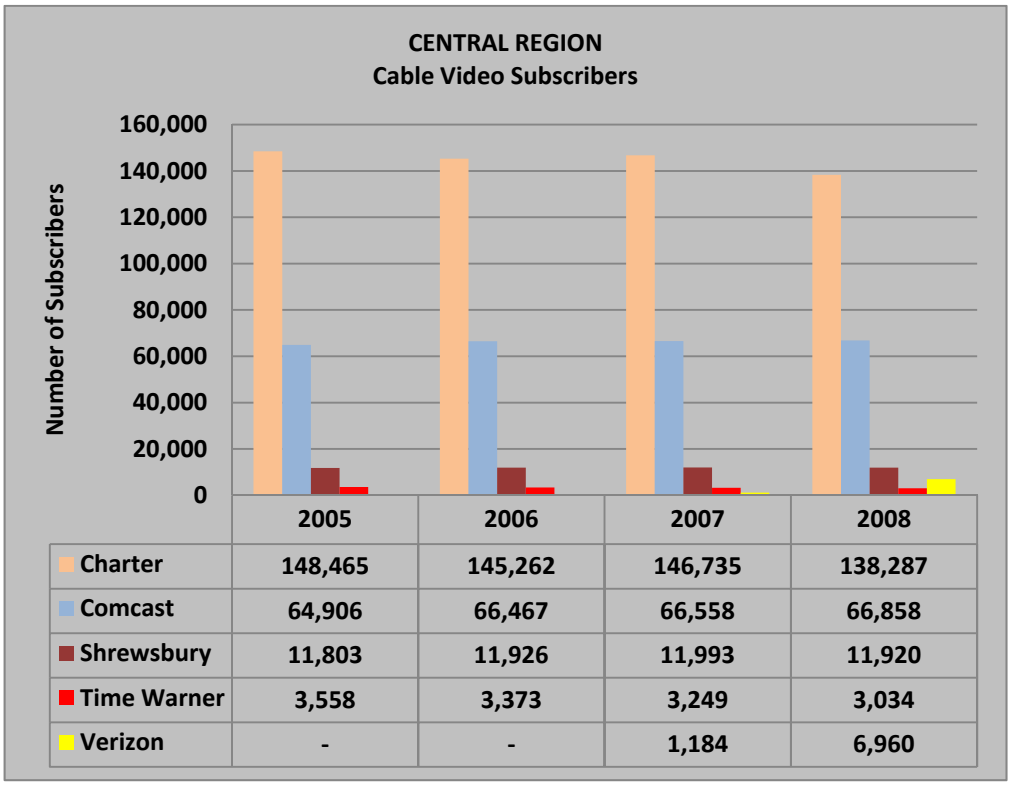


**Figure CE-17: Cable Video Subscribers, by Provider, 2005-2008**




| | 2005 | 2006 | 2007 | 2008 |
|---|---|---|---|---|
| Charter | 148,465 | 145,262 | 146,735 | 138,287 |
| Comcast | 64,906 | 66,467 | 66,558 | 66,858 |
| Shrewsbury | 11,803 | 11,926 | 11,993 | 11,920 |
| Time Warner | 3,558 | 3,373 | 3,249 | 3,034 |
| Verizon | - | - | 1,184 | 6,960 |

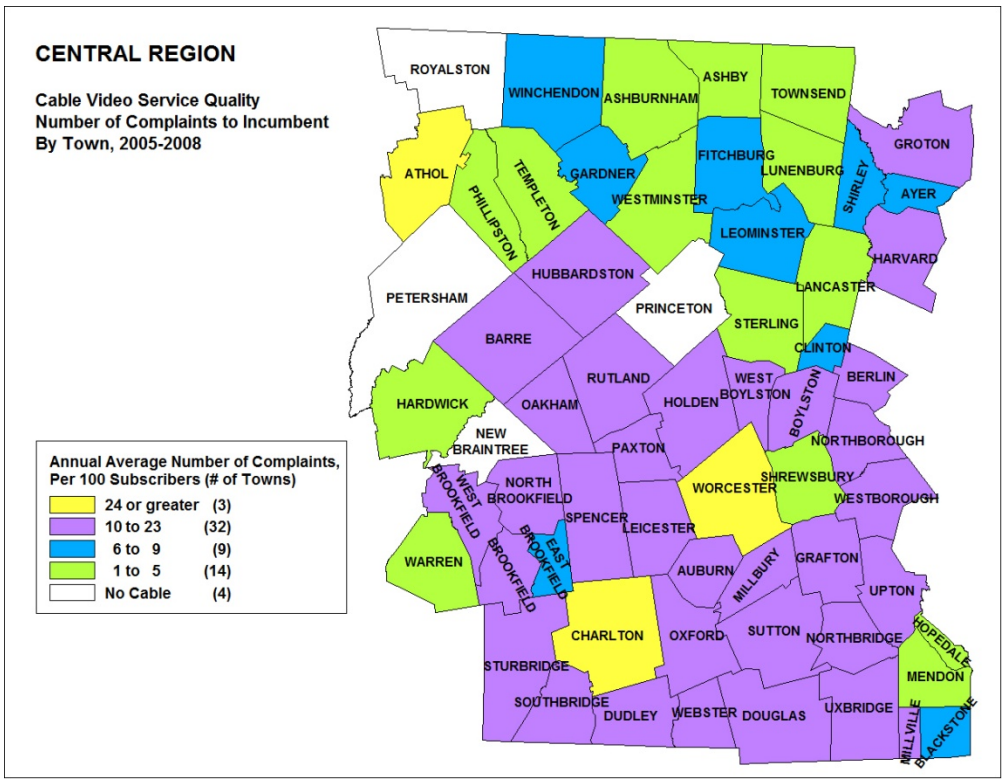



**Figure CE-18: Incumbent Cable Video Provider Complaints, 2005-2008**