Pioneer Valley

I. Residential Voice

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

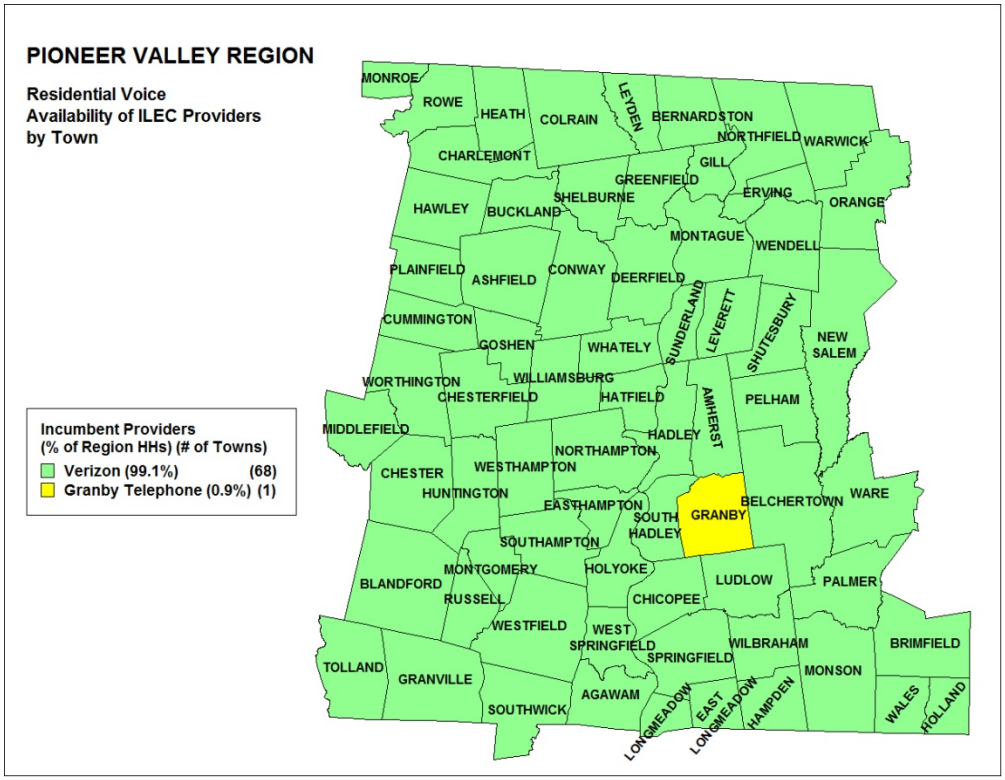
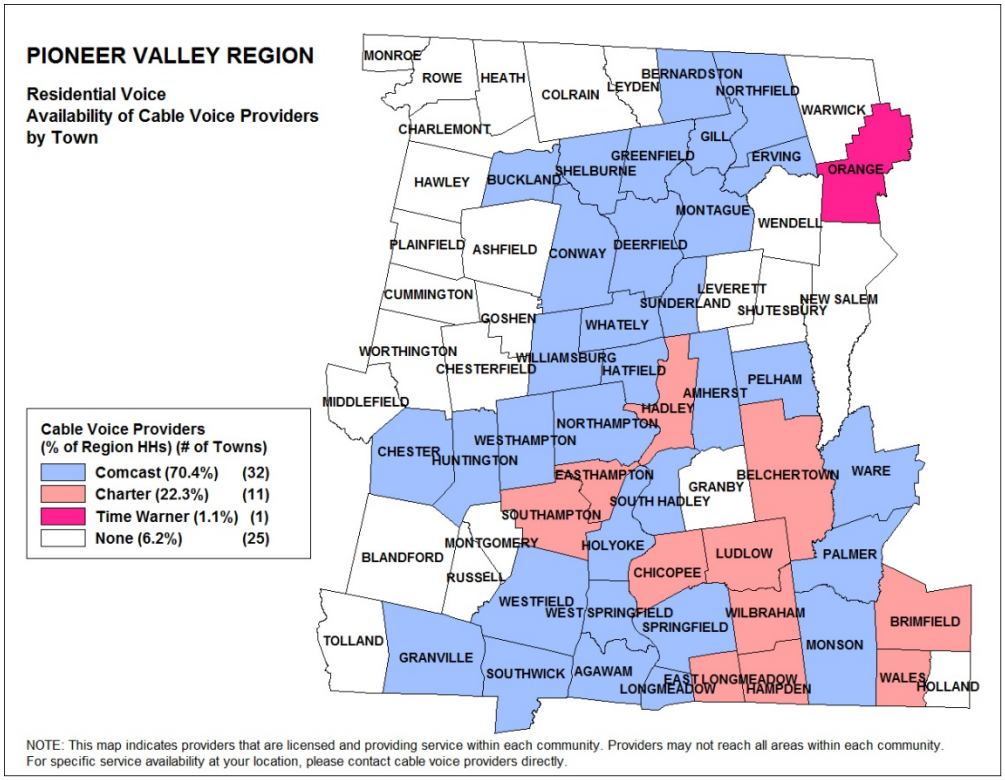


Figure PV-2: Availability of Cable Voice Providers, by Town, December 2008



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

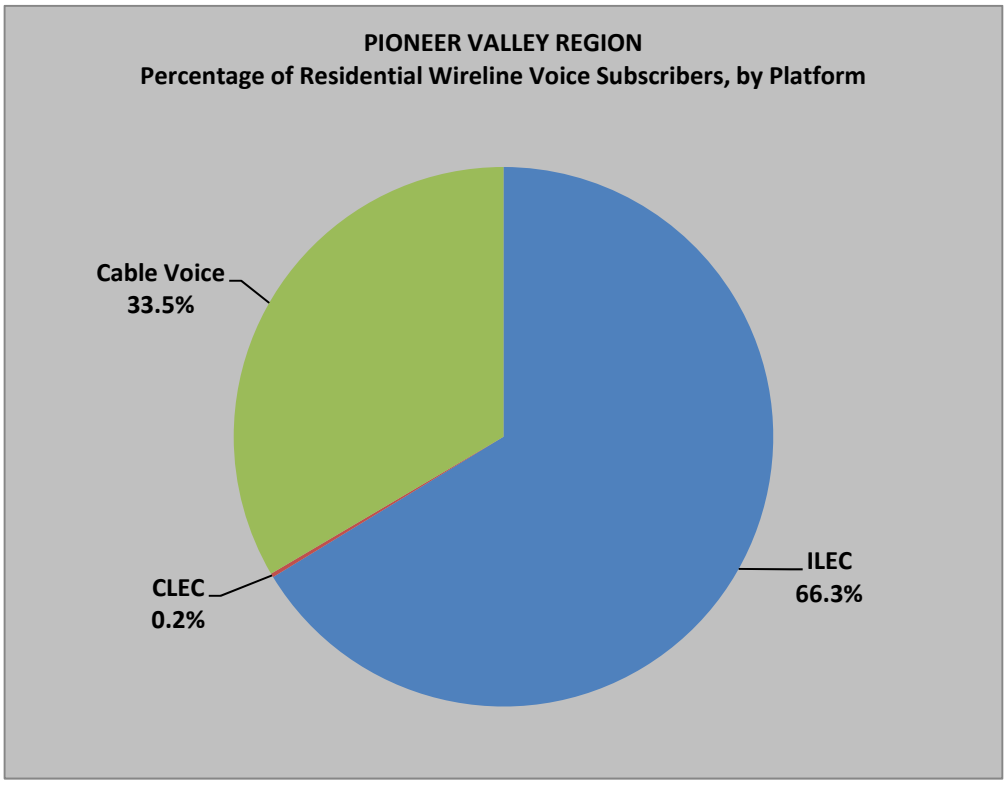
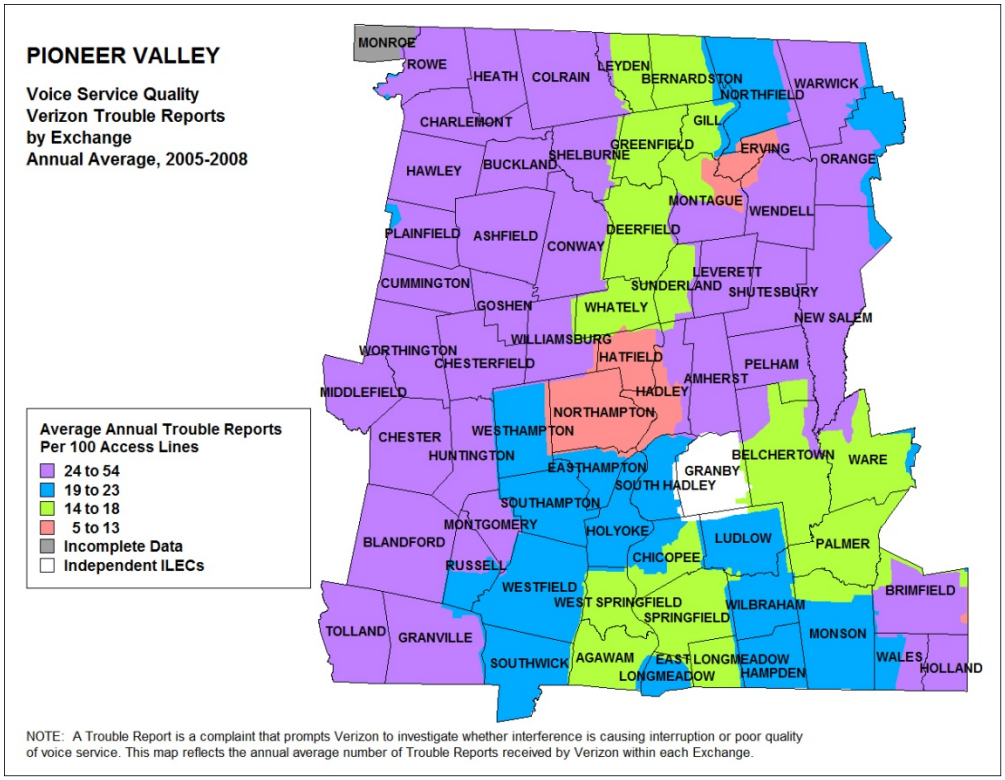
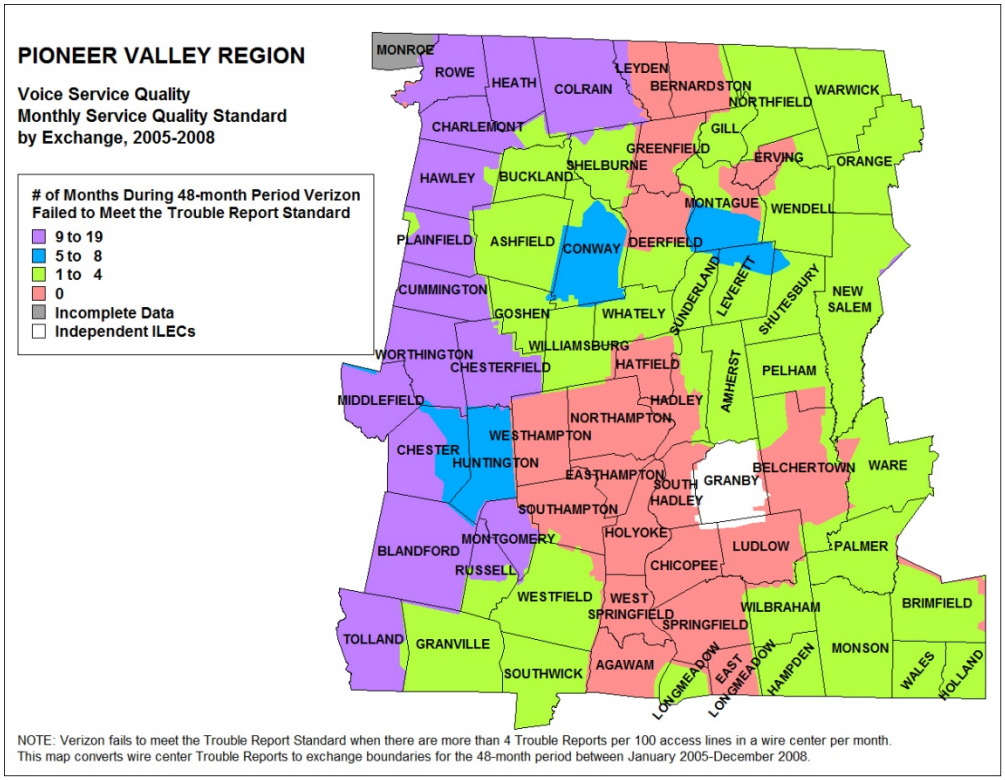


Figure PV-4: Verizon's Average Annual Trouble Reports, 2005-2008



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

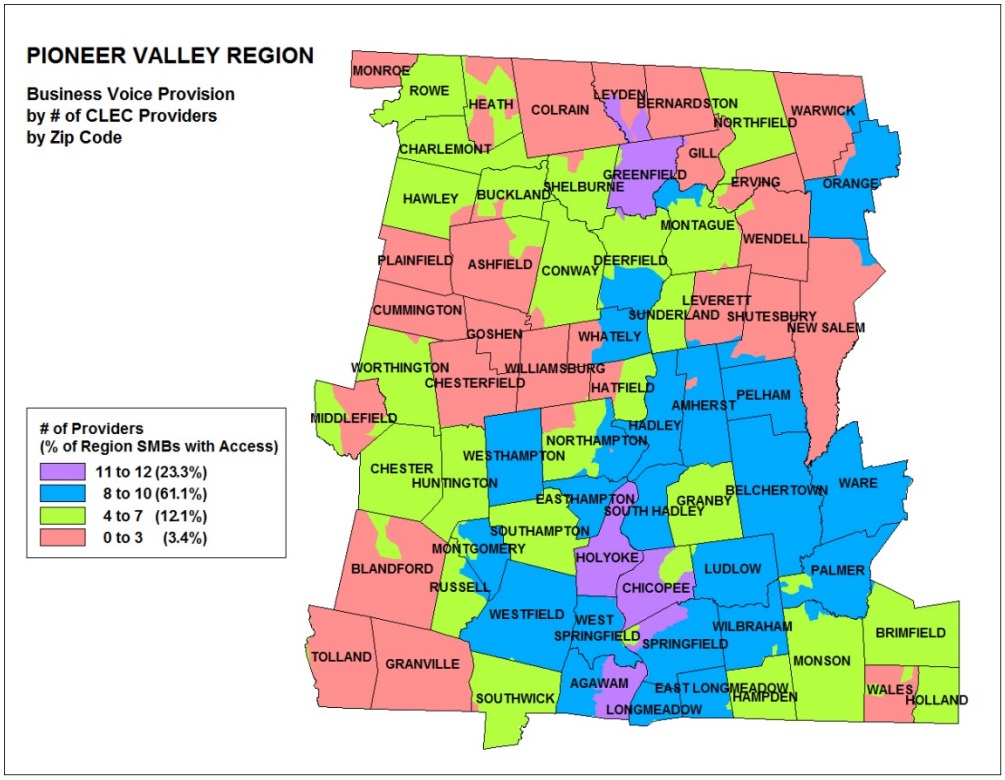


Figure PV-7: Business Voice Provision by Number of Resale Providers, December 2007

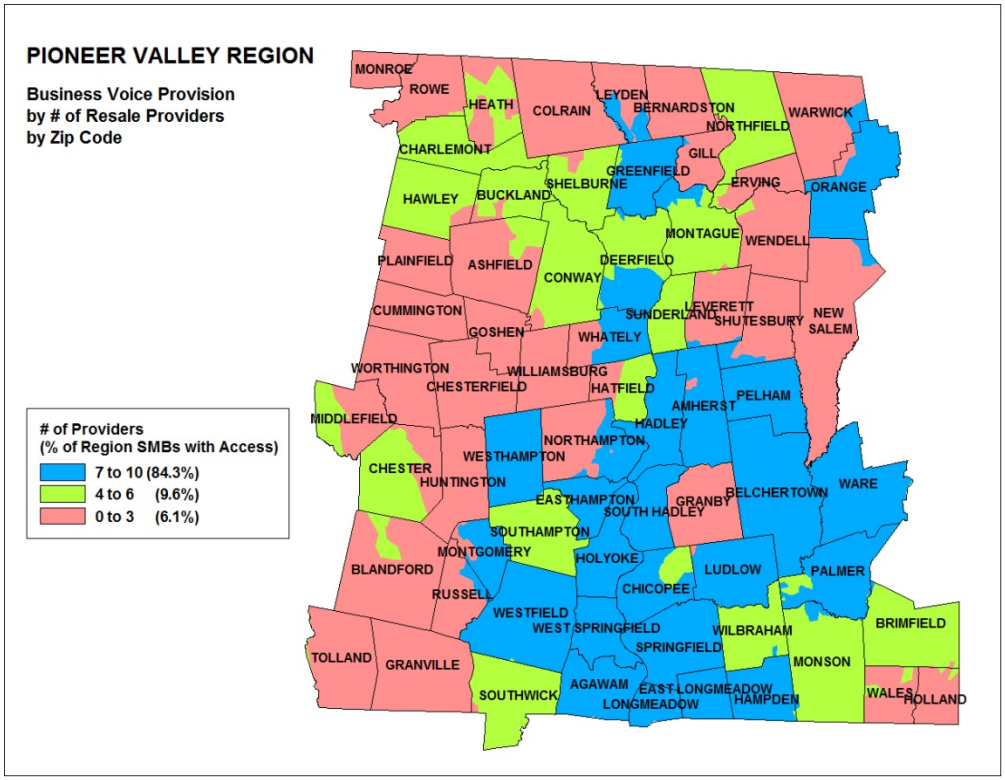


Figure PV-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007

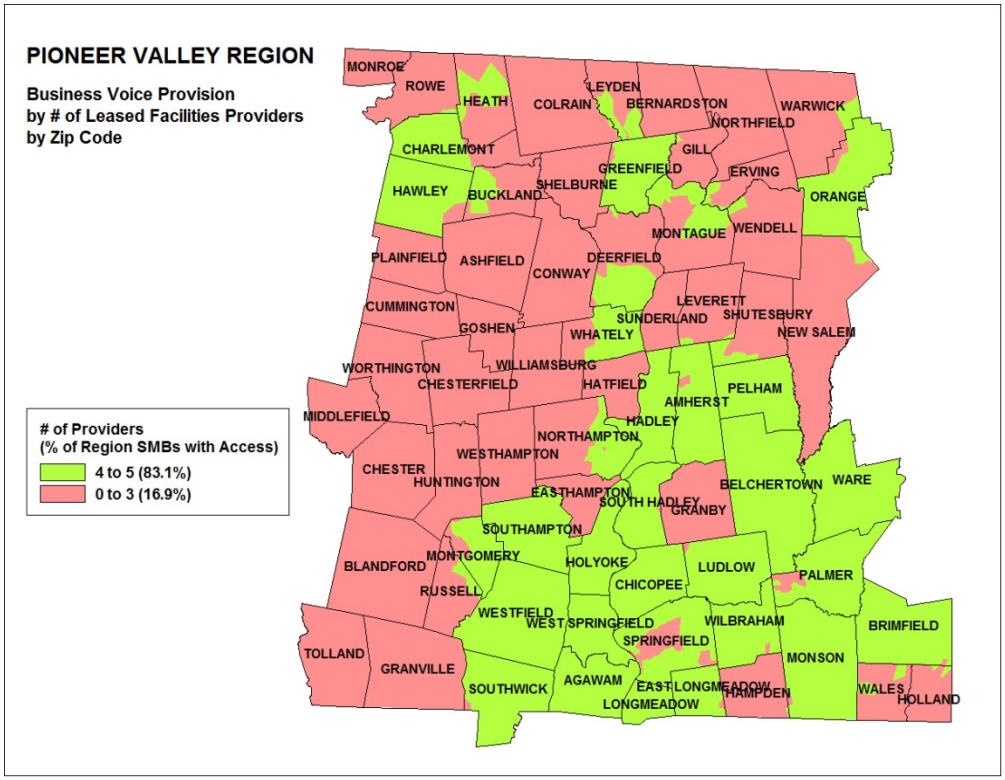
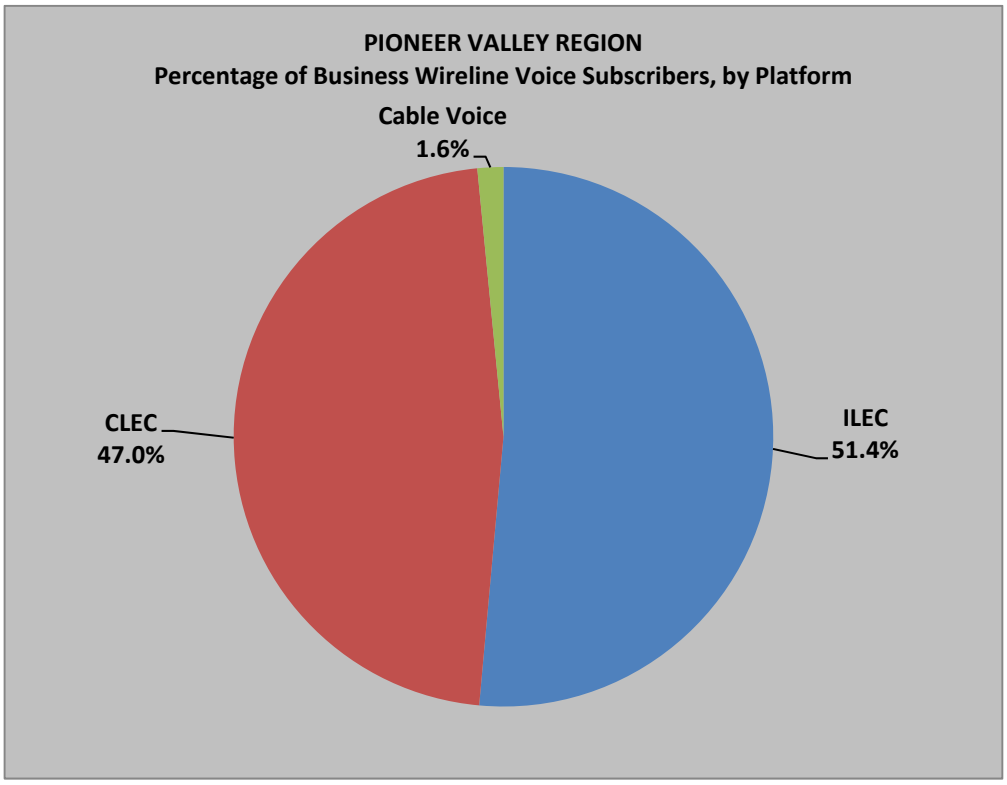
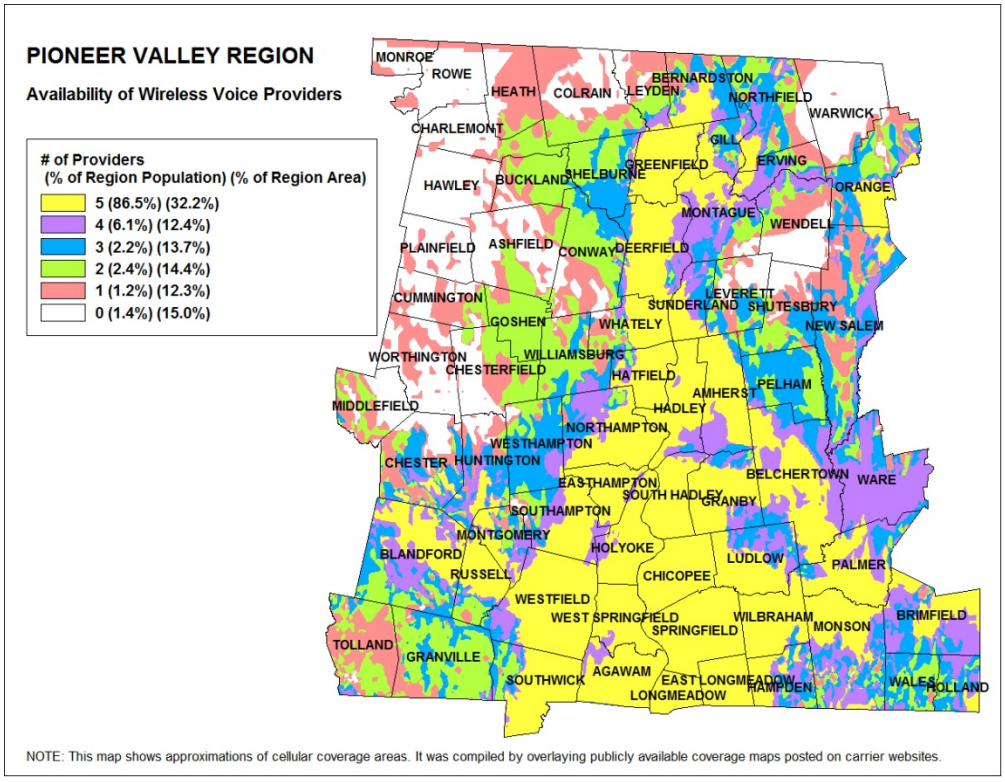


Figure PV-9: Market Shares for Business Voice Services by Platform, December 2008



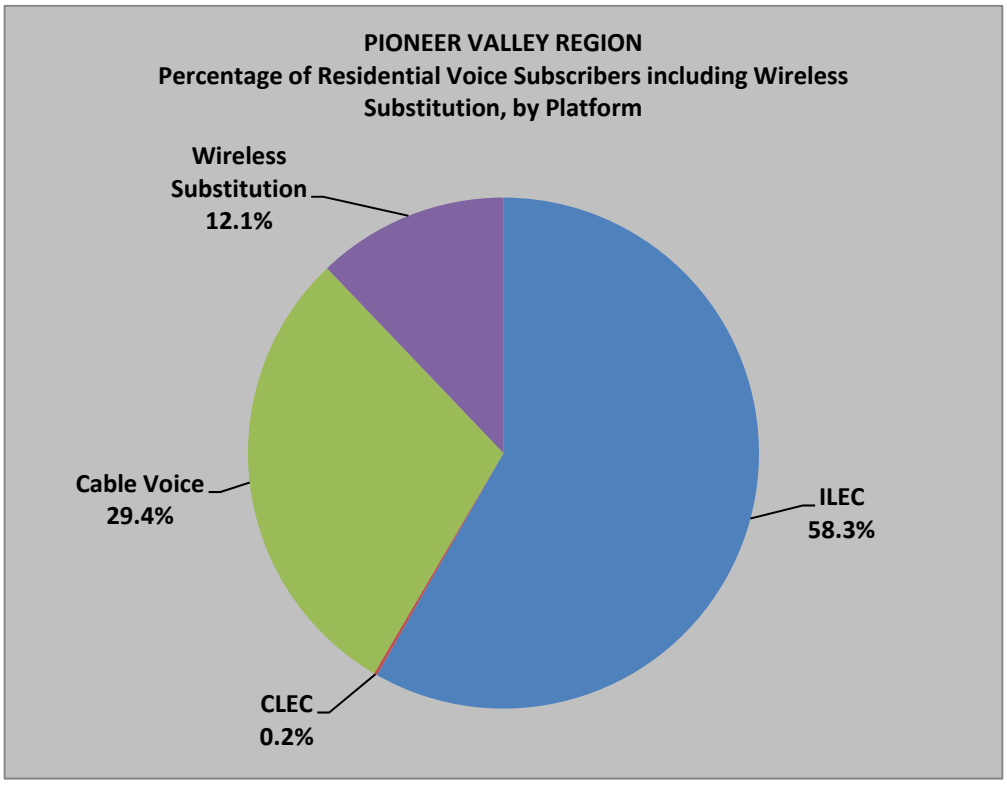
III. Wireless Voice

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

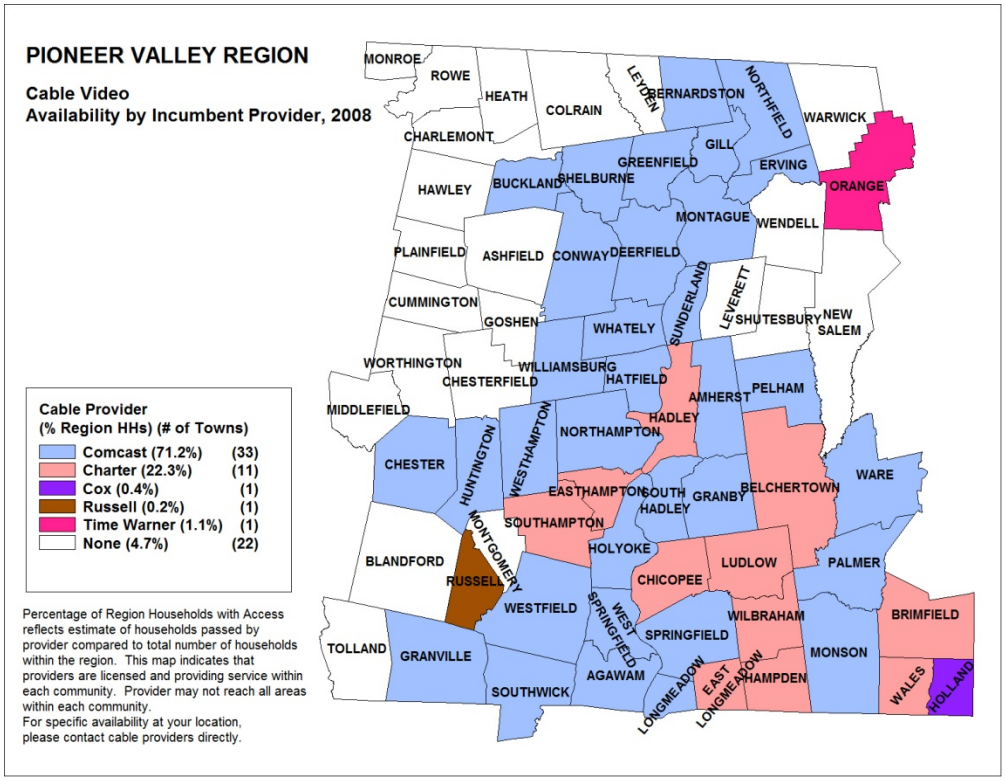


Figure PV-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008

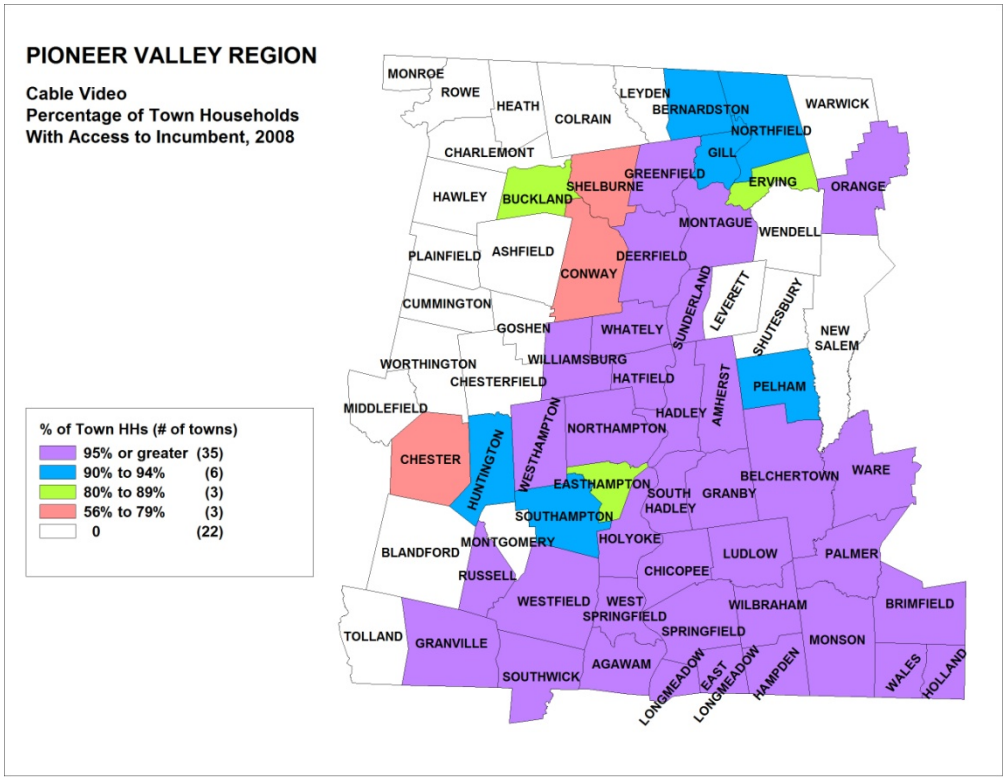
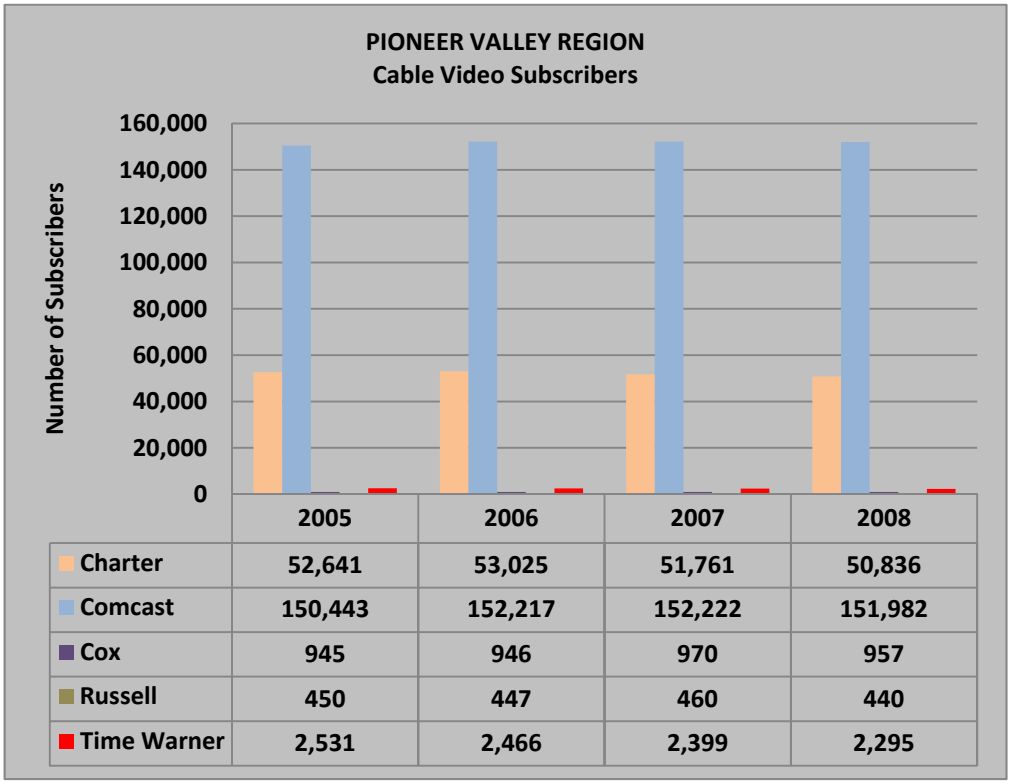


Figure PV-14: Cable Video Subscribers, by Provider, 2005-2008



	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

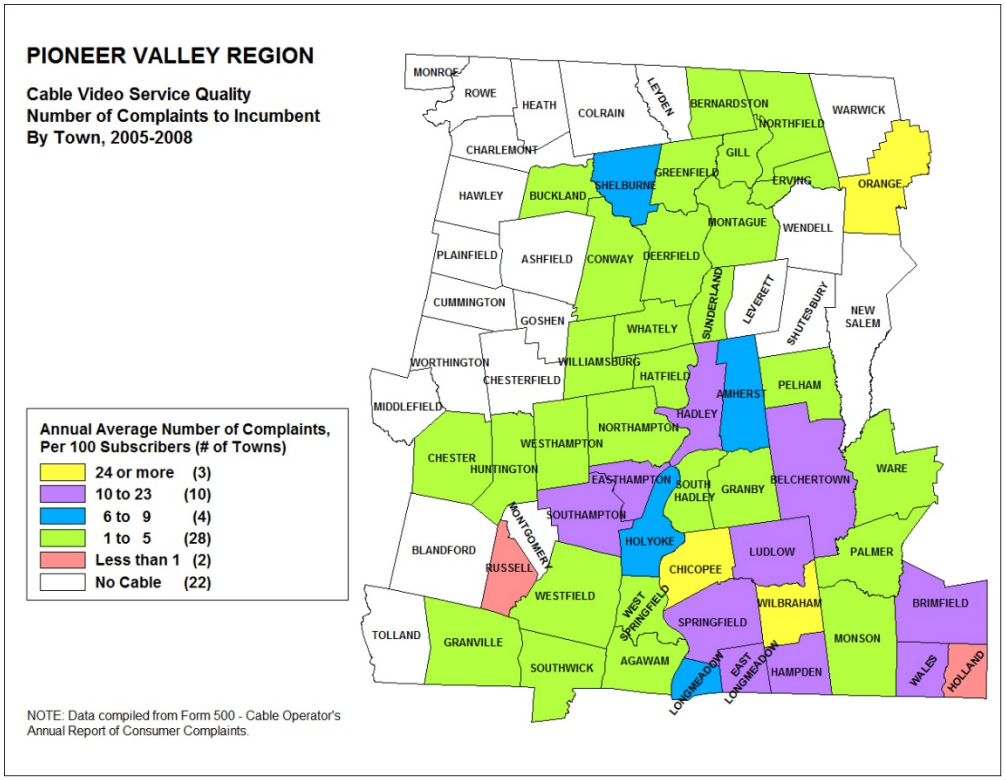



Figure PV-15: Incumbent Cable Video Provider Complaints, 2005-2008