# REGION BINDERS

## Berkshire

### I. Residential Voice

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

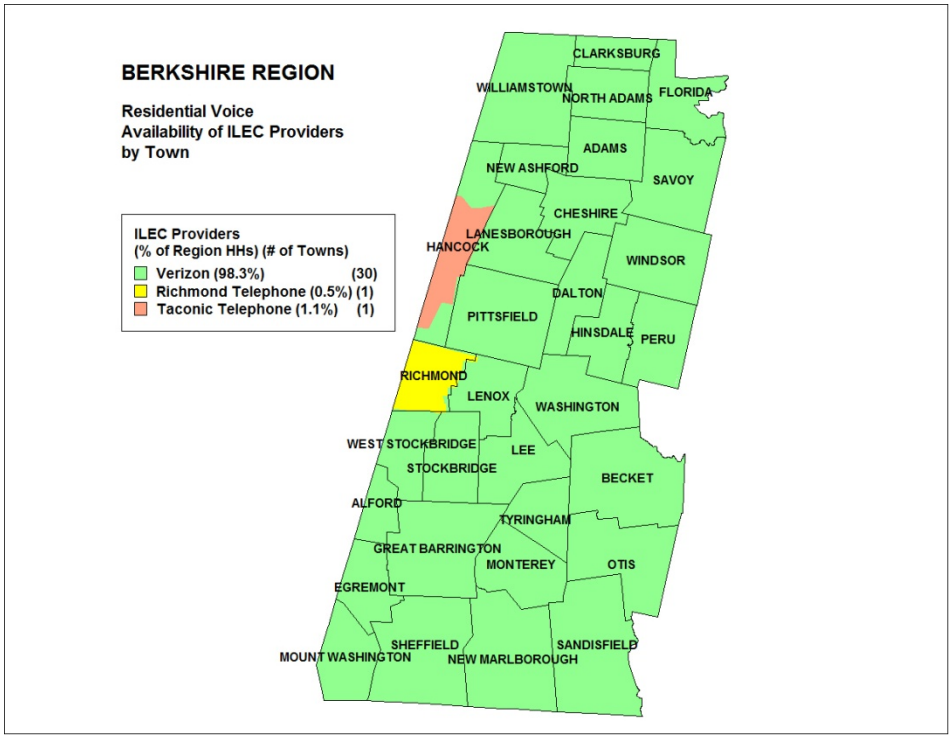



**Figure BE-2: Availability of Cable Voice Providers, by Town, December 2008**

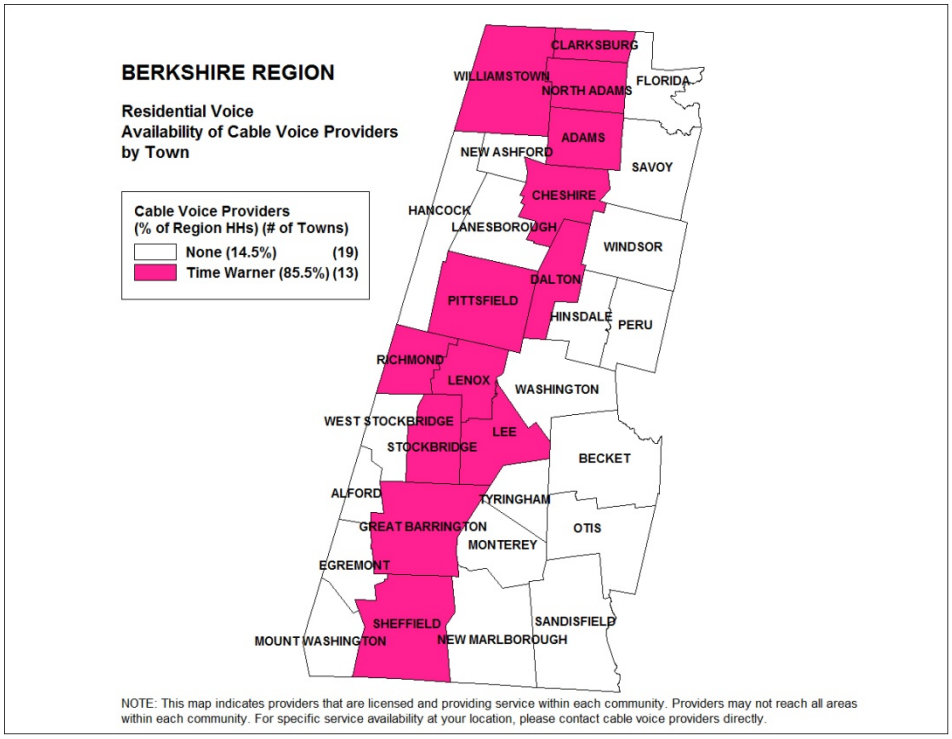


**Figure BE-3: Market Shares for Residential Wireline Voice, by Platform, December 2008**

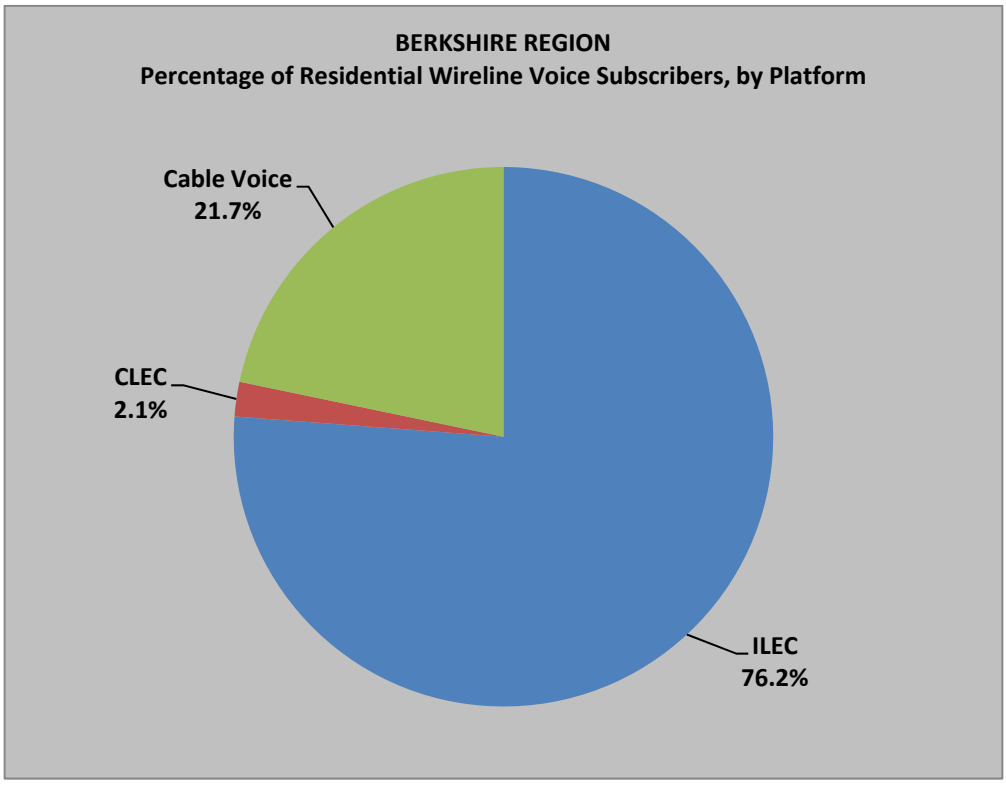



**Figure BE-4: Verizon's Average Annual Trouble Reports, 2005-2008**

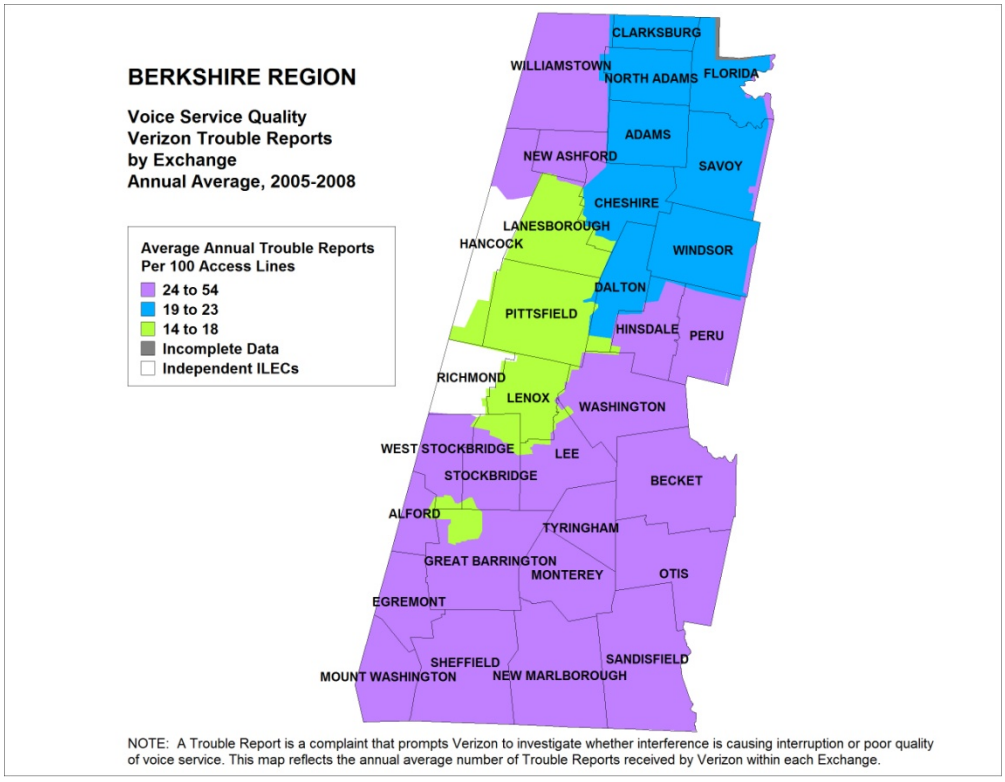
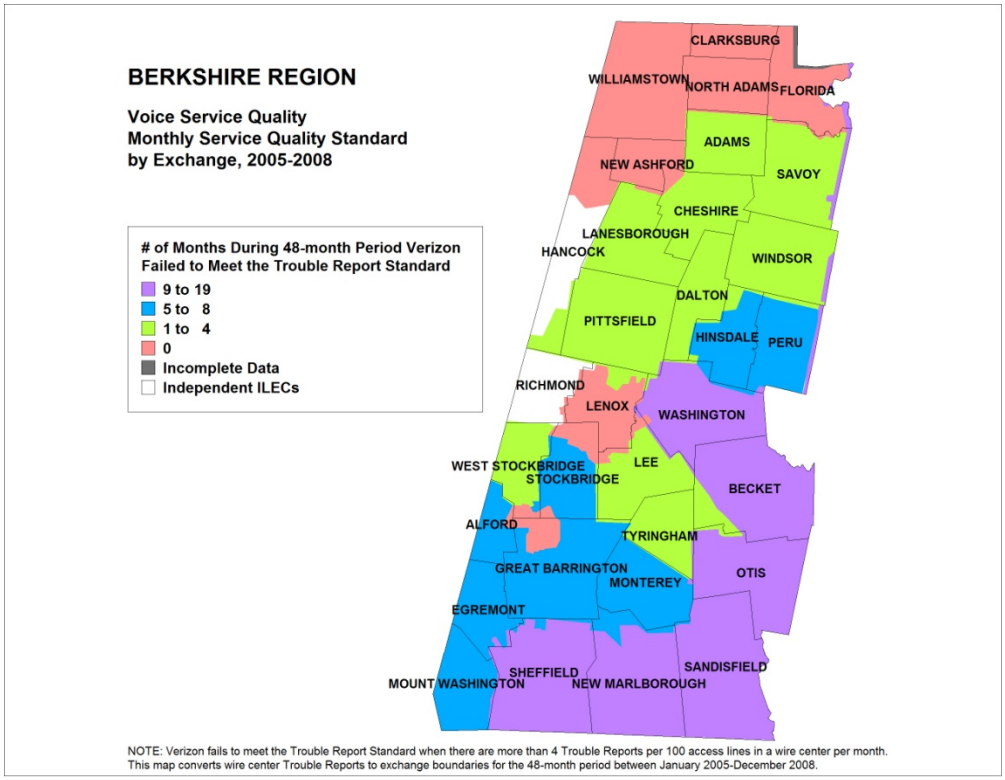


**Figure BE-5: Verizon's Monthly Service Quality Standard, 2005-2008**




## II. Business Voice

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

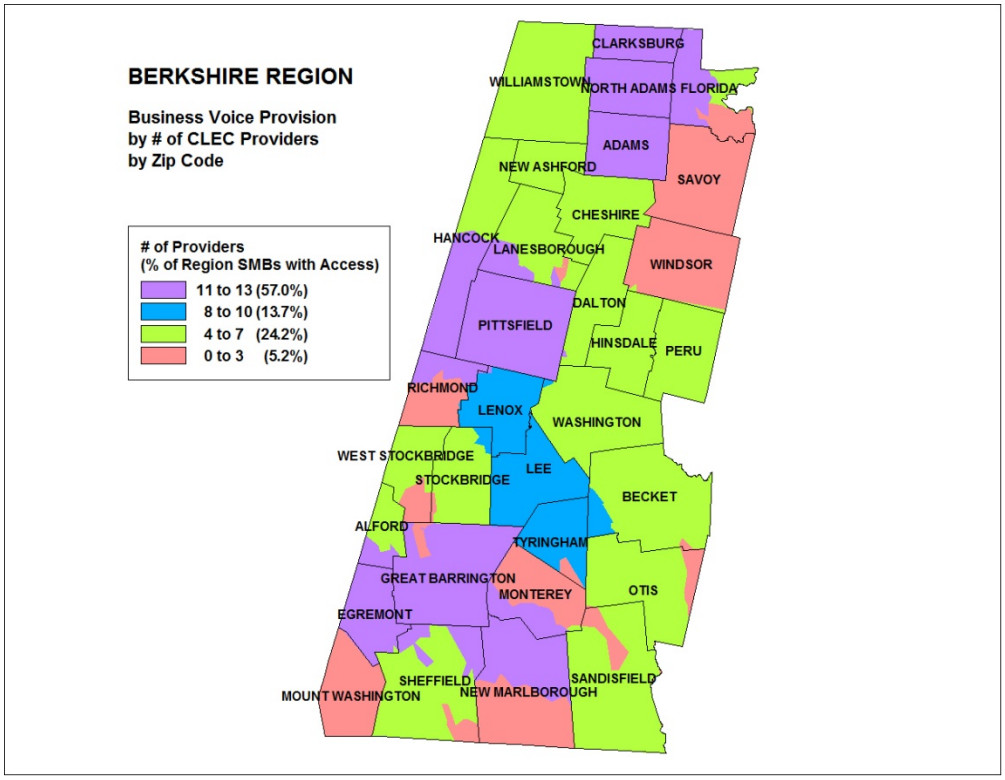


**Figure BE-7: Business Voice Provision by Number of Resale Providers, December 2007**

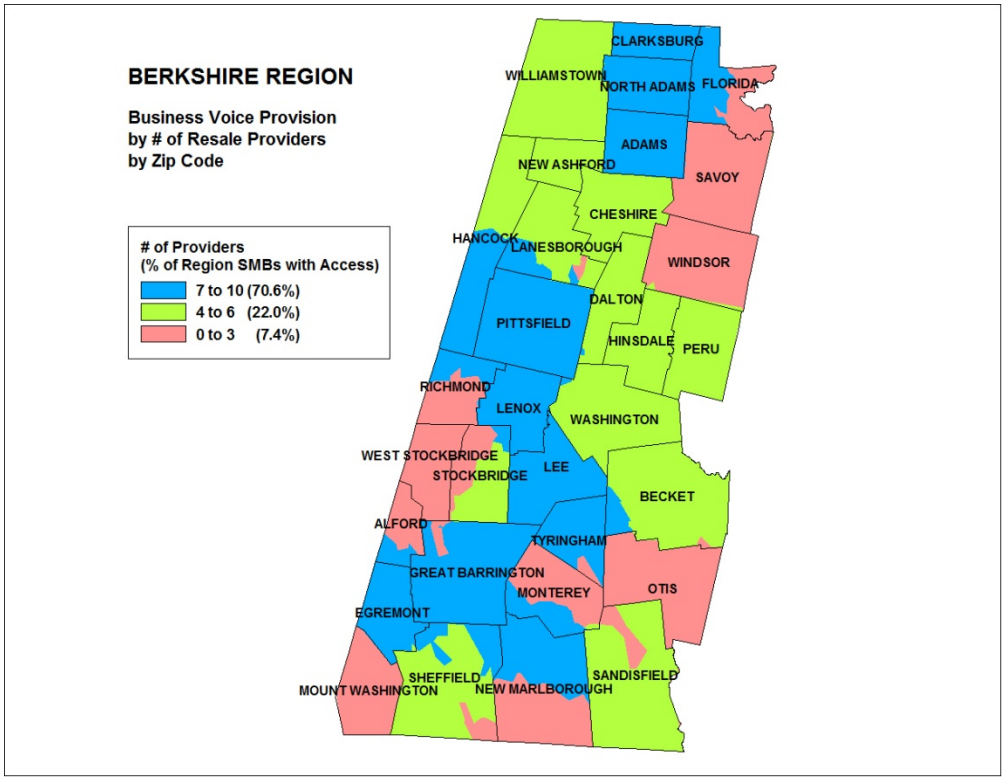



**Figure BE-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007**

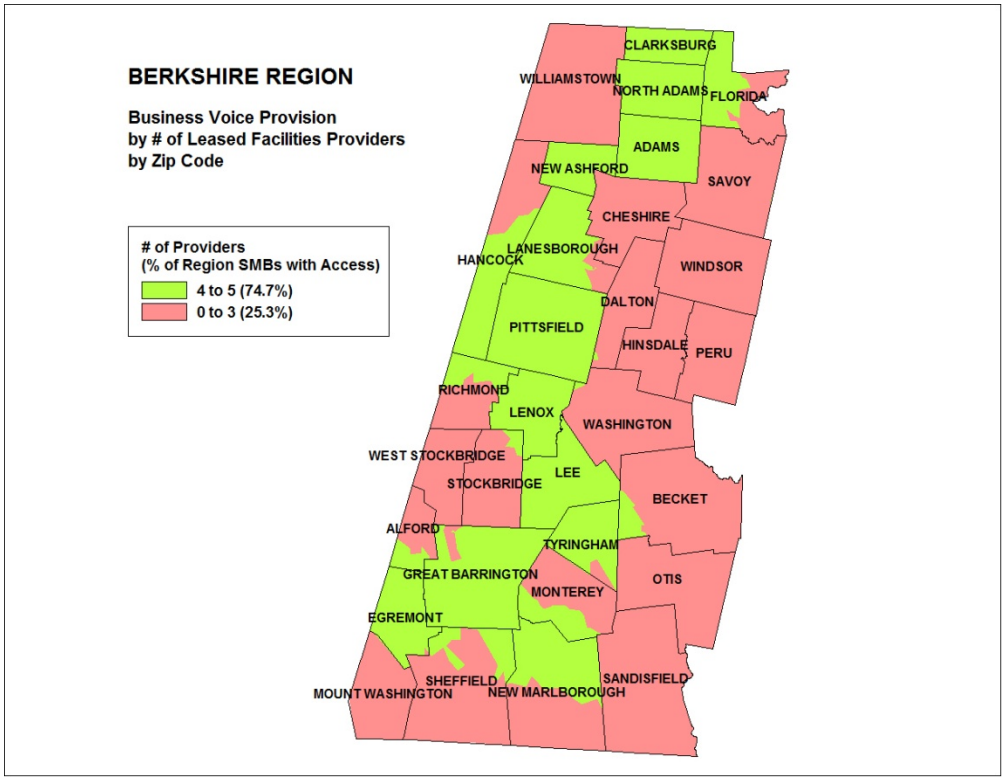
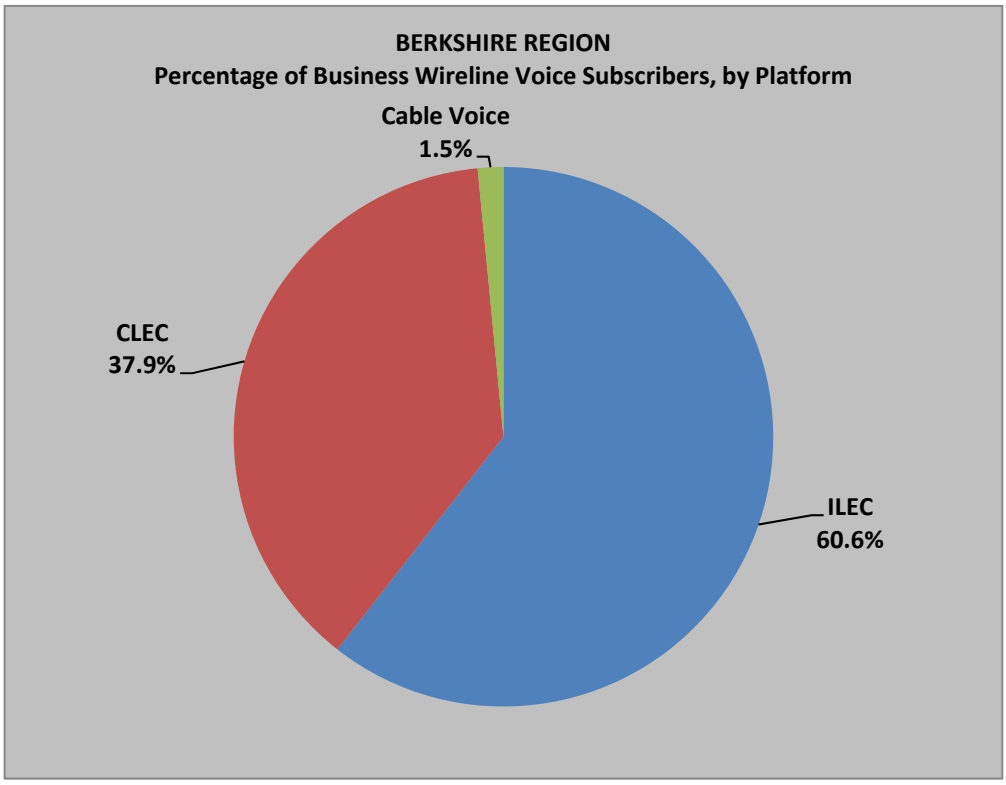


**Figure BE-9: Market Shares for Business Voice Services by Platform, December 2008**




## III. Wireless Voice

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

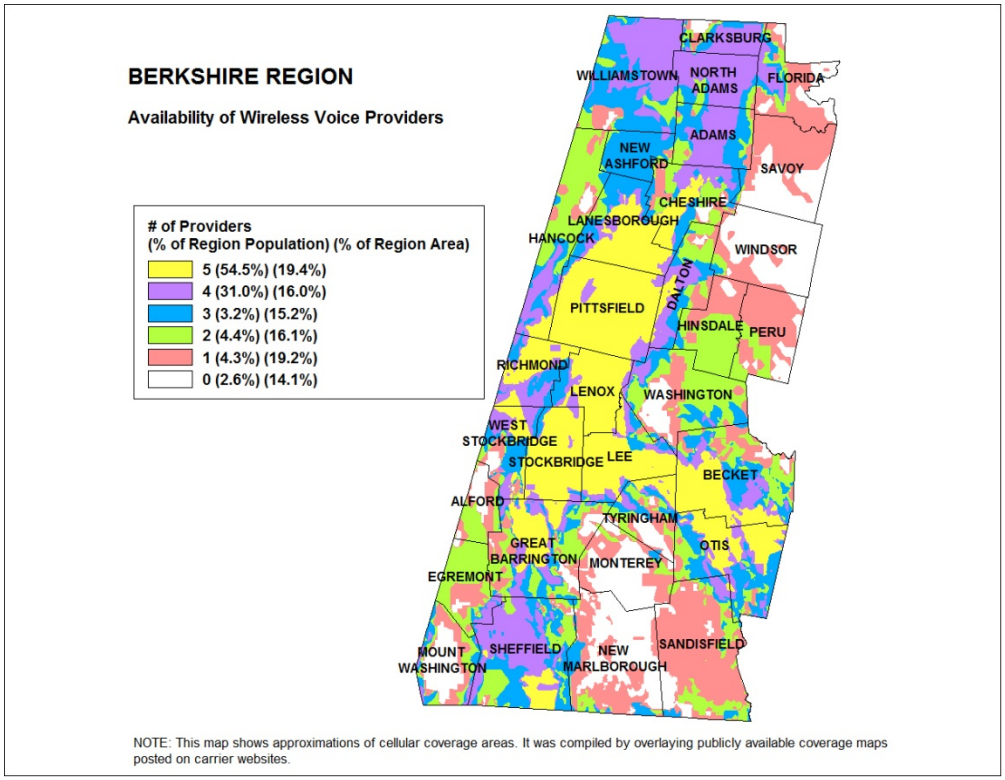
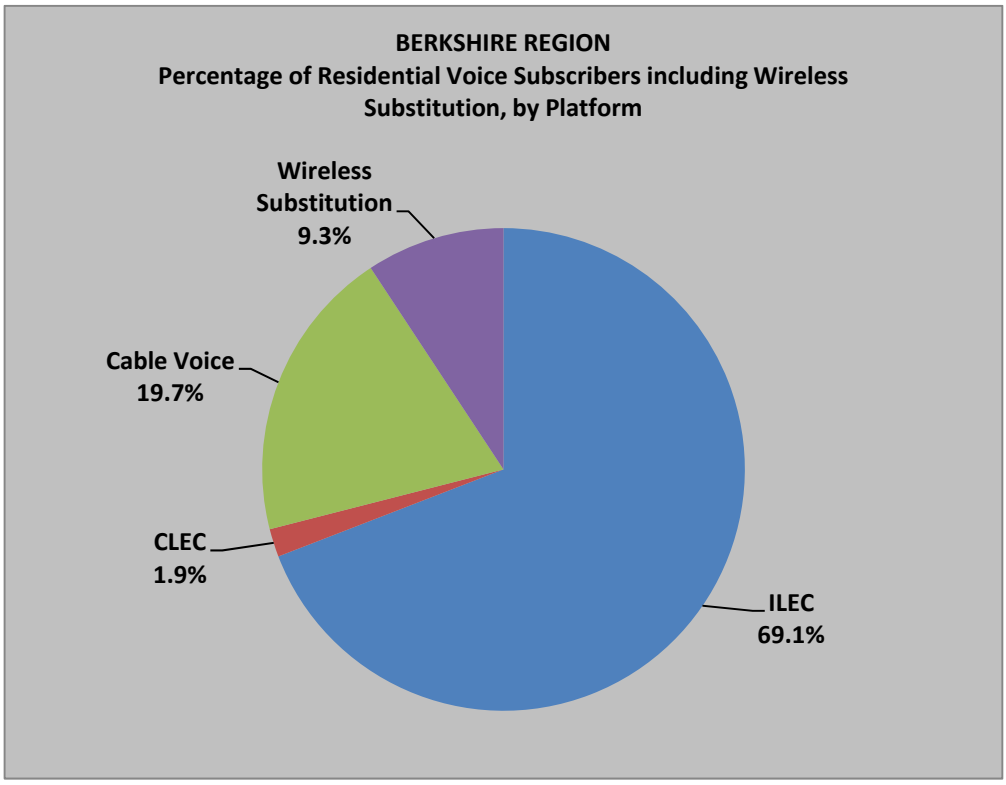


**Figure BE-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008**




## IV. Cable Video

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

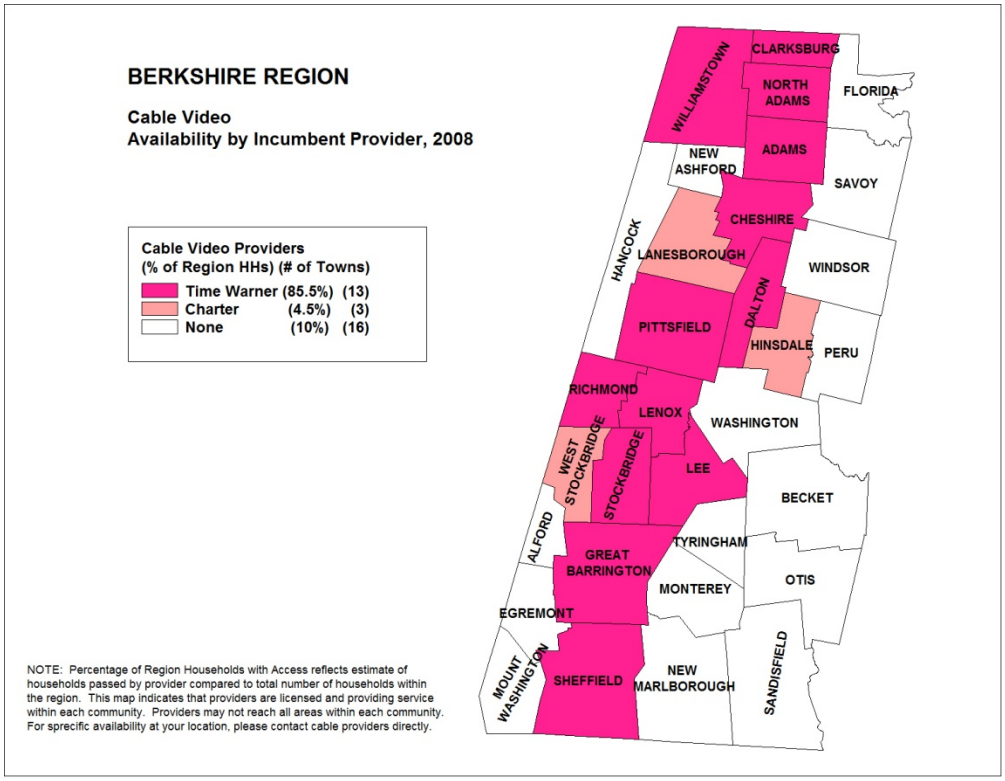


**Figure BE-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008**

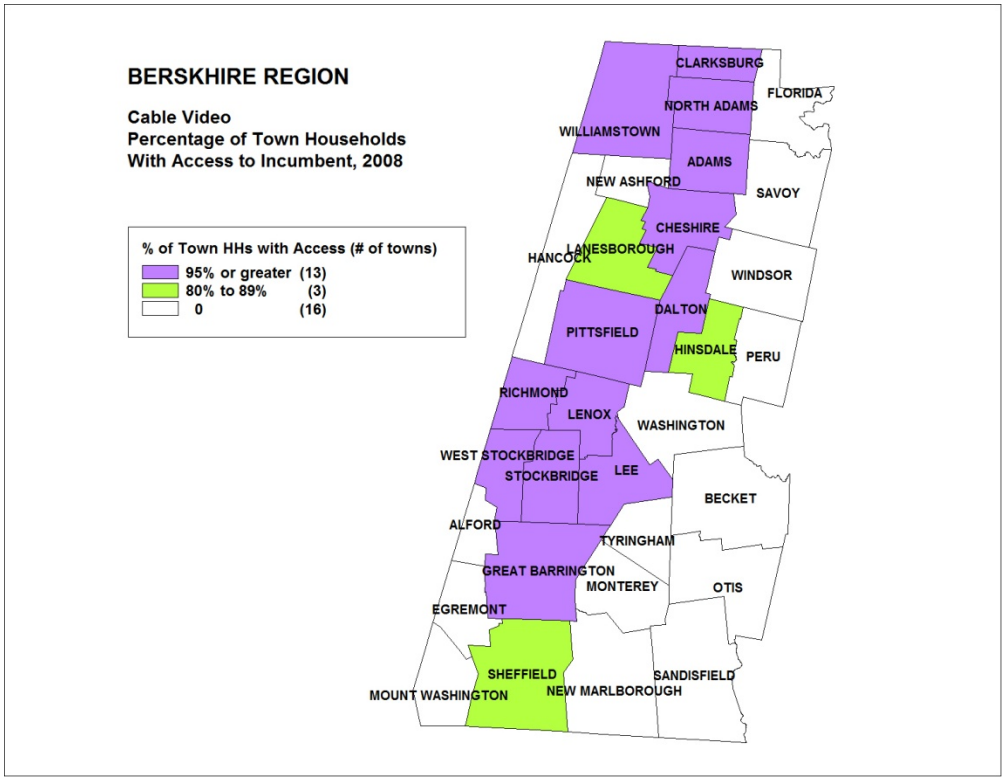



**Figure BE-14: Cable Video Subscribers, by Provider, 2005-2008**

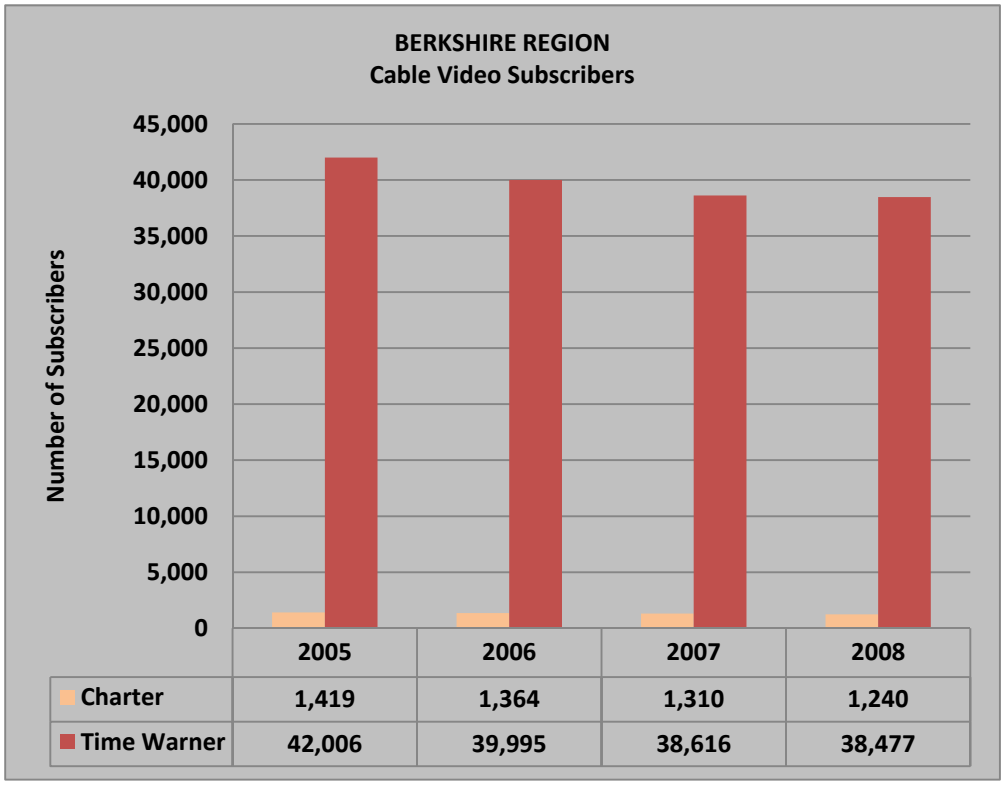
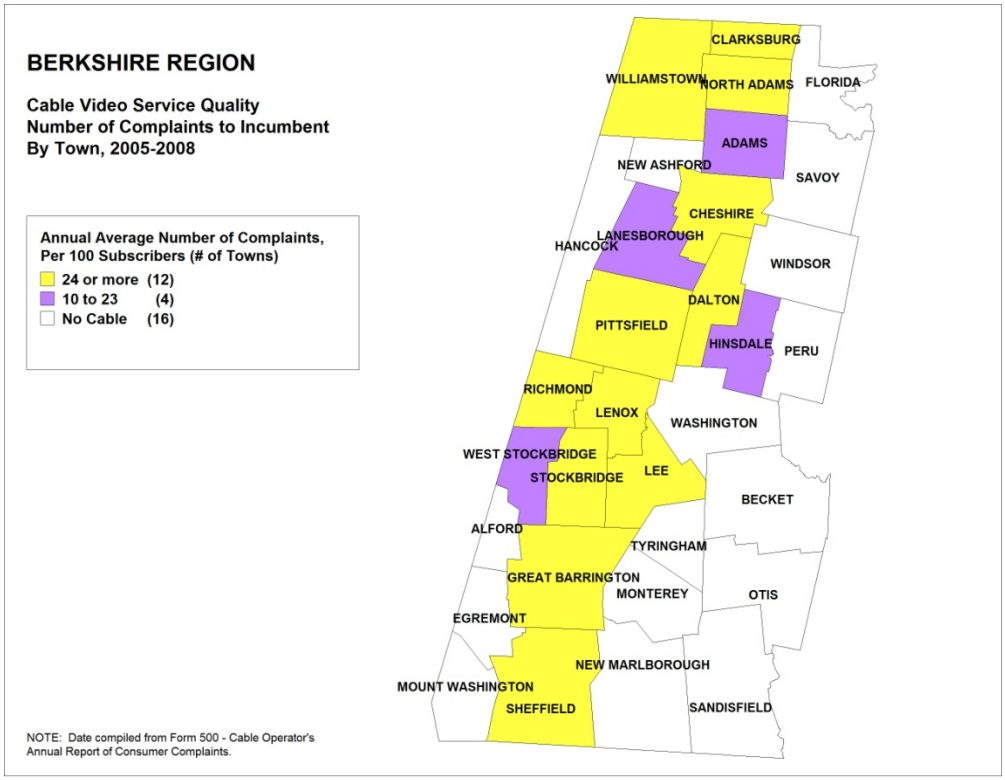



**Figure BE-15: Incumbent Cable Video Provider Complaints, 2005-2008**