Boston Metro

I. Residential Voice

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

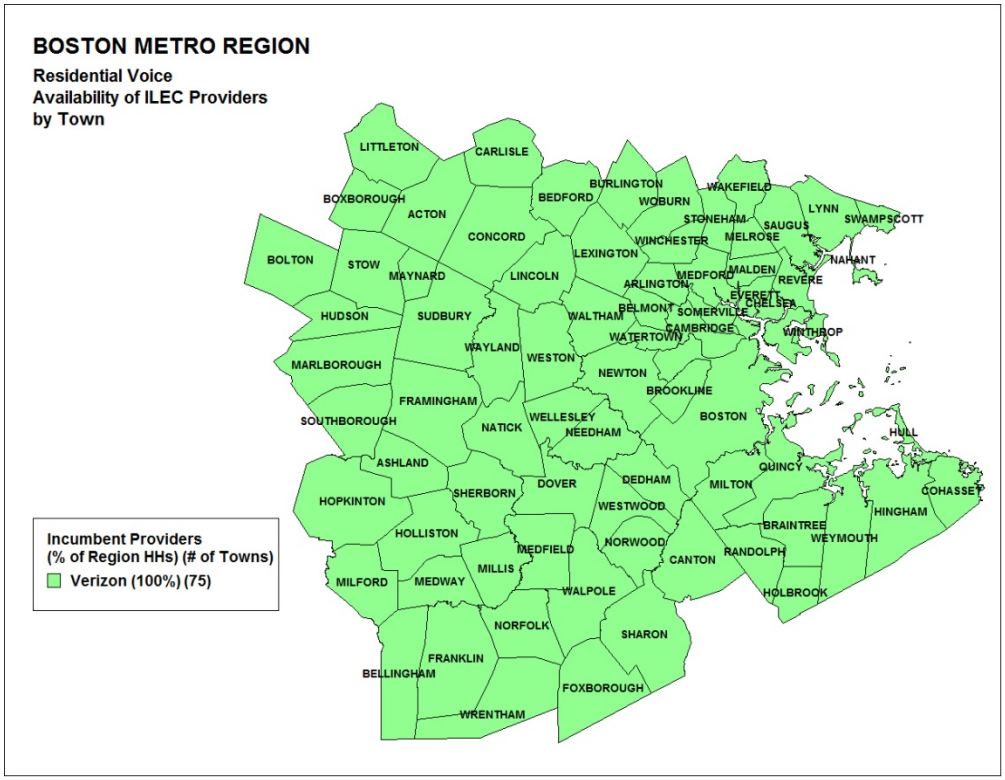


Figure BM-2: Availability of Cable Voice Providers, by Town, December 2008

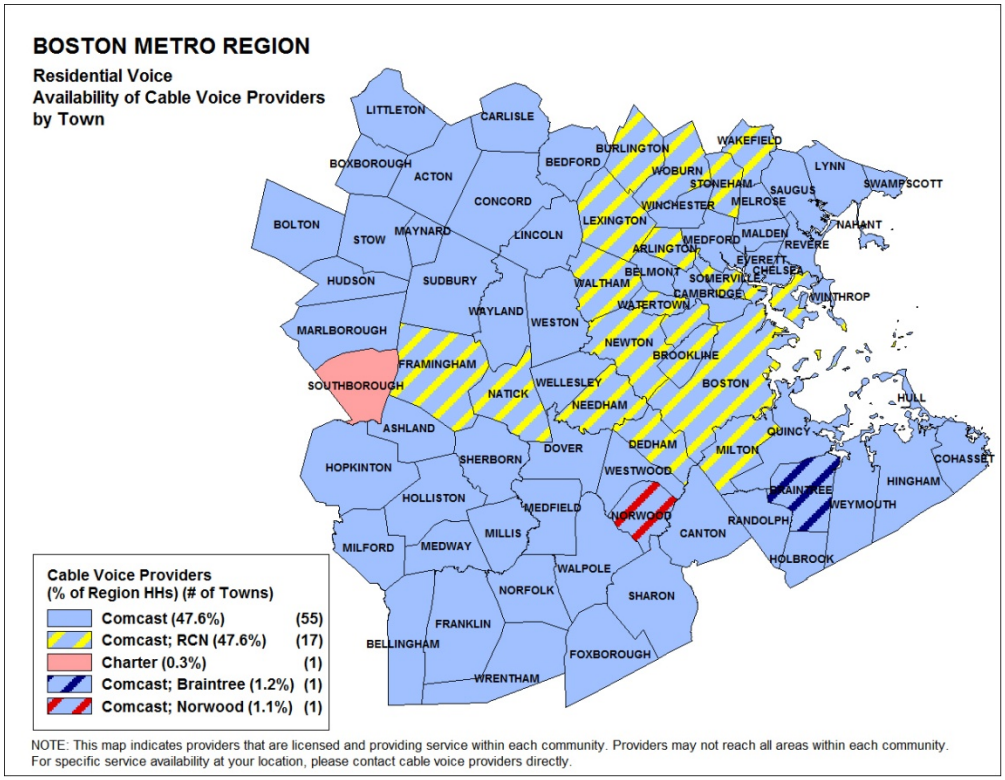


Figure BM-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

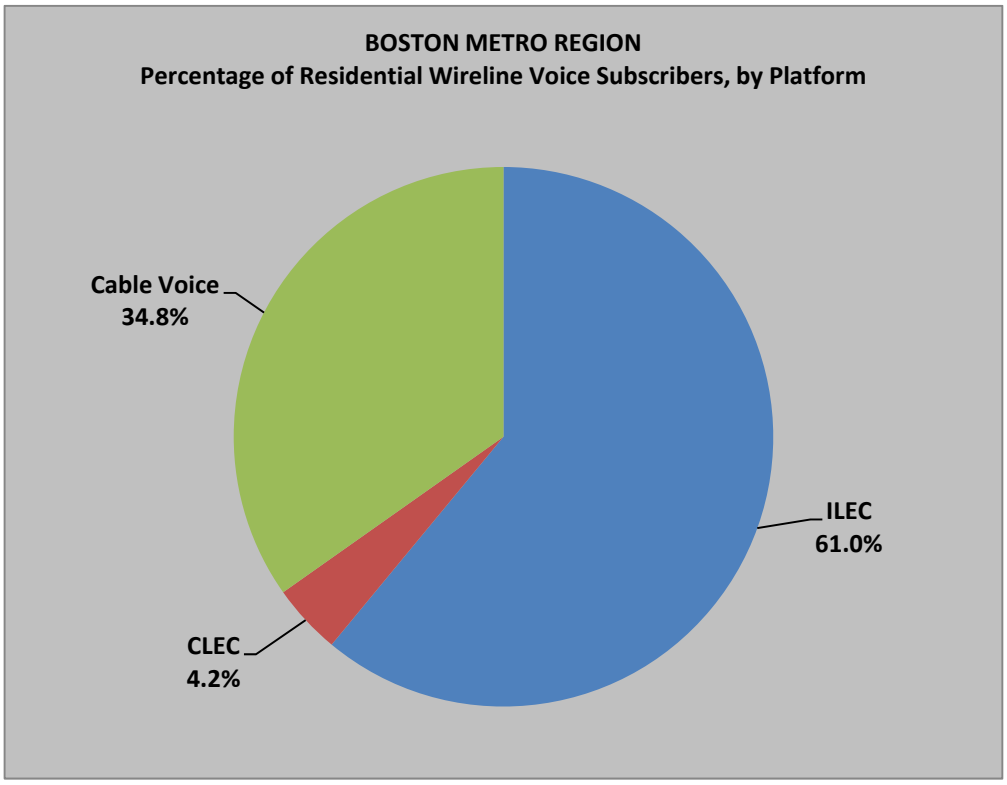


Figure BM-4: Verizon's Average Annual Trouble Reports, 2005-2008

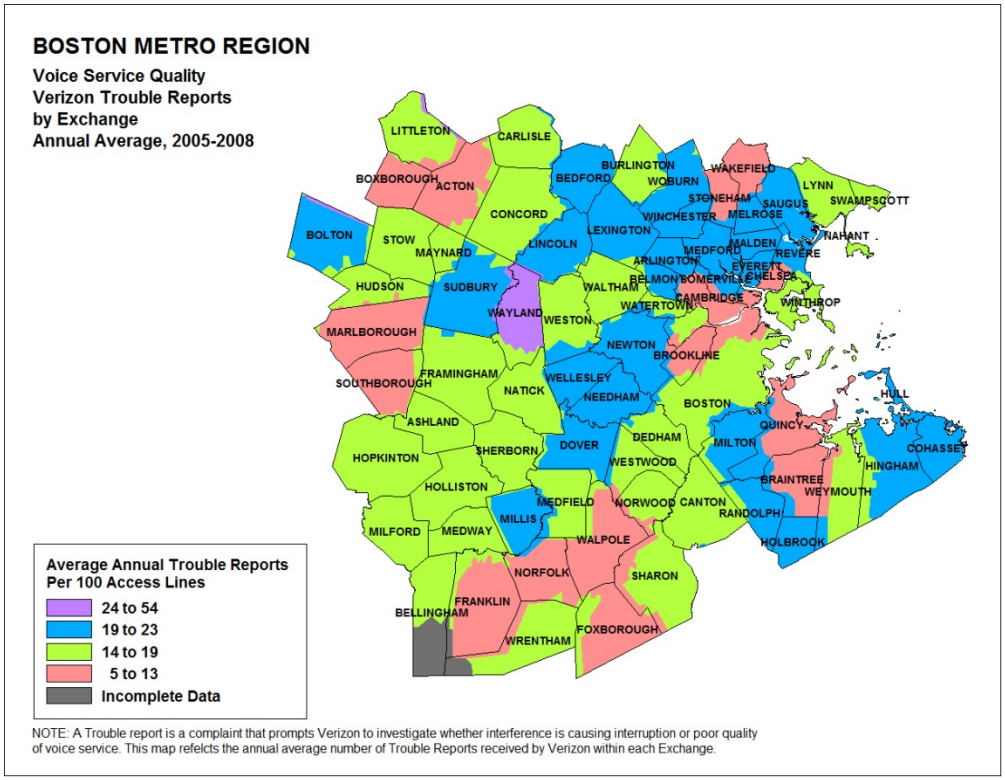
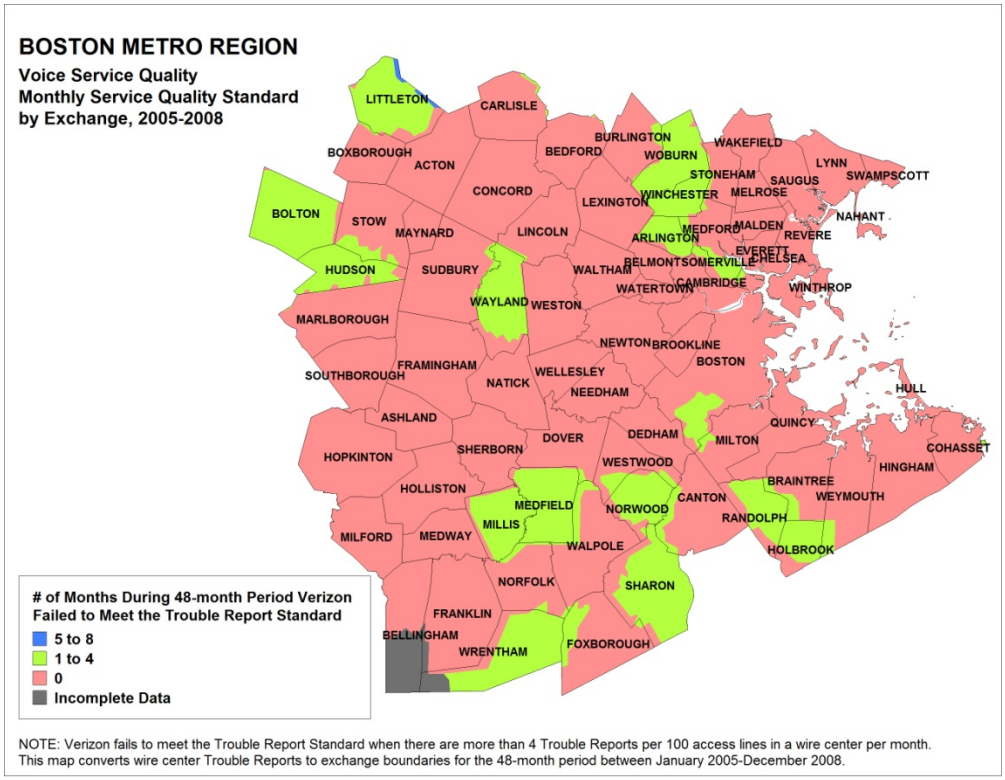


Figure BM-5: Verizon's Monthly Service Quality Standard, 2005-2008



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

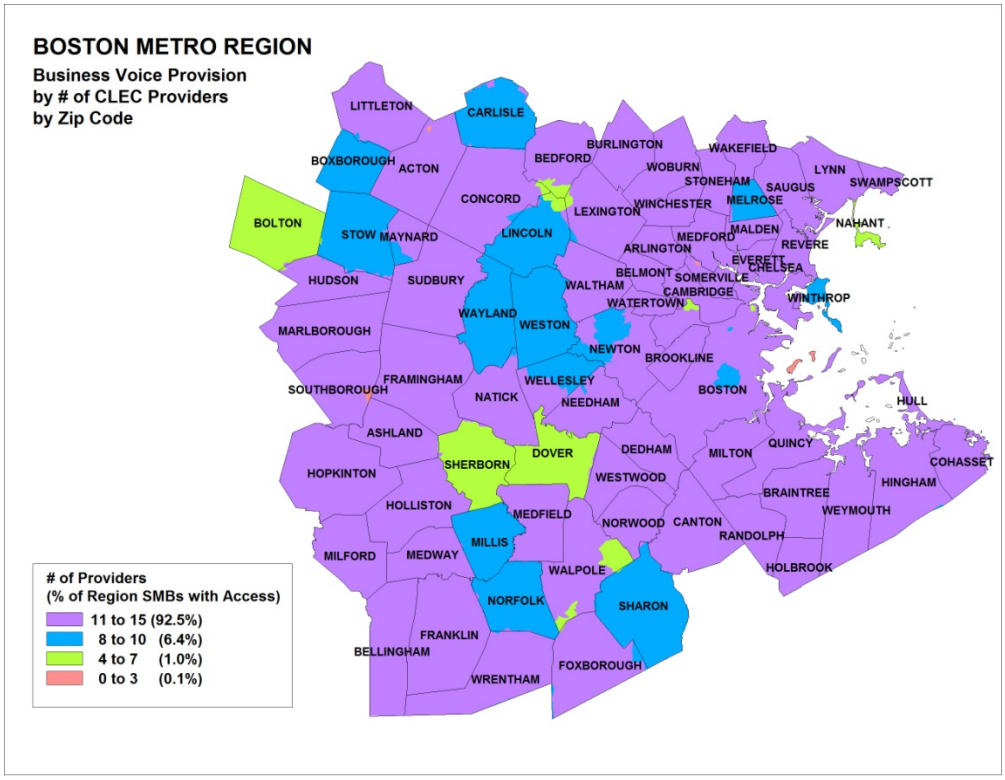


Figure BM-7: Business Voice Provision by Number of Resale Providers, December 2007

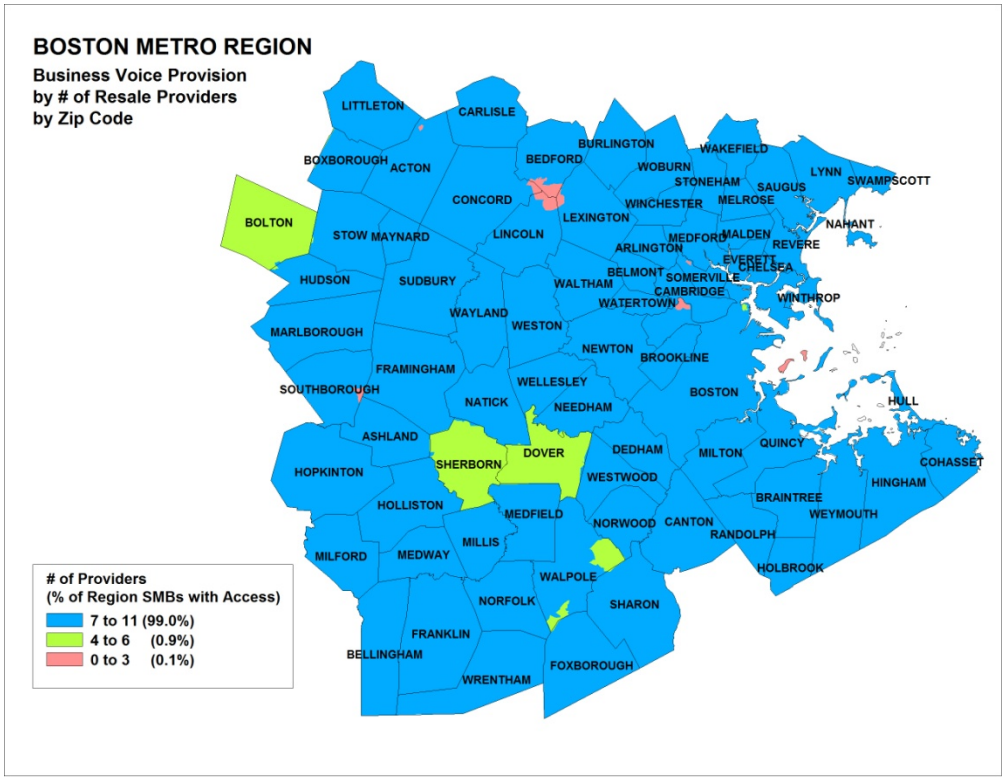


Figure BM-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007

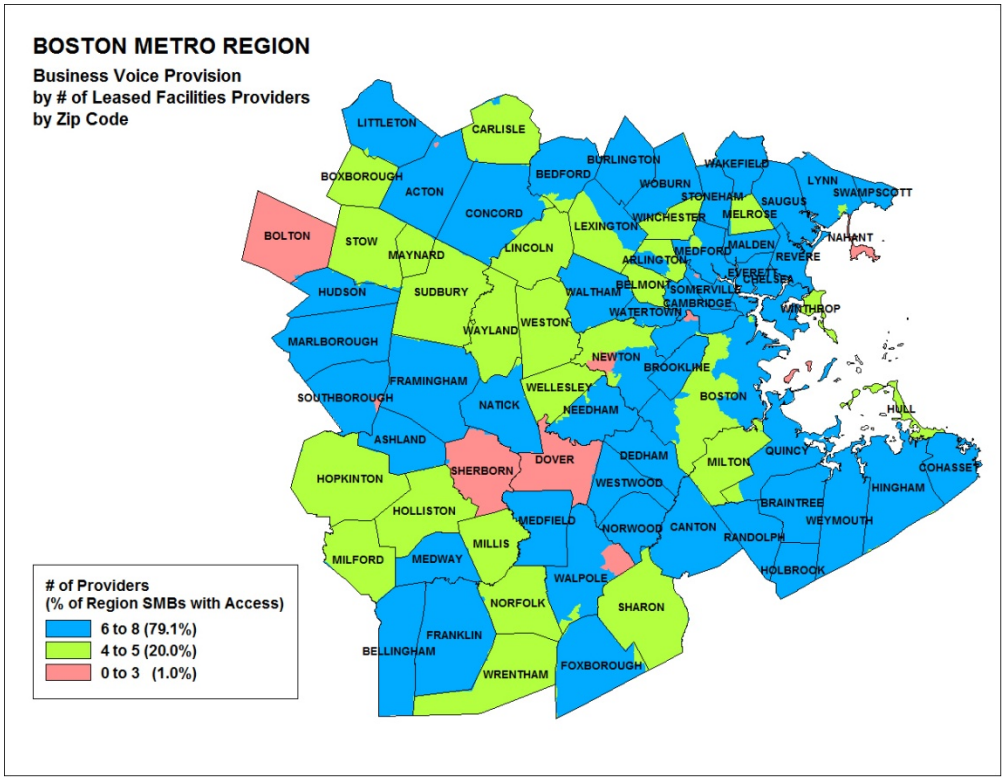
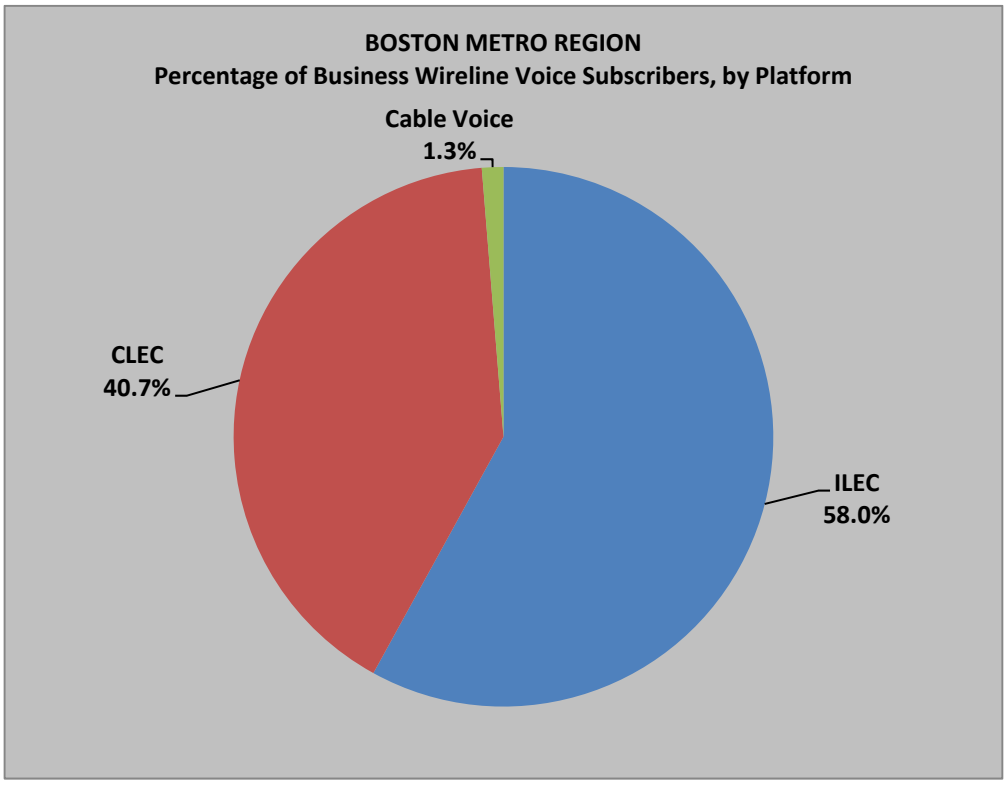


Figure BM-9: Market Shares for Business Voice Services by Platform, December 2008



III. Wireless Voice

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

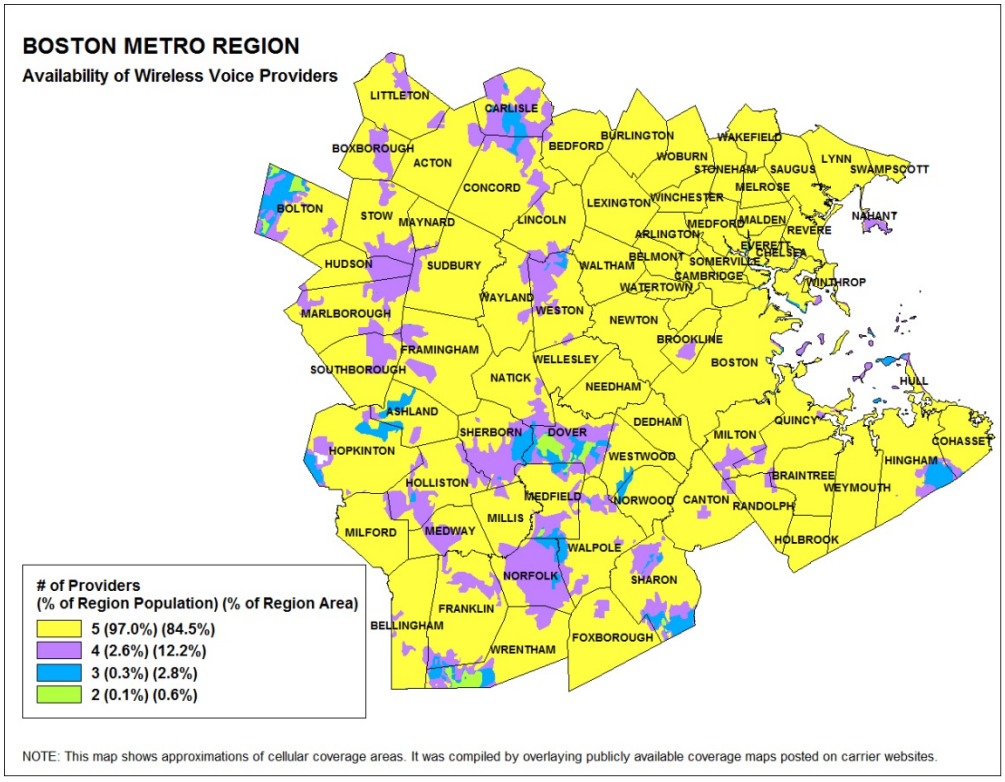
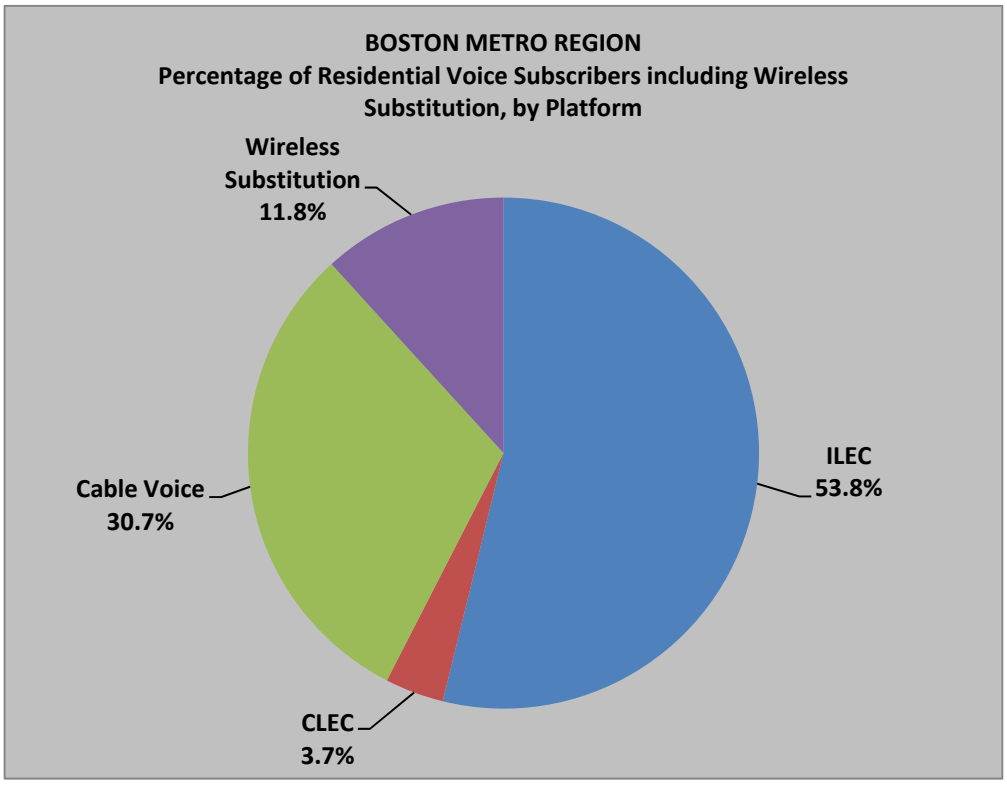


Figure BM-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008



IV. Cable Video

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

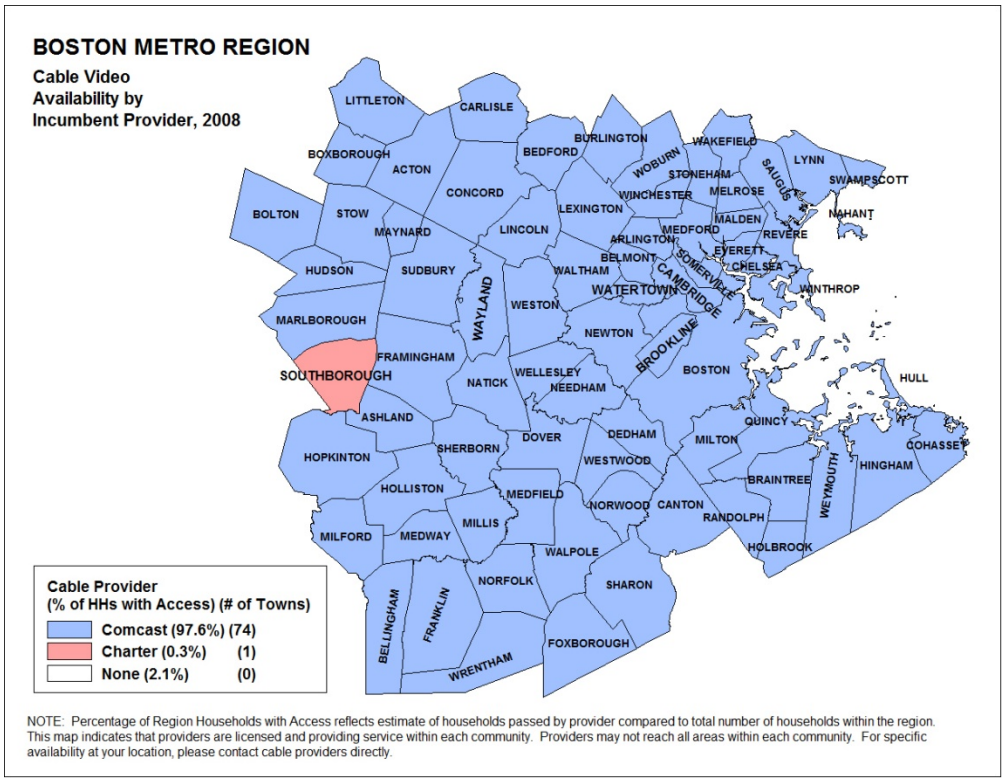


Figure BM-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008

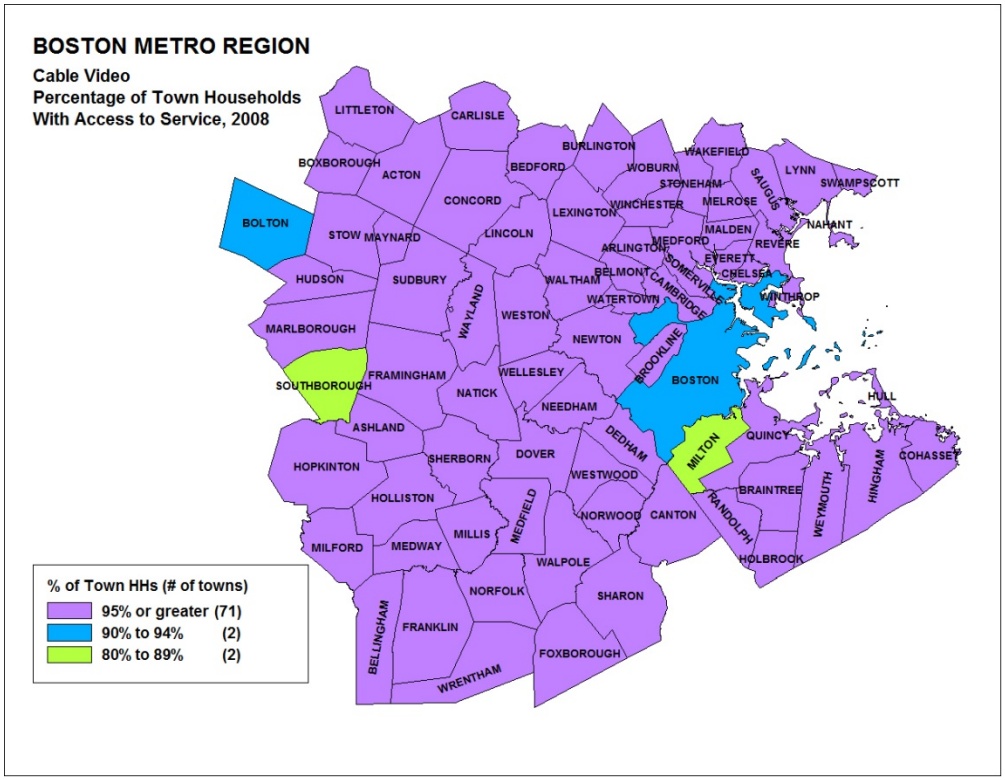


Figure BM-14: Active Cable Video Service Providers, December 2007

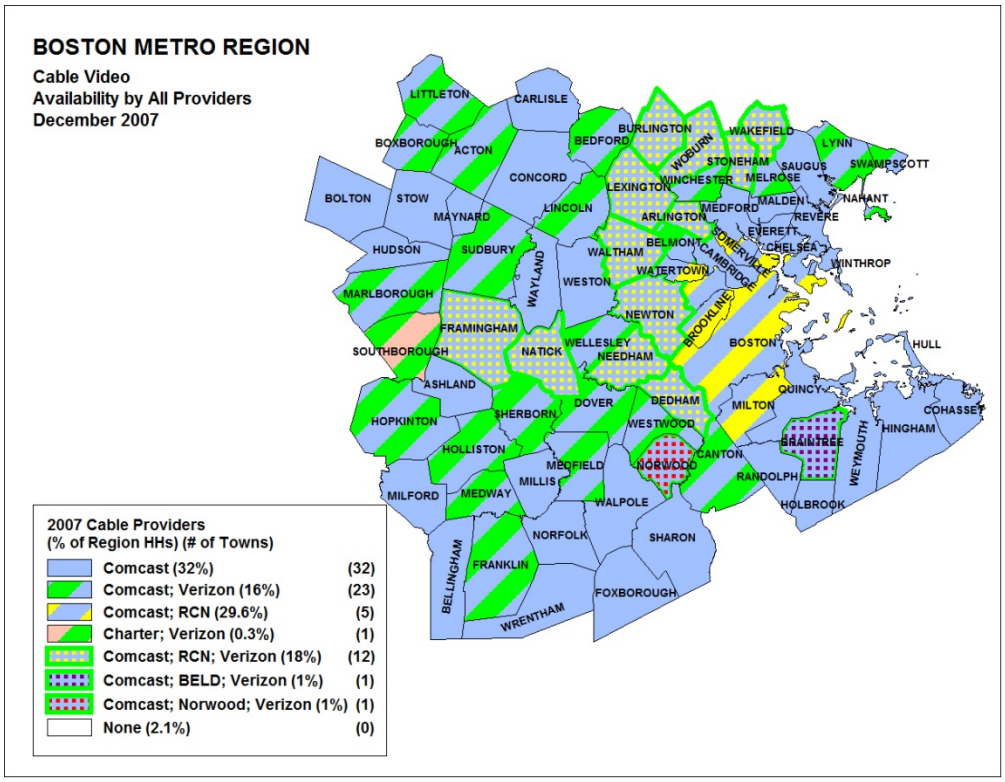


Figure BM-15: Active Cable Video Service Providers, December 2008

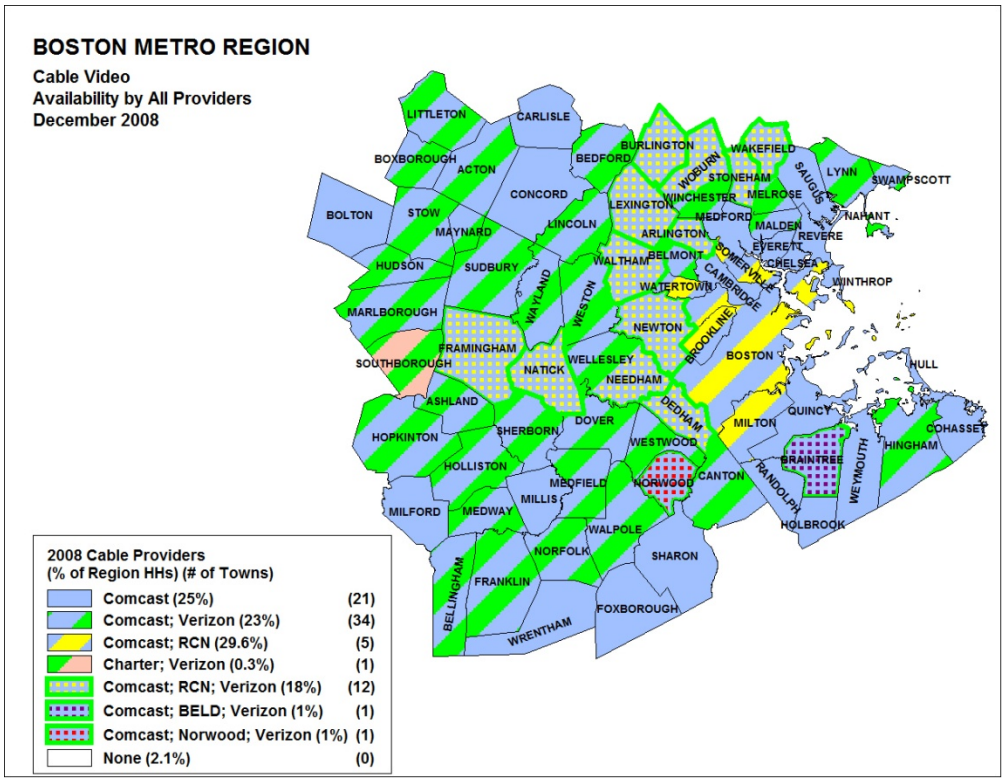


Figure BM-16: Active Cable Video Service Providers, June 2009

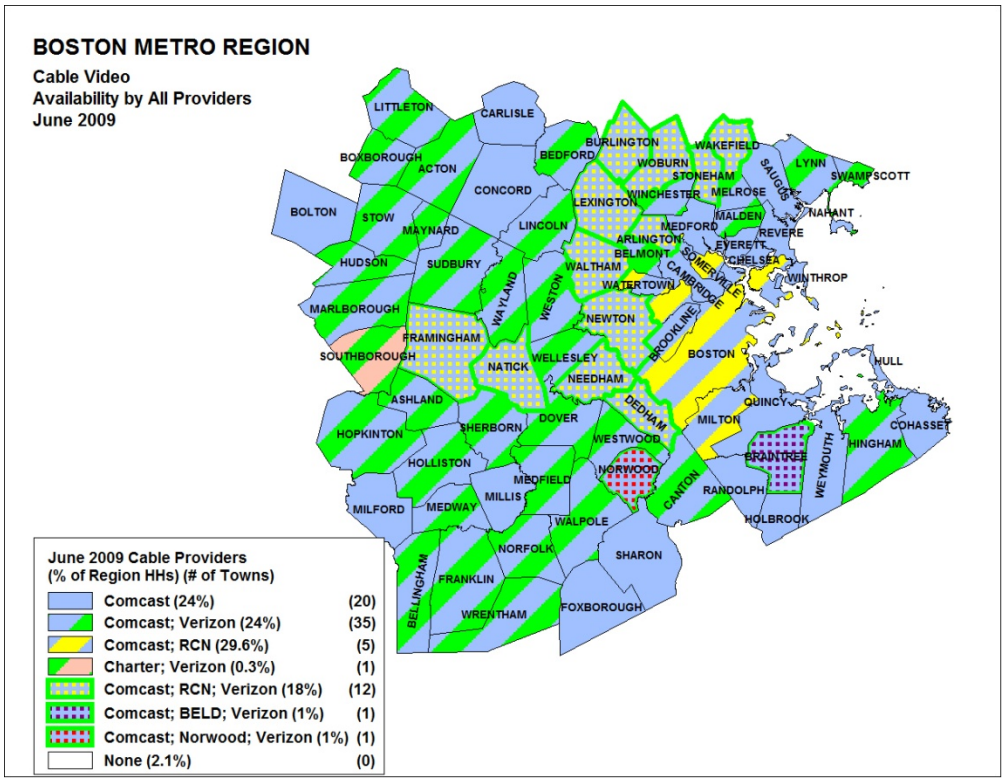
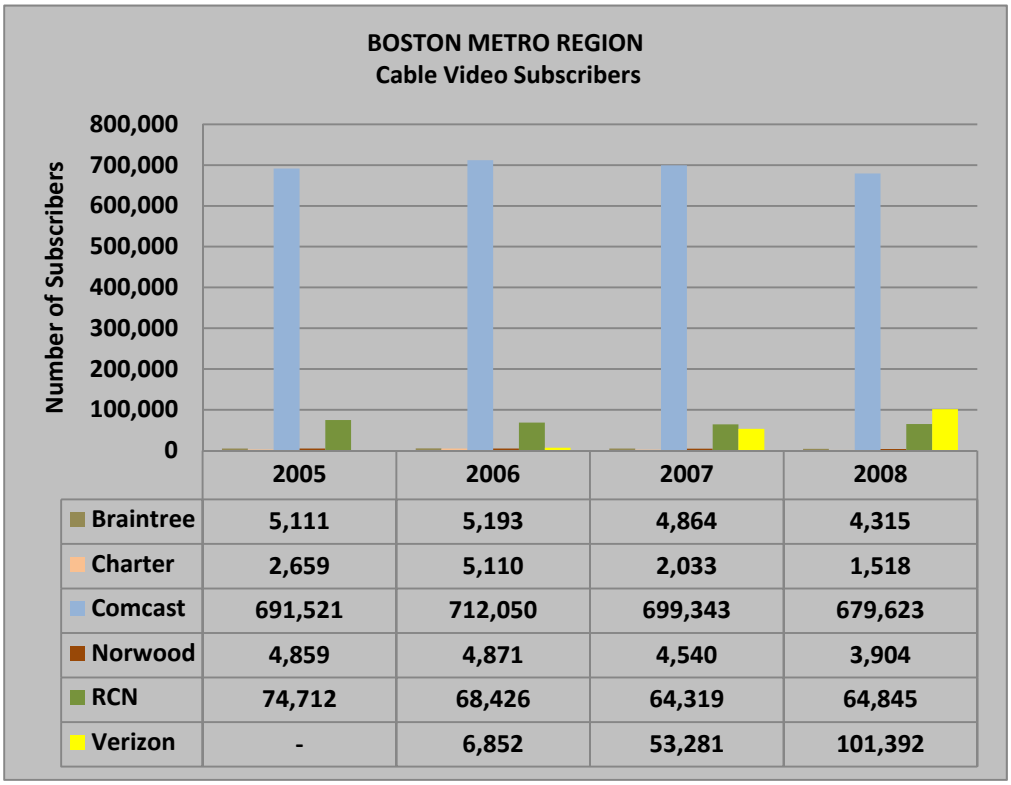


Figure BM-17: Cable Video Subscribers, by Provider, 2005-2008



	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

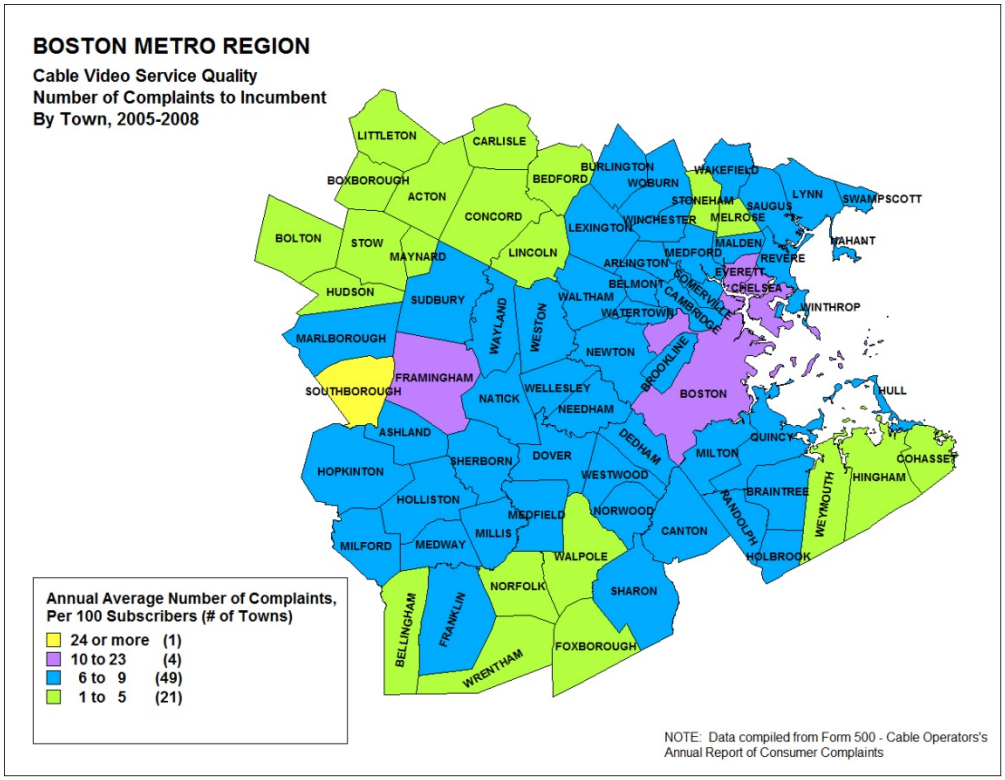



Figure BM-18: Incumbent Cable Video Provider Complaints, 2005-2008