

Source: Baldwin Direct Exhibit SMB-11 (based on Verizon MA response to IBEW-VZ 7-25)

Wire Center	Municipalities Served
Ashfield	Ashfield, Conway, Plainfield
Becket	Becket, Washington, Middlefield, Chester
Blandford	Blandford, Russell
Charlemont	Charlemont, Hawley, Rowe, Heath
Chester	Chester, Becket, Huntington, Blandford
Chesterfield	Chesterfield, Westhampton
Colrain	Colrain, Leyden, Shelburne
Conway	Conway
Great Barrington	Great Barrington, Sheffield, Alford, Monterey, Egremont, New Marlboro, West Stockbridge, Mt. Washington
Huntington	Huntington, Chester, Russell
Lee	Lee, Tyringham, Becket, Lenox, Otis
Lenox	Lenox, Stockbridge, Lee, Richmond
Northfield	Northfield, Gill
Russell	Russell, Montgomery
Sandisfield	Sandisfield, Tolland, Otis
Shelburne Falls	Shelburne Falls, Shelburne, Buckland, Hawley, Charlemont, Colrain, Conway, Ashfield, Deerfield, Greenfield
Stockbridge	Stockbridge, Lee, Great Barrington, West Stockbridge
West Stockbridge	West Stockbridge, Richmond, Stockbridge
Worthington	Worthington, Cummington, Middlefield, Chesterfield, Chester

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Wire Center	Average Monthly RPHL (2009)	Wire Center	Average Monthly RPHL (2009)
Chicopee-3	0.86	Longmeadow	1.48
Hatfield	0.94	Housatonic	1.53
Northampton	0.98	Granville	1.58
Pittsfield	1.06	Adams	1.60
East Longmeadow	1.06	Dalton	1.65
Greenfield	1.06	Conway	1.78
Belchertown	1.07	Lee	1.82
Barnardston	1.09	Amherst (413287)	1.94
Warren	1.10	Williamsburg	1.95
Palmer	1.12	Hinsdale	2.05
Millers Falls	1.12	Gt. Barrington	2.11
Westfield	1.12	Sheffield	2.14
Agawam	1.13	Amherst (413285)	2.20
South Deerfield	1.16	Shelburne Falls	2.29
Monson	1.18	W. Stockbridge	2.38
Ludlow	1.19	Chester	2.42
Holyoke	1.19	Chesterfield	2.42
Ware	1.20	Stockbridge	2.54
Easthampton	1.22	Northfield	2.61
Wilbraham	1.24	Charlemont	2.74
Springfield	1.25	Otis	2.76
Chicopee-2	1.29	Huntington	2.77
North Adams	1.33	Ashfield	2.78
Southwick	1.35	Montague	2.86
Hardwick/Gilbertville	1.40	Russell	2.92
Breckwood Pk	1.40	Sandisfield	3.00
Lenox	1.41	Cummington	3.27
Hamden	1.42	Becket	3.43
Turners Falls	1.42	Colrain	3.50
Indian Orchard	1.45	Worthington	3.52
Williamstown	1.45	Blanford	4.38
Brimfield	1.46		

Source: Verizon Quality of Service Report, December 2009

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Town	Number of "Conditions" Found
Ashfield	45
Blandford	64
Charlemont	14
Colrain	55
Heath	67
Lee	228
Northfield	106
Rowe	7
Russell	34
Sandisfield	97

Source: Baldwin Direct at Exhibit 12 (based on Verizon MA response to AG-VZ 6-8.

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Identification of "Pockets" of Poor Service Quality in Western Massachusetts

Wire Center	Susceptible to bad weather	Verizon's 10 most recent infrastructure evaluations (# of "conditions found")	Average Monthly RPHL (2009)
Amherst 413285			2.20
Amherst 413287			1.94
Ashfield	X	45 (Ashfield)	2.78
Becket	X		3.43
Blandford	X	64 (Blandford)	4.38
Charlemont	X	14 (Charlemont), 7 (Rowe)	2.74
Chester	X		2.42
Chesterfield			2.42
Colrain	X	55 (Colrain)	3.50
Conway	X		1.78
Cummington			3.27
Great Barrington	X		2.11
Hinsdale			2.05
Huntington	X		2.77
Lee	X	228 (Lee)	1.82
Lenox	X		1.41
Montague			2.86
Northfield	X	106 (Northfield)	2.61
Otis			2.76
Russell	X	34 (Russell)	2.92
Sandisfield	X	97 (Sandisfield)	3.00
Sheffield			2.14
Shelburne Falls	X		2.29
Stockbridge	X		2.54
West Stockbridge	X		2.38
Williamsburg			1.95
Worthington	X		3.52
<i>Column Source</i>	<i>SMB Exhibit 11</i>	<i>SMB Exhibit 12</i>	<i>SQ Report for 12/09</i>

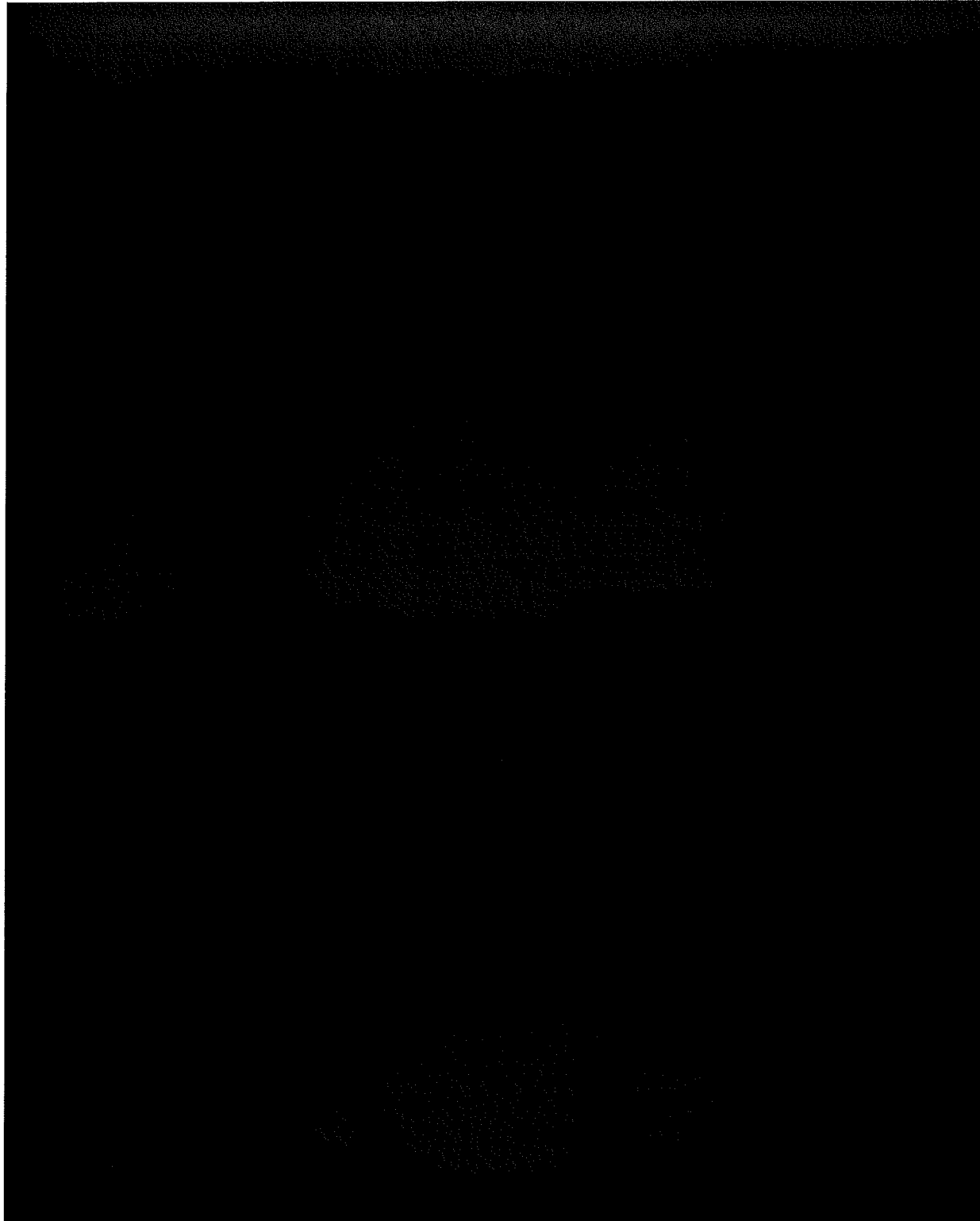
Notes:

See Exhibit SMB-2 for a list of the 63 wire centers and communities served by those wire centers in Western Massachusetts region.

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****CONTAINS ALLEGED PROPRIETARY DATA**

Identification of "Pockets" of Poor Service Quality in Western Massachusetts



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Municipality	Serving Wire Centers	Municipality	Serving Wire Centers
Alford	Great Barrington	Monterey	Great Barrington
Amherst	Amherst 413285, Amherst 413287	Montgomery	Russell
Ashfield	Ashfield, Shelburne Falls	Mt. Washington	Great Barrington
Becket	Becket, Lee, Otis	New Marlboro	Great Barrington, Sheffield
Belchertown	Amherst 413285	New Salem	Amherst 413285
Blandford	Otis	Northfield	Northfield
Buckland	Shelburne Falls	Northampton	Williamsburg
Charlemont	Shelburne Falls	Otis	Lee, Otis, Sandisfield
Chester	Becket, Huntington, Worthington	Pelham	Amherst 413285
Chesterfield	Chesterfield, Cummington, Williamsburg, Worthington	Peru	Hinsdale
Colrain	Colrain, Shelburne Falls	Plainfield	Ashfield, Cummington
Conway	Ashfield, Conway, Shelburne Falls, Williamsburg	Richmond	Lenox
Cummington	Cummington, Williamsburg, Worthington	Russell	Huntington, Russell
Deerfield	Shelburne Falls	Sandisfield	Otis, Sandisfield
Egremont	Great Barrington, Sheffield	Sheffield	Great Barrington, Sheffield
Gill	Northfield	Shelburne	Colrain, Shelburne Falls
Goshen	Cummington, Williamsburg	Shelburne Falls	Shelburne Falls
Great Barrington	Great Barrington, Stockbridge	Shutesbury	Amherst 413285, Amherst 413287, Montague
Greenfield	Shelburne Falls	Stockbridge	Lenox, Stockbridge
Hadley	Amherst 413285, Amherst 413287	Sunderland	Amherst 413287
Hawley	Cummington, Shelburne Falls	Tolland	Otis, Sandisfield
Hinsdale	Hinsdale	Tyringham	Lee
Huntington	Huntington	Washington	Becket, Hinsdale
Lee	Lee, Lenox, Stockbridge	West Stockbridge	Great Barrington, Stockbridge
Lenox	Lee, Lenox	Westhampton	Chesterfield
Leverett	Amherst 413285, Amherst 413287, Montague	Williamsburg	Williamsburg
Leyden	Colrain	Windsor	Cummington
Middlefield	Becket, Worthington	Worthington	Cummington, Worthington
Montague	Montague		

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Western Massachusetts Residential Out of Service Repair Interval Analysis

Rebuttal Table 8

Repair Interval	Quantities		Percentages	
	2008	2009	2008	2009
Under 24 hours	20,378	14,601	48%	51%
24 to 36 hours	6,875	4,244	16%	15%
36 to 48 hours	5,283	3,509	12%	12%
24 to 48 hours	12,158	7,753	29%	27%
48 to 72 hours	6,394	3,793	15%	13%
72 to 96 hours	2,232	1,568	5%	6%
Over 96 hours	1,372	711	3%	3%
Total	42,534	28,426	100%	100%

Rebuttal Table 9

Repair Interval	Quantities		Percentages	
	2008	2009	2008	2009
Under 24 hours	20,378	14,601	48%	51%
More than 24 hours	22,156	13,825	52%	49%
More than 36 hours	15,281	9,581	36%	34%
More than 48 hours	9,998	6,072	24%	21%
More than 72 hours	3,604	2,279	8%	8%
More than 96 hours	1,372	711	3%	3%

Notes: The Standard for repairing troubles (of all kinds) is 60% within 24 hours. The target is 70% within 24 hours. Data are not available regarding duration of OOS greater than 96 hours.

**The data in table 9 is cumulative.

Source: Verizon response to AG-VZ 8-21.

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Western Massachusetts Residential Service Affecting Repair Interval Analysis

Rebuttal Table 10

Repair Interval	Quantities		Repair Interval	Percentages	
	2008	2009		2008	2009
Under 24 hours	5,873	4,491	Under 24 hours	43%	44%
24 to 36 hours	2,132	1,572	24 to 36 hours	16%	15%
36 to 48 hours	1,418	1,185	36 to 48 hours	10%	12%
24 to 48 hours	3,550	2,757	24 to 48 hours	26%	27%
48 to 72 hours	2,237	1,698	48 to 72 hours	16%	17%
72 to 96 hours	1,138	801	72 to 96 hours	8%	8%
Over 96 hours	774	475	Over 96 hours	6%	5%
Total	13,572	10,222	Total	100%	100%

Rebuttal Table 11

Repair Interval	Quantities		Repair Interval	Percentages	
	2008	2009		2008	2009
Under 24 hours	5,873	4,491	Under 24 hours	43%	44%
More than 24 hours	7,699	5,731	More than 24 hours	57%	56%
More than 36 hours	5,567	4,159	More than 36 hours	41%	41%
More than 48 hours	4,149	2,974	More than 48 hours	31%	29%
More than 72 hours	1,912	1,276	More than 72 hours	14%	12%
More than 96 hours	774	475	More than 96 hours	6%	5%

Notes: The Standard for repairing all troubles is 60% within 24 hours. The target is 70% within 24 hours. Data are not available regarding duration of SA greater than 96 hours.

**Table 11 is cumulative.

Source: Verizon response to AG-VZ 8-22.

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**Western Massachusetts Residential Repair Interval Analysis
Rebuttal Table 12**

Repair Interval	Quantities		Repair Interval	Percentages	
	2008	2009		2008	2009
Under 24 hours	26,251	19,092	Under 24 hours	47%	49%
24 to 36 hours	9,007	5,816	24 to 36 hours	16%	15%
36 to 48 hours	6,701	4,694	36 to 48 hours	12%	12%
24 to 48 hours	15,708	10,510	24 to 48 hours	28%	27%
48 to 72 hours	8,631	5,491	48 to 72 hours	15%	14%
72 to 96 hours	3,370	2,369	72 to 96 hours	6%	6%
Over 96 hours	2,146	1,186	Over 96 hours	4%	3%
Total	56,106	38,648	Total	100%	100%

Rebuttal Table 13

Repair Interval	Quantities		Repair Interval	Percentages	
	2008	2009		2008	2009
Under 24 hours	26,251	19,092	Under 24 hours	47%	49%
More than 24 hours	29,855	19,556	More than 24 hours	53%	51%
More than 36 hours	20,848	13,740	More than 36 hours	37%	36%
More than 48 hours	14,147	9,046	More than 48 hours	25%	23%
More than 72 hours	5,516	3,555	More than 72 hours	10%	9%
More than 96 hours	2,146	1,186	More than 96 hours	4%	3%

Source: Verizon response to AG-VZ 8-20.

Notes: The Standard for repairing troubles (of all kinds) is 60% within 24 hours. The target is 70% within 24 hours. Data are not available regarding duration of troubles greater than 96 hours.

**Table 13 is cumulative.

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Calculation of Under-Resourcing in Western Massachusetts

Rebuttal Table 14: Estimate of Additional Resources Needed in Western Massachusetts to Enable Verizon MA to meet Department-Established Benchmarks

Out of Service and Service Affecting Troubles	
Current Target:	Clear 70% of troubles within 24 hours
Actual Performance:	
	2009
Troubles repairs cleared within 24 hours:	19,092
Total troubles repairs cleared:	38,648
Actual percentage cleared within 24 hours:	49%
Repairs needed to meet 70% target:	27,054
Actual performance shortfall:	7,962
Percent under-resourced:	29%
Additional trouble repairs needed/work day:	31

Out of Service and Service Affecting Troubles	
Current Standard:	Clear 60% of troubles within 24 hours
Actual Performance:	
	2009
Troubles repairs cleared within 24 hours:	19,092
Total troubles repairs cleared:	38,648
Actual percentage cleared within 24 hours:	49%
Repairs needed to meet 60% standard:	23,189
Actual performance shortfall:	4,097
Percent under-resourced:	18%
Additional trouble repairs needed/work day:	16

Sources: Verizon responses to AG-VZ 8-20, AG-VZ 8-21, and AG-VZ 8-22.
Calculation assumes 260 work days per calendar year.

Calculation of Under-Resourcing in Western Massachusetts

Rebuttal Table 15: Estimate of Additional Resources Needed in Western Massachusetts for Timely Repair of out of Service Residential Troubles

Out of Service	
Proposed Standard:	Clear 90% of OOS within 24 hours
Actual Performance:	
	2009
OOS repairs cleared within 24 hours:	14,601
Total OOS repairs cleared:	28,426
Actual percentage cleared within 24 hours:	51%
Repairs needed to meet 90% standard:	25,583
Actual performance shortfall:	10,982
Percent under-resourced:	43%
Additional OOS repairs needed/work day	42
Service Affecting	
Proposed Standard:	Clear 85% of SA within 48 hours
Actual Performance:	
	2009
SA repairs cleared within 48 hours:	7,248
Total SA repairs cleared:	10,222
Actual percentage cleared within 48 hours:	71%
Repairs needed to meet 85% standard:	8,689
Actual performance shortfall:	1,441
Percent under-resourced:	17%
Additional SA repairs needed/work day	6
Out of Service and Service Affecting	
Alternative Proposed Standard:	Clear 80% of OOS/SA within 36 hours
Actual Performance:	
	2009
OOS/SA repairs cleared within 36 hours:	24,908
Total OOS/SA repairs cleared:	38,648
Actual percentage cleared within 36 hours:	64%
Repairs needed to meet 80% standard:	30,918
Actual performance shortfall:	6,010
Percent under-resourced:	19%
Additional OOS and SA repairs needed/work day	23

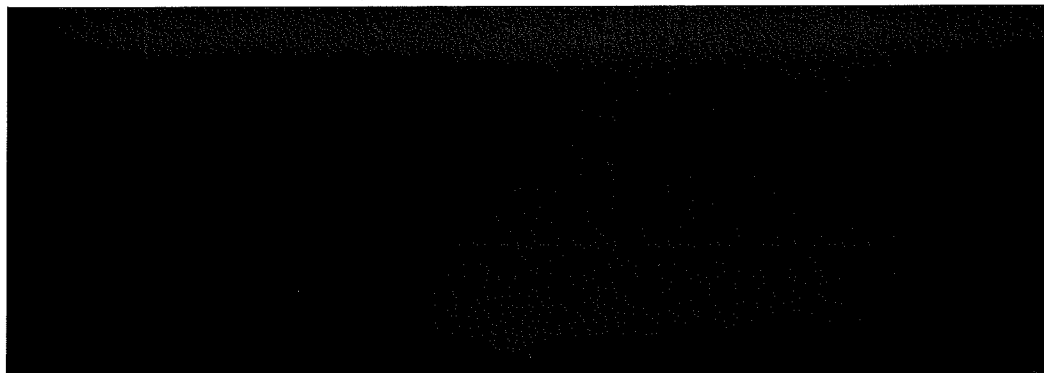
Sources: Verizon responses to AG-VZ 8-20, AG-VZ 8-21, and AG-VZ 8-22.
Calculation assumes 260 work days per calendar year.

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****CONTAINS ALLEGED PROPRIETARY DATA**

Disaggregation of Lines in BayPath between east and west
Retail lines

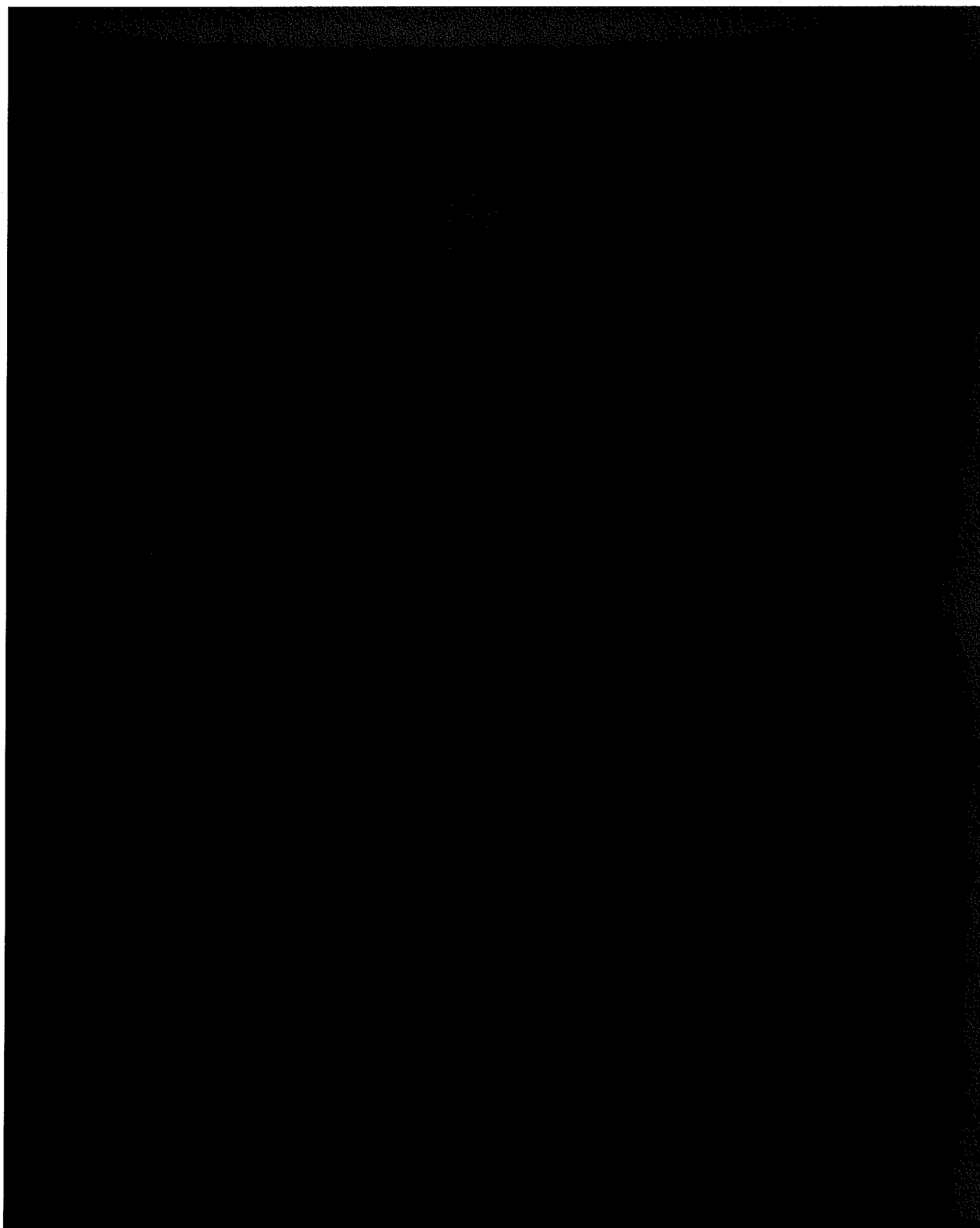
Rebuttal Table 16



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****TABLE CONTAINS ALLEGED PROPRIETARY DATA**

Identification of "Pockets" of Poor Service Quality in Western Massachusetts



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Trouble Report Clearance Metrics				
State	Standard	Interval (hrs)	Res/Bus Separate?	Exclusions
Out - of - Service				
Connecticut	90%	24	no	None
Florida	90%	24	no	Sundays and holidays (except for emergency providers and exclusion applies only to meeting standards, not to customer credit); customer request
Illinois	95%	24	no	Customer request
Maryland	80%	48	yes	Weekends and holidays; customer request
New York	79%	24	no	Sundays and holidays; "clock" continues to run when company cannot gain access to customer premises
Ohio	100%	24	no	Sundays and holidays
Pennsylvania		24	no	Except isolated weekend outages affecting less than 15 customers; customer request
Texas	90%	8	no	8 "working" hours except when access to premises is not available
Virginia	100%	24	no	Applies to customers with medical necessity
	80%	48	no	Sundays and holidays for business customers; sat, sun, holidays for res unless would result in three consecutive days of outage; customer request
	95%	96	no	Sundays and holidays for business customers; sat, sun, holidays for res unless would result in three consecutive days of outage; customer request
Washington D.C.	80%	24	yes	Outage clock starts when normal business hours begin if report is made after business hours; clock is stopped if no access to property
West Virginia	85%	48	no	Weekends, holidays (to meet metric, but not excluded in calc of credit), and request by customer
Service Affecting				
Florida	90%	72	no	Sundays and holidays (except for emergency providers and exclusion applies only to meeting standards, not to customer credit); customer request
New York	79%	48	no	Sundays and holidays; "clock" continues to run when company cannot gain access to customer premises
Ohio	100%	48	no	Sundays and holidays
West Virginia	80%	72	no	Weekends, holidays (to meet metric, but not excluded in calc of credit), and request by customer

**Some states have exclusions for emergency situations; customer negligence; or lack of access to premises. The above exclusions note time of day, days of week, and request by customer, if applicable.

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Protected Material

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PROPRIETARY

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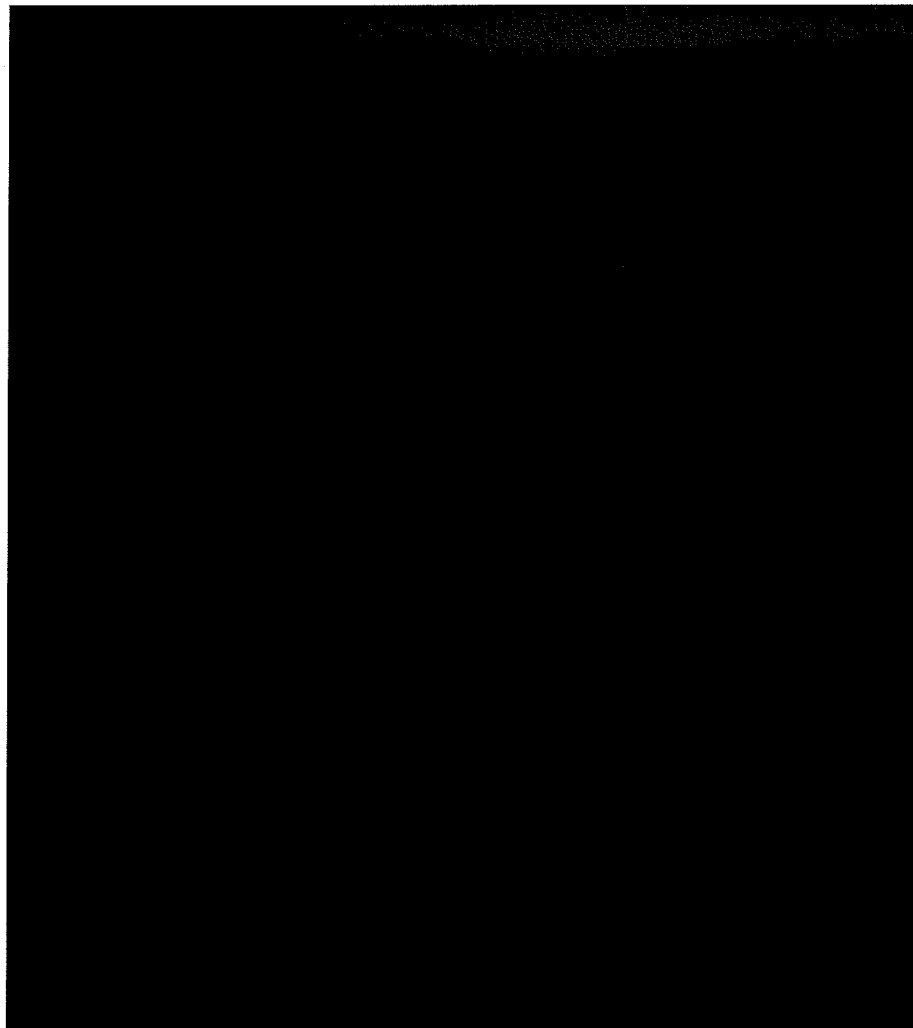
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****CONTAINS ALLEGED PROPRIETARY DATA**

SMB Direct, Table 3 - Fewer than 50% cleared within 24 hours

Wire Centers w/ fewer than 50% of OOS troubles cleared w/in 24 hours (2009)	Number of months 2009 RHPL >= 1.90	2008 CLEC Market Share
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Wire Center	Local Lines	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Wire Center Average
Chicopee-3	2529	0.67	0.81	0.54	0.92	0.77	1.01	1.47	1.14	0.85	0.70	0.51	0.87	2009 0.86
Hatfield	1459	1.14	0.70	0.71	0.32	1.10	0.52	1.84	0.99	1.07	1.22	1.01	0.69	0.94
Northampton	11460	0.90	0.65	0.89	0.84	0.88	1.25	1.33	1.65	0.93	0.95	0.77	0.76	0.98
Pittsfield	19343	0.70	0.84	0.86	0.69	0.85	1.31	1.21	2.07	1.12	1.10	0.90	1.11	1.06
East Longmeadow	4695	1.12	0.79	1.22	1.19	0.85	0.93	1.65	1.21	0.99	0.94	1.12	0.75	1.06
Greenfield	7975	0.80	0.96	0.74	1.02	1.09	1.41	1.42	1.37	1.03	0.96	0.88	1.09	1.06
Belchertown	3056	1.37	1.27	1.23	1.09	0.61	0.75	1.59	1.42	0.61	0.87	0.88	1.18	1.07
Barnardston	722	1.27	1.30	0.39	1.06	0.80	0.93	1.88	1.75	0.95	1.09	0.82	0.83	1.09
Warren	1409	0.77	0.52	0.85	1.32	1.20	1.75	2.03	1.30	0.83	0.90	0.85	0.85	1.10
Palmer	4026	0.74	0.58	0.58	0.68	0.91	1.42	2.44	2.56	0.97	0.99	0.83	0.70	1.12
Millers Falls	568	0.84	0.50	0.33	0.34	1.53	1.71	2.06	1.73	1.57	0.88	0.35	1.58	1.12
Westfield	11044	0.92	0.78	0.85	1.12	1.27	1.49	1.25	1.57	1.10	1.20	0.98	0.95	1.12
Agawam	8016	0.89	0.72	0.90	1.30	1.08	1.12	1.51	1.67	1.20	0.99	0.92	1.31	1.13
South Deerfield	2833	1.54	0.53	0.83	0.87	0.59	1.76	1.82	1.56	1.00	1.42	1.22	0.81	1.16
Monson	4933	1.78	0.41	0.37	1.80	1.44	1.49	1.02	1.43	1.45	1.36	0.97	0.62	1.18
Ludlow	5967	1.17	0.62	1.06	1.11	1.16	1.26	1.73	1.66	1.42	0.93	1.05	1.07	1.19
Holyoke	19613	1.10	1.09	1.17	1.22	1.09	1.23	1.49	1.52	1.04	1.30	0.86	1.16	1.19
Ware	3053	1.11	0.94	0.86	0.79	0.85	1.05	2.95	2.10	0.79	1.32	0.68	0.98	1.20
Easthampton	6196	1.39	1.18	1.05	1.24	1.20	1.79	1.34	1.52	1.04	1.38	0.78	0.77	1.22
Wilbraham	3646	0.70	1.11	0.69	1.29	0.96	1.90	1.96	2.07	1.24	0.91	0.78	1.23	1.24
Springfield	40325	1.08	0.87	1.42	0.95	1.00	1.28	1.89	1.84	1.66	1.03	0.88	1.05	1.25
Chicopee-2	7908	0.91	1.12	1.16	1.26	1.28	1.23	1.59	1.14	1.39	1.26	1.20	1.92	1.29
North Adams	5460	1.17	0.89	1.05	1.01	1.14	1.82	1.55	2.44	1.45	1.19	0.89	1.39	1.33
Southwick	2494	0.78	0.64	1.08	1.50	1.22	0.94	2.03	2.93	1.76	1.22	0.95	1.16	1.35
Hardwick/Gilbert	864	0.72	0.42	1.27	2.24	1.30	1.43	2.99	2.24	1.35	1.36	0.69	0.81	1.40
Breckwood Pk	10101	0.94	1.36	1.10	1.42	1.07	1.44	1.77	2.93	1.18	1.62	1.07	0.94	1.40
Lenox	3244	0.66	0.41	0.76	0.53	4.22	1.50	2.61	2.23	0.98	1.08	0.65	1.29	1.41
Hamden	1487	0.91	0.55	1.11	1.37	0.50	1.27	3.34	1.68	1.70	1.92	1.07	1.61	1.42
Turners Falls	2205	0.75	0.76	1.10	1.49	1.20	1.43	3.40	1.32	1.42	1.26	1.31	1.59	1.42
Indian Orchard	2799	2.27	1.34	1.23	1.04	1.06	1.34	1.73	1.47	1.17	0.97	1.90	1.86	1.45
Williamstown	2933	0.75	0.97	1.18	1.32	1.52	1.54	1.95	2.14	2.19	1.49	1.15	1.23	1.45
Brimfield	2134	1.24	0.80	1.45	1.16	2.64	1.26	1.93	1.96	1.31	1.14	1.81	0.84	1.46
Longmeadow	4375	1.24	0.82	0.75	1.01	1.13	1.47	1.31	6.54	1.02	0.87	0.97	0.66	1.48
Housatonic	758	0.60	0.61	0.98	1.13	2.02	1.41	3.38	2.85	1.04	1.58	0.53	2.24	1.53
Granville	417	2.33	1.73	0.66	2.67	1.34	1.58	1.36	0.92	2.58	1.88	1.18	0.72	1.58
Adams	4203	0.97	0.73	1.05	1.44	1.31	1.88	2.17	3.91	1.41	1.84	1.09	1.38	1.60
Dalton	2577	1.19	0.58	0.88	1.19	1.91	1.66	2.80	2.82	1.46	2.84	1.36	1.13	1.65

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Conway	509	1.08	0.36	0.37	1.48	2.24	1.88	4.56	4.19	2.12	1.75	0.78	0.59	1.78
Lee	3318	1.05	1.70	1.67	0.92	1.62	2.53	3.74	2.63	1.48	1.49	1.32	1.63	1.82
Amherst	5238	1.93	1.16	2.51	1.55	2.33	1.61	2.45	2.16	1.51	1.95	1.34	2.75	1.94
Williamsburg	1582	1.17	0.95	1.07	1.91	2.88	2.42	2.32	3.75	1.80	1.25	1.76	2.09	1.95
Hinsdale	1439	1.40	1.13	1.74	1.48	2.21	2.47	3.21	4.16	1.51	1.59	2.02	1.67	2.05
Gt. Barrington	6815	1.28	1.08	1.49	2.10	1.59	3.13	3.91	3.28	2.16	1.63	1.22	2.48	2.11
Sheffield	2656	2.12	1.47	1.35	1.75	2.91	2.81	2.64	3.27	2.02	2.55	1.28	1.51	2.14
Amherst	3288	1.61	1.49	1.70	2.08	2.10	1.86	3.50	2.48	3.10	3.42	1.67	1.43	2.20
Shelbourne Falls	2215	1.18	1.02	1.54	3.15	2.17	2.67	3.92	3.85	2.89	2.74	1.40	0.90	2.29
W. Stockbridge	917	1.31	1.09	0.44	0.99	2.63	3.69	2.80	6.59	3.90	1.64	1.21	2.29	2.38
Chester	390	1.63	2.63	5.50	2.44	1.21	0.99	7.23	1.25	1.26	1.53	1.03	2.31	2.42
Chesterfield	601	2.52	0.84	1.01	2.18	1.34	5.56	4.23	2.02	2.01	3.52	1.83	2.00	2.42
Stockbridge	1507	2.19	0.55	1.12	1.83	2.03	3.92	8.12	3.87	1.80	1.84	1.39	1.79	2.54
Northfield	1042	0.89	1.26	1.46	1.37	1.19	1.94	13.63	2.76	0.96	2.68	1.71	1.44	2.61
Charlmont	1531	2.60	1.91	2.30	3.69	3.69	2.68	4.08	4.22	1.66	2.26	2.53	1.24	2.74
Otis	1669	3.56	1.36	0.97	4.99	4.23	6.70	3.74	3.06	0.66	1.08	1.44	1.32	2.76
Huntington	813	1.21	1.00	1.24	1.14	5.18	5.24	6.36	4.61	2.40	1.92	1.46	1.48	2.77
Ashfield	824	1.45	1.21	2.89	3.12	3.75	4.59	5.08	4.50	2.43	3.28	0.97	0.09	2.78
Montague	1199	1.35	0.88	2.41	4.72	3.04	2.98	3.23	3.03	2.89	4.12	2.81	2.84	2.86
Russell	766	1.54	0.77	3.60	2.58	1.81	3.64	9.97	3.66	1.30	0.78	2.21	3.13	2.92
Sandisfield	869	4.77	3.59	1.97	3.85	3.55	3.45	4.65	2.91	1.80	1.59	1.95	1.96	3.00
Cumminton	842	3.70	3.01	1.74	2.22	3.62	3.54	5.99	3.42	3.30	6.13	1.18	1.43	3.27
Becket	1749	3.79	3.32	1.94	3.43	4.17	4.41	5.91	5.32	2.47	2.21	1.49	2.74	3.43
Colrain	886	2.54	3.09	1.88	2.11	5.03	4.04	4.37	5.72	3.48	5.17	2.35	2.26	3.50
Worthington	702	4.37	1.83	2.83	4.41	2.84	4.51	4.94	6.51	4.13	2.28	2.00	1.57	3.52
Blanford	556	6.09	1.04	1.91	3.36	3.71	4.09	12.30	2.68	1.62	1.43	12.01	2.34	4.38
Monthly Average		1.55	1.12	1.32	1.71	1.89	2.19	3.31	2.69	1.63	1.71	1.40	1.40	1.83

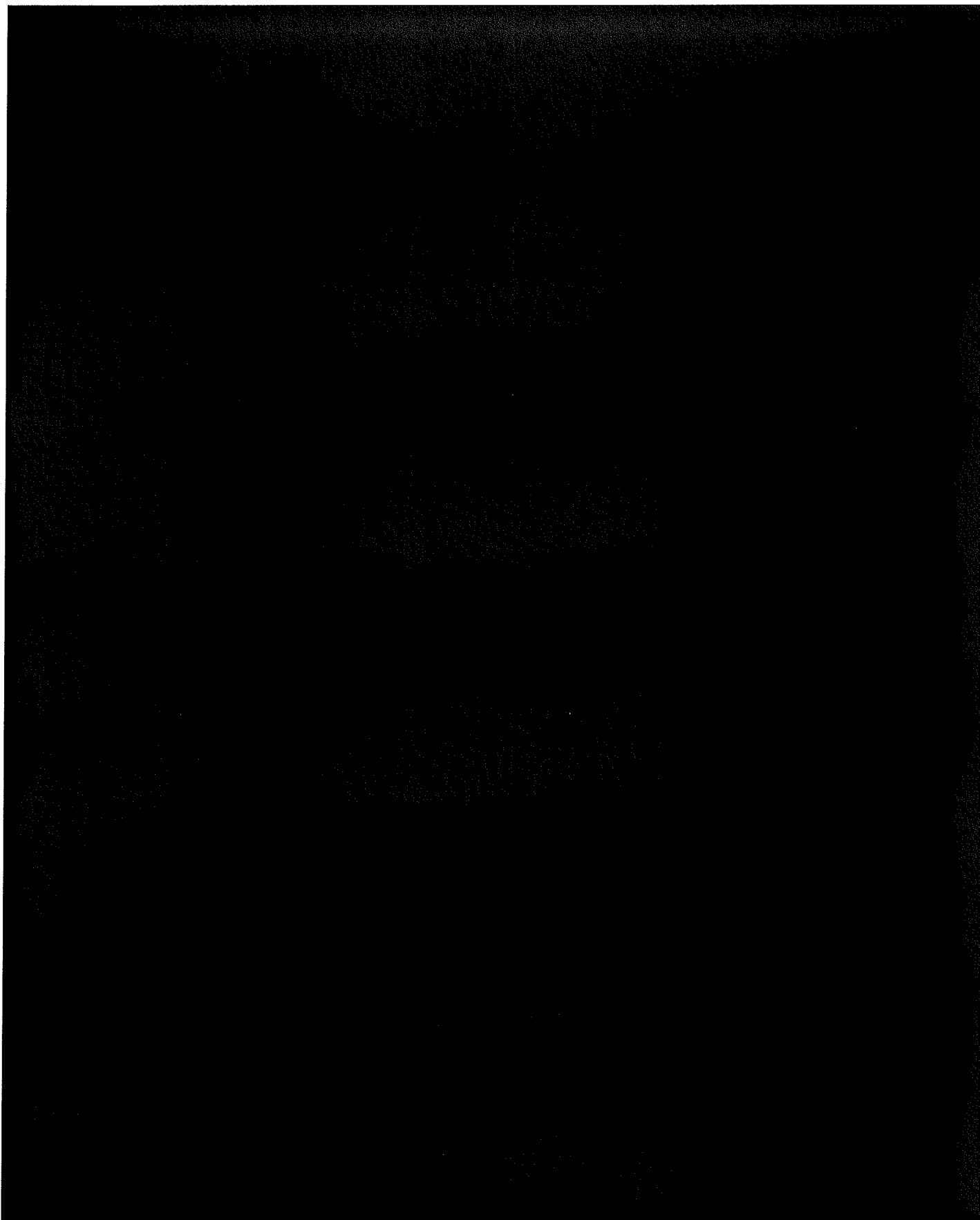
Source: Verizon Quality of Service Report, December 2009

REDACTED

****TABLE CONTAINS ALLEGED PROPRIETARY DATA**

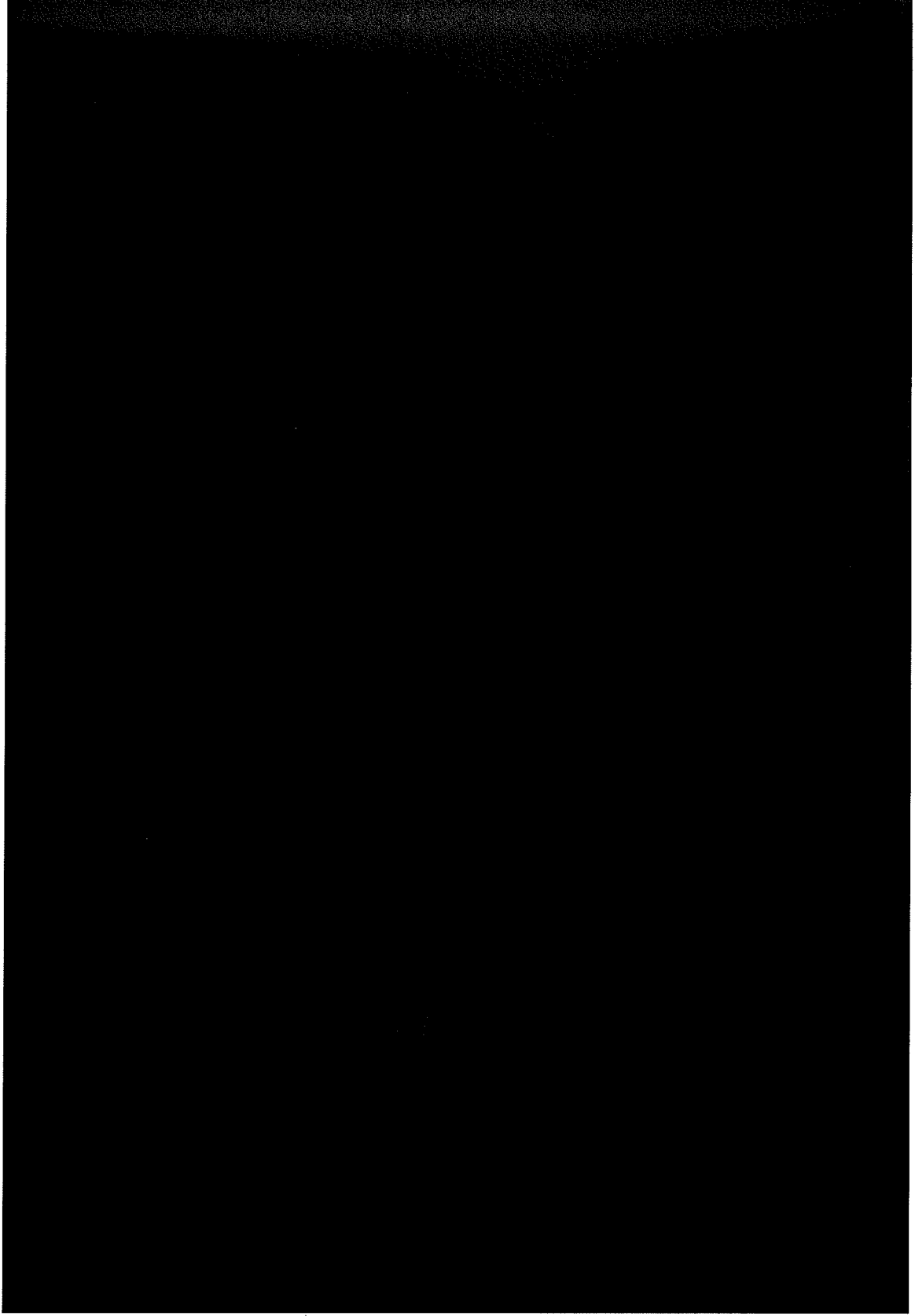
D.T.C. 09-1
Exhibit: VZ-AG 2-1 (Attachment 1)
Date: 3/5/2010
H.O.: Lee
Page 23 of 42

Identification of "Pockets" of Poor Service Quality in Western Massachusetts

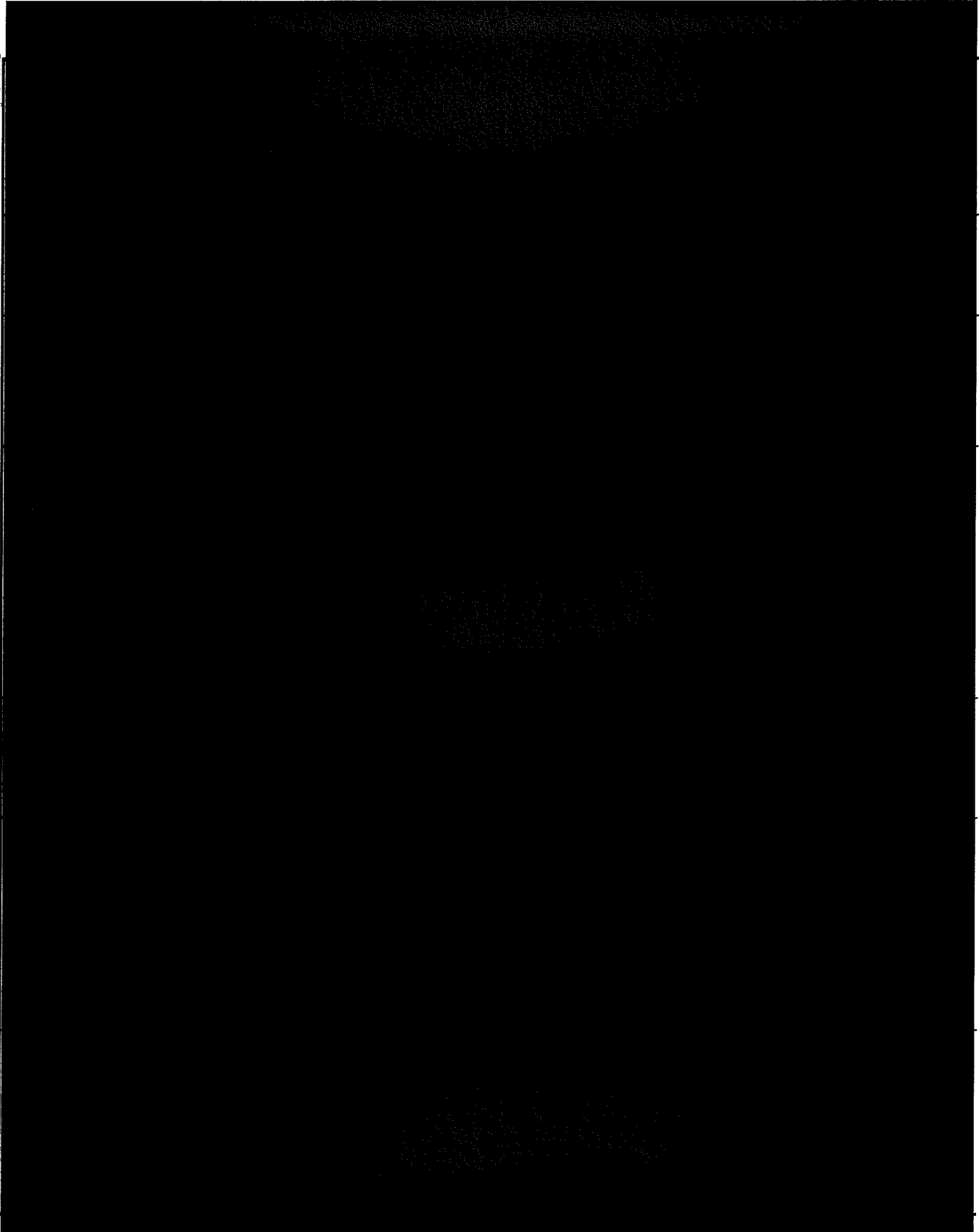


****TABLE CONTAINS ALLEGED PROPRIETARY DATA**

Identification of "Pockets" of Poor Service Quality in Western Massachusetts

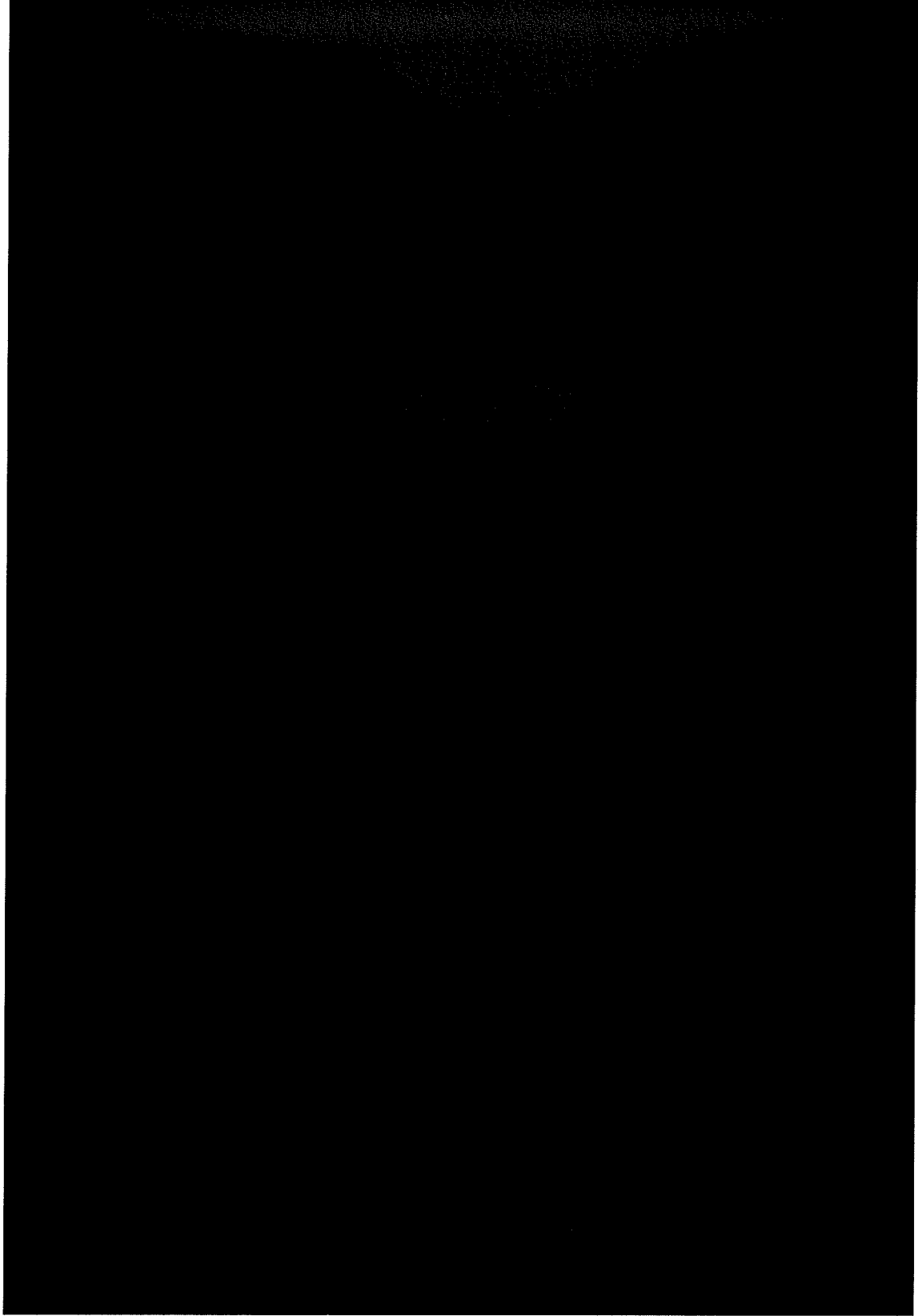


REDACTED



REDACTED

REDACTED



REDACTED

Wire Center	Number of months in 2009 RPHL $\geq$ 1.90	Wire Center	Number of months in 2009 RPHL $\geq$ 1.90
Adams	2	Lee	3
Agawam	0	Lenox	3
Amherst 413285	6	Longmeadow	1
Amherst 413287	7	Ludlow	0
Ashfield	8	Millers Falls	1
Becket	11	Monson	0
Belchertown	0	Montague	10
Bernardstown	0	North Adams	1
Blandford	9	Northampton	0
Brimfield	3	Northfield	4
Charlemont	10	Otis	6
Chester	5	Palmer	2
Chesterfield	8	Pittsfield	1
Chicopee - 2	1	Russell	7
Chicopee - 3	0	Sandisfield	10
Colrain	11	Sheffield	7
Conway	4	Shelbourne Falls	7
Cummington	9	South Deerfield	0
Dalton	4	Southwick	2
Easthampton	0	Springfield	0
East Longmeadow	0	Breckwood Pk.	1
Gilbertville-Hardwick	3	Stockbridge	4
Granville	3	Turners Falls	1
Great Barrington	6	Ware	2
Greenfield	0	Warren	1
Hamden	2	Westfield	0
Hatfield	0	West Stockbridge	6
Hinsdale	5	Wilbraham	3
Holyoke	0	Williamsburg	6
Housatonic	4	Williamstown	3
Huntington	5	Worthington	10
Indian Orchard	2		

Source: Verizon Massachusetts Quality of Service Report for December 2009.

REDACTED

Wire Center	Municipalities Served by Wire Center
Amherst 413285	Amherst, Belchertown, Leverett, Shutesbury, Pelham, Hadley, New Salem
Amherst 413287	Amherst, Leverett, Shutesbury, Hadley, Sunderland
Ashfield	Ashfield, Conway, Plainfield
Becket	Becket, Washington, Middlefield, Chester
Blandford	Blandford, Russell
Charlemont	Charlemont, Hawley, Rowe, Heath
Chester	Chester, Becket, Huntington, Blandford
Chesterfield	Chesterfield, Westhampton
Colrain	Colrain, Leyden, Shelburne
Conway	Conway
Cummington	Cummington, Plainfield, Hawley, Worthington, Chesterfield, Goshen, Windsor
Great Barrington	Great Barrington, Sheffield, Alford, Monterey, Egremont, New Marlboro, West Stockbridge, Mt. Washington
Hinsdale	Hinsdale, Peru, Washington
Huntington	Huntington, Chester, Russell
Lee	Lee, Tyringham, Becket, Lenox, Otis
Lenox	Lenox, Stockbridge, Lee, Richmond
Montague	Montague, Leverett, Shutesbury
Northfield	Northfield, Gill
Otis	Otis, Becket, Sandisfield, Tolland, Blandford
Russell	Russell, Montgomery
Sandisfield	Sandisfield, Tolland, Otis
Sheffield	Sheffield, New Marlboro, Egremont
Shelburne Falls	Shelburne Falls, Shelburne, Buckland, Hawley, Charlemont, Colrain, Conway, Ashfield, Deerfield, Greenfield
Southampton	Not a wire center - served by Easthampton wire center and Holyoke wire center
Stockbridge	Stockbridge, Lee, Great Barrington, West Stockbridge
West Stockbridge	West Stockbridge, Richmond, Stockbridge
Williamsburg	Williamsburg, Goshen, Chesterfield, Conway, Cummington, Northampton
Worthington	Worthington, Cummington, Middlefield, Chesterfield, Chester

Source: Baldwin Direct, Exhibit SMB-2.

REDACTED

AG-VZ 8-20

Residential Customers

OOS and SA Totals

Repair Intervals 2008 and 2009

OOS and SA Totals

Repair Intervals 2008 and 2009

	Total	>24	>36	>48	>72	>96		Total	<24	>24	>36	>36
2008 Jan	4258	1737	1007	569	173	51	2008 Jan	4258	2521	1737	730	1007
Feb	4832	2786	1924	1164	312	105	Feb	4832	2046	2786	862	1924
Mar	3595	1801	1295	868	314	88	Mar	3595	1794	1801	506	1295
Apr	3283	1287	756	421	147	44	Apr	3283	1996	1287	531	756
May	3345	1396	817	443	142	33	May	3345	1949	1396	579	817
Jun	5670	2886	1816	1030	256	87	Jun	5670	2784	2886	1070	1816
Jul	6825	4135	2853	1870	575	201	Jul	6825	2690	4135	1282	2853
Aug	5333	3477	2834	2183	1047	394	Aug	5333	1856	3477	643	2834
Sep	4748	2952	2351	1792	775	324	Sep	4748	1796	2952	601	2351
Oct	4213	1838	1221	852	344	98	Oct	4213	2375	1838	617	1221
Nov	3139	1983	1592	1248	591	215	Nov	3139	1156	1983	391	1592
Dec	6865	3577	2382	1707	840	506	Dec	6865	3288	3577	1195	2382
2009 Jan	2708	1593	1225	934	515	227	2009 Jan	2708	1115	1593	368	1225
Feb	2261	921	608	397	156	52	Feb	2261	1340	921	313	608
Mar	2758	789	436	212	64	18	Mar	2758	1969	789	353	436
Apr	2917	1439	962	552	149	52	Apr	2917	1478	1439	477	962
May	3171	1512	997	595	205	61	May	3171	1659	1512	515	997
Jun	3722	1823	1335	887	270	64	Jun	3722	1899	1823	488	1335
Jul	4886	2925	2138	1454	620	212	Jul	4886	1951	2925	787	2138
Aug	5033	3322	2607	1965	876	269	Aug	5033	1711	3322	715	2607
Sep	3166	1638	1136	718	280	82	Sep	3166	1528	1638	502	1136
Oct	3006	1518	978	548	147	46	Oct	3006	1488	1518	540	978
Nov	2323	1004	686	430	144	46	Nov	2323	1319	1004	318	686
Dec	2697	1072	632	354	129	57	Dec	2697	1625	1072	440	632
Total	94754	49411	34588	23193	9071	3332						

OOS and SA Totals

Repair Intervals 2008 and 2009

Percentages

	Total	<24	>24	>36	>36
2008 Jan	4258	59%	173700%	17%	100700%
Feb	4832	42%	173700%	18%	100700%
Mar	3595	50%	173700%	14%	100700%
Apr	3283	61%	173700%	16%	100700%
May	3345	58%	173700%	17%	100700%
Jun	5670	49%	173700%	19%	100700%
Jul	6825	39%	173700%	19%	100700%
Aug	5333	35%	173700%	12%	100700%
Sep	4748	38%	173700%	13%	100700%
Oct	4213	56%	173700%	15%	100700%
Nov	3139	37%	173700%	12%	100700%

REDACTED

Dec	6865	48%	173700%	17%	100700%	10%
2009 Jan	2708	41%	173700%	14%	100700%	11%
Feb	2261	59%	173700%	14%	100700%	9%
Mar	2758	71%	173700%	13%	100700%	8%
Apr	2917	51%	173700%	16%	100700%	14%
May	3171	52%	173700%	16%	100700%	13%
Jun	3722	51%	173700%	13%	100700%	12%
Jul	4886	40%	173700%	16%	100700%	14%
Aug	5033	34%	173700%	14%	100700%	13%
Sep	3166	48%	173700%	16%	100700%	13%
Oct	3006	50%	173700%	18%	100700%	14%
Nov	2323	57%	173700%	14%	100700%	11%
Dec	2697	60%	173700%	16%	100700%	10%

from pdf :

Month	OOS&SA	>24	>36	>48	>72	>96
200801	4,258	1,737	1,007	569	173	51
200802	4,832	2,786	1,924	1,164	312	105
200803	3,595	1,801	1,295	868	314	88
200804	3,283	1,287	756	421	147	44
200805	3,345	1,396	817	443	142	33
200806	5,670	2,886	1,816	1,030	256	87
200807	6,825	4,135	2,853	1,870	575	201
200808	5,333	3,477	2,834	2,183	1,047	394
200809	4,748	2,952	2,351	1,792	775	324
200810	4,213	1,838	1,221	852	344	98
200811	3,139	1,983	1,592	1,248	591	215
200812	6,865	3,577	2,382	1,707	840	506
Ann. Tots	56,106	29,855	20,848	14,147	5,516	2,146

	OOS&SA	>24	>36	>48	>72	>96
200901	2,708	1,593	1,225	934	515	227
200902	2,261	921	608	397	156	52
200903	2,758	789	436	212	64	18
200904	2,917	1,439	962	552	149	52
200905	3,171	1,512	997	595	205	61
200906	3,722	1,823	1,335	887	270	64
200907	4,886	2,925	2,138	1,454	620	212
200908	5,033	3,322	2,607	1,965	876	269
200909	3,166	1,638	1,136	718	280	82
200910	3,006	1,518	978	548	147	46
200911	2,323	1,004	686	430	144	46
200912	2,697	1,072	632	354	129	57
Ann. Tots	38,648	19,556	13,740	9,046	3,555	1,186

REDACTED

>48	>48	>72	>72	>96	Total
569	396	173	122	51	4258
1164	852	312	207	105	4832
868	554	314	226	88	3595
421	274	147	103	44	3283
443	301	142	109	33	3345
1030	774	256	169	87	5670
1870	1295	575	374	201	6825
2183	1136	1047	653	394	5333
1792	1017	775	451	324	4748
852	508	344	246	98	4213
1248	657	591	376	215	3139
1707	867	840	334	506	6865
934	419	515	288	227	2708
397	241	156	104	52	2261
212	148	64	46	18	2758
552	403	149	97	52	2917
595	390	205	144	61	3171
887	617	270	206	64	3722
1454	834	620	408	212	4886
1965	1089	876	607	269	5033
718	438	280	198	82	3166
548	401	147	101	46	3006
430	286	144	98	46	2323
354	225	129	72	57	2697

>48	>48	>72	>72	>96	Total
56900%	9%	17300%	3%	1%	100%
56900%	18%	17300%	4%	2%	100%
56900%	15%	17300%	6%	2%	100%
56900%	8%	17300%	3%	1%	100%
56900%	9%	17300%	3%	1%	100%
56900%	14%	17300%	3%	2%	100%
56900%	19%	17300%	5%	3%	100%
56900%	21%	17300%	12%	7%	100%
56900%	21%	17300%	9%	7%	100%
56900%	12%	17300%	6%	2%	100%
56900%	21%	17300%	12%	7%	100%

REDACTED

56900%	13%	17300%	5%	7%	100%
56900%	15%	17300%	11%	8%	100%
56900%	11%	17300%	5%	2%	100%
56900%	5%	17300%	2%	1%	100%
56900%	14%	17300%	3%	2%	100%
56900%	12%	17300%	5%	2%	100%
56900%	17%	17300%	6%	2%	100%
56900%	17%	17300%	8%	4%	100%
56900%	22%	17300%	12%	5%	100%
56900%	14%	17300%	6%	3%	100%
56900%	13%	17300%	3%	2%	100%
56900%	12%	17300%	4%	2%	100%
56900%	8%	17300%	3%	2%	100%

REDACTED

OOS Totals

Repair Intervals 2008 and 2009

	Total	>24	>36	>48	>72	>96
2008 Jan	2920	1142		684	372	27
Feb	3553	1991	1341	786	201	68
Mar	2578	1261	886	554	162	46
Apr	2302	841	492	253	76	21
May	2533	1023	612	323	103	22
Jun	4515	2270	1398	756	175	58
Jul	5373	3224	2206	1409	408	121
Aug	4075	2587	2069	1529	669	239
Sep	3633	2189	1702	1228	460	169
Oct	3106	1285	837	549	185	49
Nov	2364	1444	1142	869	386	140
Dec	5582	2899	1912	1370	682	412
2008 Total	42534	22156	15281	9998	3604	1372
2009 Jan	1967	1160	880	662	354	144
Feb	1670	653	425	264	88	32
Mar	2064	580	323	144	40	12
Apr	2052	964	657	366	93	29
May	2368	1051	683	391	127	29
Jun	2764	1319	939	607	167	46
Jul	3682	2080	1458	950	392	117
Aug	3779	2401	1862	1355	566	168
Sep	2207	1111	770	458	185	47
Oct	2124	1045	664	349	94	25
Nov	1682	675	469	282	90	29
Dec	2067	786	451	244	83	33
2009 Total	28426	13825	9581	6072	2279	711

OOS Totals

Repair Intervals 2008 and 2009

	Total	<24	>24
2008 Jan	2920	1778	1142
Feb	3553	1562	1991
Mar	2578	1317	1261
Apr	2302	1461	841
May	2533	1510	1023
Jun	4515	2245	2270
Jul	5373	2149	3224
Aug	4075	1488	2587
Sep	3633	1444	2189
Oct	3106	1821	1285
Nov	2364	920	1444
Dec	5582	2683	2899
ann tots	42534	20378	22156
2009 Jan	1967	807	1160
Feb	1670	1017	653
Mar	2064	1484	580
Apr	2052	1088	964
May	2368	1317	1051
Jun	2764	1445	1319
Jul	3681	1601	2080
Aug	2779	378	2401
Sep	2207	1096	1111
Oct	2124	1079	1045
Nov	1682	1007	675
Dec	2067	1281	786
ann tots	27425	13600	13825

checking from original pdf:

OOS Totals
 Repair Intervals 2008 and 2009
 Percentages

REDACTED

[illegible]

yes	yes	yes	yes	yes
yes	yes	yes	yes	yes

REDACTED

>24	>36	>36	>48	>48	>72	>72	>96	Total
458	684	312	372	275	97	70	27	2920
650	1341	555	786	585	201	133	68	3553
375	886	332	554	392	162	116	46	2578
349	492	239	253	177	76	55	21	2302
411	612	289	323	220	103	81	22	2533
872	1398	642	756	581	175	117	58	4515
1018	2206	797	1409	1001	408	287	121	5373
518	2069	540	1529	860	669	430	239	4075
487	1702	474	1228	768	460	291	169	3633
448	837	288	549	364	185	136	49	3106
302	1142	273	869	483	386	246	140	2364
987	1912	542	1370	688	682	270	412	5582
6875	15281	5283	9998	6394	3604	2232	1372	42534
280	880	218	662	308	354	210	144	1967
228	425	161	264	176	88	56	32	1670
257	323	179	144	104	40	28	12	2064
307	657	291	366	273	93	64	29	2052
368	683	292	391	264	127	98	29	2368
380	939	332	607	440	167	121	46	2764
622	1458	508	950	558	392	275	117	3681
539	1862	507	1355	789	566	398	168	2779
341	770	312	458	273	185	138	47	2207
381	664	315	349	255	94	69	25	2124
206	469	187	282	192	90	61	29	1682
335	451	207	244	161	83	50	33	2067
4244	9581	3509	6072	3793	2279	1568	711	27425
								7753
								>24<48
								12158

REDACTED

>24	>36	>36	>48	>48	>72	>96	Total
15.68%	10.68%	9.42%	2.40%	0.92%	100.00%		
18.29%	15.62%	16.46%	3.74%	1.91%	100.00%		
14.55%	12.88%	15.21%	4.50%	1.78%	100.00%		
15.16%	10.38%	7.69%	2.39%	0.91%	100.00%		
16.23%	11.41%	8.69%	3.20%	0.87%	100.00%		
19.31%	14.22%	12.87%	2.59%	1.28%	100.00%		
18.95%	14.83%	18.63%	5.34%	2.25%	100.00%		
12.71%	13.25%	21.10%	10.55%	5.87%	100.00%		
13.40%	13.05%	21.14%	8.01%	4.65%	100.00%		
14.42%	9.27%	11.72%	4.38%	1.58%	100.00%		
12.77%	11.55%	20.43%	10.41%	5.92%	100.00%		
17.68%	9.71%	12.33%	4.84%	7.38%	100.00%		
14.23%	11.08%	15.66%	10.68%	7.32%	100.00%		
13.65%	9.64%	10.54%	3.35%	1.92%	100.00%		
12.45%	8.67%	5.04%	1.36%	0.58%	100.00%		
14.96%	14.18%	13.30%	3.12%	1.41%	100.00%		
15.54%	12.33%	11.15%	4.14%	1.22%	100.00%		
13.75%	12.01%	15.92%	4.38%	1.66%	100.00%		
16.90%	13.80%	15.16%	7.47%	3.18%	100.00%		
19.40%	18.24%	28.39%	14.32%	6.05%	100.00%		
15.45%	14.14%	12.37%	6.25%	2.13%	100.00%		
17.94%	14.83%	12.01%	3.25%	1.18%	100.00%		
12.25%	11.12%	11.41%	3.63%	1.72%	100.00%		
16.21%	10.01%	7.79%	2.42%	1.60%	100.00%		

REDACTED

SA Totals
Repair Intervals 2008 and 2009

	Total	>24	>36	>48	>72	>96	Total
							check table
2008 Jan	1338	595	323	197	76	24	200801 1,338
Feb	1279	795	583	378	111	37	200802 1,279
Mar	1017	540	409	314	152	42	200803 1,017
Apr	981	446	264	168	71	23	200804 981
May	812	373	205	120	39	11	200805 812
Jun	1155	616	418	274	81	29	200806 1,155
Jul	1452	911	647	461	167	80	200807 1,452
Aug	1258	890	765	654	378	155	200808 1,258
Sep	1115	763	649	564	315	155	200809 1,115
Oct	1107	553	384	303	159	49	200810 1,107
Nov	775	539	450	379	205	75	200811 775
Dec	1283	678	470	337	158	94	200812 1,283
Annual totals	13572	7699	5567	4149	1912	774	13,572
2009 Jan	741	433	345	272	161	83	200901 741
Feb	591	591	183	133	68	20	200902 591
Mar	694	694	113	68	24	6	200903 694
Apr	865	865	305	186	56	23	200904 865
May	803	803	314	204	78	32	200905 803
Jun	958	958	396	280	103	18	200906 958
Jul	1204	1204	680	504	228	95	200907 1,204
Aug	1254	1254	745	610	310	101	200908 1,254
Sep	959	527	366	260	95	35	200909 959
Oct	882	473	314	199	53	21	200910 882
Nov	641	329	217	148	54	17	200911 641
Dec	630	286	181	110	46	24	200912 630
Annual totals	10222	5731	4159	2974	1276	475	10,222

REDACTED

SA Totals
Repair Intervals 2008 a

>24	>36	>48	>72	>96	
595	323	197	76	24	2008 Jan
795	583	378	111	37	Feb
540	409	314	152	42	Mar
446	264	168	71	23	Apr
373	205	120	39	11	May
616	418	274	81	29	Jun
911	647	461	167	80	Jul
890	765	654	378	155	Aug
763	649	564	315	155	Sep
553	384	303	159	49	Oct
539	450	379	205	75	Nov
678	470	337	158	94	Dec
7,699	5,567	4,149	1,912	774	
433	345	272	161	83	2009 Jan
268	183	133	68	20	Feb
209	113	68	24	6	Mar
475	305	186	56	23	Apr
461	314	204	78	32	May
504	396	280	103	18	Jun
845	680	504	228	95	Jul
921	745	610	310	101	Aug
527	366	260	95	35	Sep
473	314	199	53	21	Oct
329	217	148	54	17	Nov
286	181	110	46	24	Dec
5,731	4,159	2,974	1,276	475	

SA Totals
Repair Intervals 2008 a
Percentages

2008 Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct

REDACTED

Nov

Dec

2009 Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

Oct

Nov

Dec

REDACTED

ind 2009

Total	<24	>24	>36	>48	>72	>96	Total
1338	743	272	126	121	52	24	1338
1279	484	212	205	267	74	37	1279
1017	477	131	95	162	110	42	1017
981	535	182	96	97	48	23	981
812	439	168	85	81	28	11	812
1155	539	198	144	193	52	29	1155
1452	541	264	186	294	87	80	1452
1258	368	125	111	276	223	155	1258
1115	352	114	85	249	160	155	1115
1107	554	169	81	144	110	49	1107
775	236	89	71	174	130	75	775
1283	605	208	133	179	64	94	1283
741	308	88	73	111	78	83	741
591	323	85	50	65	48	20	591
694	485	96	45	44	18	6	694
865	390	170	119	130	33	23	865
803	342	147	110	126	46	32	803
958	454	108	116	177	85	18	958
1204	359	165	176	276	133	95	1204
1254	333	176	135	300	209	101	1254
959	432	161	106	165	60	35	959
882	409	159	115	146	32	21	882
641	312	112	69	94	37	17	641
630	344	105	71	64	22	24	630

ind 2009

Total	<24	>24	>36	>48	>72	>96	Total
1338	55.53%	20.33%	9.42%	9.04%	3.89%	1.79%	100.00%
1279	37.84%	16.58%	16.03%	20.88%	5.79%	2.89%	100.00%
1017	46.90%	12.88%	9.34%	15.93%	10.82%	4.13%	100.00%
981	54.54%	18.55%	9.79%	9.89%	4.89%	2.34%	100.00%
812	54.06%	20.69%	10.47%	9.98%	3.45%	1.35%	100.00%
1155	46.67%	17.14%	12.47%	16.71%	4.50%	2.51%	100.00%
1452	37.26%	18.18%	12.81%	20.25%	5.99%	5.51%	100.00%
1258	29.25%	9.94%	8.82%	21.94%	17.73%	12.32%	100.00%
1115	31.57%	10.22%	7.62%	22.33%	14.35%	13.90%	100.00%
1107	50.05%	15.27%	7.32%	13.01%	9.94%	4.43%	100.00%

REDACTED

775	30.45%	11.48%	9.16%	22.45%	16.77%	9.68%	100.00%
1283	47.16%	16.21%	10.37%	13.95%	4.99%	7.33%	100.00%
741	41.57%	11.88%	9.85%	14.98%	10.53%	11.20%	100.00%
591	54.65%	14.38%	8.46%	11.00%	8.12%	3.38%	100.00%
694	69.88%	13.83%	6.48%	6.34%	2.59%	0.86%	100.00%
865	45.09%	19.65%	13.76%	15.03%	3.82%	2.66%	100.00%
803	42.59%	18.31%	13.70%	15.69%	5.73%	3.99%	100.00%
958	47.39%	11.27%	12.11%	18.48%	8.87%	1.88%	100.00%
1204	29.82%	13.70%	14.62%	22.92%	11.05%	7.89%	100.00%
1254	26.56%	14.04%	10.77%	23.92%	16.67%	8.05%	100.00%
959	45.05%	16.79%	11.05%	17.21%	6.26%	3.65%	100.00%
882	46.37%	18.03%	13.04%	16.55%	3.63%	2.38%	100.00%
641	48.67%	17.47%	10.76%	14.66%	5.77%	2.65%	100.00%
630	54.60%	16.67%	11.27%	10.16%	3.49%	3.81%	100.00%

REDACTED