LIST OF FIGURES*

SECTION I

SECTION II

Figure 2.1 MSO Projections of SMB Market Opportunity in Their Regions .............. 12

SECTION III

Figure 3.1 MSO Commercial Service Customers & Revenues ........................................ 17
Figure 3.2 MSO Residential VOIP Subscribers .............................................................. 17
Figure 3.3 Primary Service Preferences for MSOs .......................................................... 18
Figure 3.4 Willingness of Enterprises to Use MSOs for Commercial Services .......... 20
Figure 3.5 SMB Willingness to Use MSOs for Commercial Services ......................... 20

SECTION IV

Figure 4.1 MSO Commercial Capital Expenses .............................................................. 23
Figure 4.2 Businesses’ Reasons for Not Using Cable MSOs ........................................... 24
Figure 4.3 Cbeyond’s Q1 Metrics .................................................................................. 27

SECTION V

Figure 5.1 Tracking the PacketCable Specs .................................................................. 29
Figure 5.2 The Docsis Roadmap .................................................................................. 31
Figure 5.3 MSO Major Initiative Priorities Over the Next 36 Months ......................... 32
Figure 5.4 MSO Access Technology Plans Over the Next 18 to 36 Months .............. 32
Figure 5.5 Docsis 3.0-Certified Cable Modems ............................................................ 33
Figure 5.6 Docsis 3.0-Qualified CMTSs ....................................................................... 33

SECTION VI

Figure 6.1 MSO Commercial Phone Customers ............................................................. 41

SECTION VII

Figure 7.1 Camiant’s Multimedia Policy Engine .......................................................... 45
Figure 7.2 Cedar Point’s Safari C3 – VOIP & Circuit-Switched Applications ............... 46

* All charts and figures in this report are original to Heavy Reading, unless otherwise noted.