

Summary Operating and Financial Statistics

Verizon North West

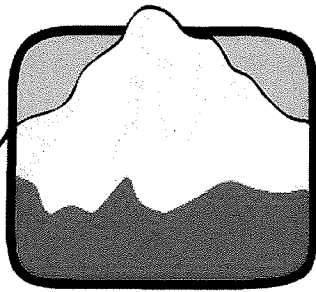
Exhibit 5

Year End:	Dec 31:			CAGR (3)
	2006	2007	2008	
Access Lines				
High Speed Internet Subscribers (Total)				
FiOS Internet Subscribers				
FiOS Television Subscribers				
Satellite Television Subscribers				
Total Revenue	\$1,059,000	\$1,000,000	\$955,000	\$465,000 (4.2%)
Average Rev per Access Line per Month	NA	NA	NA	NA
Total Operating Expenses (1)	\$512,000	\$520,000	\$507,000	\$267,000
Operating Margin (Cash Flow)	\$547,000	\$480,000	\$448,000	\$198,000
As % of Total Revenue	51.7%	48.0%	46.9%	42.6%
Interest Expense	\$42,000	\$40,000	\$29,000	\$8,000
Cash Income Taxes	\$110,000	\$114,000	\$53,000	(2) \$27,000
Capital Expenditures	\$273,000	\$273,000	\$330,000	\$111,000
Net Available Cash Flow	\$122,000	\$53,000	\$36,000	\$52,000
As % of Total Revenue	11.5%	5.3%	3.8%	11.2%
Long Term Debt	\$712,000	\$703,000	\$664,000	\$718,000
Debt to Operating Cash Flow Ratio	1.3	1.5	1.5	1.8

Not Available

Notes:

- (1) "Cash" operating expenses, i.e., excluding depreciation and amortization.
- (2) Cash paid was not available; amounts reflect accrued expenses.
- (3) Compound annual growth rate 2006 to estimated full 2009.



MT. HOOD CABLE REGULATORY COMMISSION

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Phone: (503) 823-5385 • Fax (503) 823-5370

www.mhcr.org

Serving Multnomah County and the Cities of Fairview, Gresham, Portland, Troutdale and Wood Village

MHCRC & Jurisdiction

Schedule on Verizon-Frontier

MHCRC public hearing & vote (cable cast live): Monday, December 7th:
document deadline: November 25th (preferred), December 1st (absolute final date
for documents)

City of Gresham Council date: Tuesday, January 5th (6 pm): Agenda/materials
deadline: December 16th

City of Fairview Council date: Wednesday, January 6th (7 pm) (backup date
January 20th--only if necessary); Agenda/materials deadline for January 6th:
December 30th

City of Troutdale Council date: Tuesday January 12th (7 pm) (backup date
January 26th---only if necessary); Agenda deadline (for January 12th) December
28th, materials deadline January 5th

City of Wood Village Council date: Tuesday, January 12th (6 pm) (no other
January backup date), Agenda/materials deadline: December 28th

November 18, 2009

Via Email and USPS

Tim McCallion
President - Verizon NW
112 Lakeview Canyon Road, CA501GA
Thousand Oaks, CA 91362

RE: VERIZON CUSTOMER SERVICE CONCERNS

Dear Tim:

We have appreciated working with you during the last six months in our review of the proposed transfer of Verizon NW cable franchise to Frontier. As we've worked together, we've come to appreciate how much you care about your company and how it's viewed by customers. As you've told us, Verizon plans to stay in our area following the transfer providing business telephone and wireless services, so how your company is perceived before and after the transfer is important to you and Verizon. That is why we are sending you this letter.

As we await the Commission and MACC jurisdiction decisions on the transfer, we want to bring to your attention the ongoing customer service problems Verizon subscribers experience in our area and the difficulties we face in trying to assist them. We have expressed our concerns relating to timeliness, accuracy and fair resolution with Franchise Service Manager Raymond Deede. Mr. Deede seems to be doing all he can to resolve these issues and I know has redoubled his efforts recently. Still, we continue to hear from unhappy Verizon customers. We believe that it takes an excessive amount of effort by customers, Verizon, and MACC to resolve billing complaints and other relatively simple problems. Based on recent *Oregonian* stories, this problem appears to be more widespread than just cable television and the MACC area.

We cannot understand why it is so complicated for Verizon to resolve these simple complaints. One reason could be the multiple internal contacts required to make any decision at Verizon and a general lack of coordination between marketing, technicians, and customer service representatives. No single person seems to have the power to resolve a complaint without involving two or more Verizon operations. We know that Ray Deede and his team do what they can, but "the system" seems to be a major part of the problem. We hope you agree with us that this situation can be improved.

In contrast, Comcast has a very efficient local escalation team that typically resolves a subscriber issue within 24 hours, or less, of our contact. These agents have complete access to customer data, have the power to arrange service calls, and can issue bill credits on the spot. It helps to have these agents based in the area. Comcast's team also

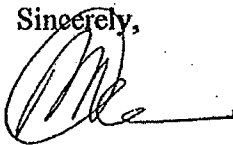
provides us with a comprehensive report of the actions they have taken to resolve the complaint. We rarely have a Comcast complaint that is not resolved quickly (sometimes that same day), and to the satisfaction of the subscriber.

It wasn't always this way with Comcast, but through cooperation and flexibility, we have worked together to arrange a system that benefits all parties – and especially, Comcast's subscribers. We would like to see that Verizon's customers are treated similarly someday.

If the transfer is approved, Verizon will continue as our franchised cable operator for the next 6 to 8 months – after which Verizon will still have a business presence in our area. During that time, we'd like to work with you and your staff to improve on the current customer service situation – and if the transfer is approved, to ease what is likely to be a complicated and customer-intensive transition period in 2010. Since most of your Verizon NW staff will be transitioning to Frontier, our mutual efforts may also help with Frontier's long-term customer satisfaction.

We hope you share our concerns and are interested in working with us.

Sincerely,



Bruce Crest
Administrator

C: MACC Commission (at meeting)
 Ray Deede/Gene Eng/Rene Willer/Edward Marsh, Verizon
 Ann Burr, Frontier
 Fred Christ/Greg Lang, MACC

Justice, Carol

From: Louis Perkins [perkinsl@ohsu.edu]
Sent: Thursday, August 27, 2009 11:01 AM
To: MHCRC Info
Subject: Verizon-Frontier sale?

To whom it may concern:

I'm a resident of Durham, OR, a FIOS customer, and am deeply concerned about the proposed spinoff of FIOS lines from Verizon to Frontier.

I'd like to register my support for blocking the FIOS lines from the sale, as I have no confidence that Frontier will be able to support all the services provided. I am very satisfied with my current package, greatly enjoy having another choice than Comcast, and don't want to see it disappear.

Please let me know if there is a public hearing scheduled, or somebody else I can contact as well.

Thanks for your time and advocacy on behalf of the Oregon consumer.

Louie Perkins
Oregon Health & Science University
503-494-1266
perkinsl@ohsu.edu

Justice, Carol

From: Stuart Ragnone [seragnone@verizon.net]
Sent: Saturday, August 29, 2009 3:03 PM
To: MHCRC Info
Subject: verizon fios committment

Good Day! I'm a Gresham, OR resident who has recently heard the stories concerning verizon attempting to pull out of their contract by attempting to gain FCC approval to sell off some of their markets to frontier! I switched from Comcast earlier this year after their attempted outrageous pricing increases and couldn't be happier with Verizon FIOS hdtv and broadband internet services! So it just flat out amazed me when I found the archive stories from the Oregonian and emailed Frontier. I can forward it if its needed but my primary question is will MHCRC confront Verizon (as Washington county and several other affected states have) about the concessions given so they could have market share concerning their customer commitment? I would appreciate any assistance you can provide! After reading the stories I hope you fight Verizon to the end and make them honor their commitment and contractual agreements to their customers! Thank you!

R,
Stuart E. Ragnone
103 SW Sandlewood Loop
Gresham, OR 97030
(503) 490-8334
seragnone@verizon.net

Justice, Carol

From: Darci Hanning [darci.hanning@gmail.com]
Sent: Saturday, August 22, 2009 1:29 PM
To: MHCRC Info
Subject: Frontier to take over Verizon Cable

Hello,

I'm looking for information on the status of Frontier's intention of taking over the Verizon Cable Franchise within the Mt. Hood Cable Regulatory area. Has Frontier/Verizon submitted a franchise transfer application? If so, is the application on file and available for public viewing? Will it be available on your website?

Thanks much for your attention to this matter.

Sincerely,
Darci Hanning

Justice, Carol

From: Gibbons, Rebecca
Sent: Tuesday, December 01, 2009 4:02 PM
To: Justice, Carol
Subject: FW: Verizon / Frontier Sale

-----Original Message-----

From: Chris, Liz, and Mason [mailto:chrimaliz@verizon.net]
Sent: Sunday, June 28, 2009 1:08 PM
To: MHCRC Info
Subject: Verizon / Frontier Sale

As a Verizon EMPLOYEE AND FIOS TV TECHNICIAN, I strongly encourage you to scrutinize this application. For some history on the subject, research the fallout of recent Verizon divestitures : Hawaiian Telecom and Fair Point Communications in New England.

Hawaiian Telecom declared bankruptcy in December of last year. And Fair Point has just announced that it may file for bankruptcy by the end of the year if 95% of their creditors don't agree to a new debt repayment plan.

Hawaiian Telecom only offers traditional copper telephone and dsl, Fair Point on the other hand acquired FiOS networks in their deals. Fair Point's FiOS networks only offered phone and internet. The sale of TV service in Oregon, Washington and Indiana, will be the first time another company has acquired a TV system from Verizon.

As a full rate paying Verizon FiOS TV CUSTOMER , I would like to voice my opposition to the sale of this system to Frontier. I'm concerned that Frontier does not have the financial backing and marketing to offer a competitively priced product and keep Comcast's pricing in check.

Thank you,
Christopher Cerutti