

ILLINOIS COMMERCE COMMISSION

2009 SEP 21 A 10:59

Madison River Telephone Company, LLC,)
Madison River Communications Corp.,)
Gallatin River Communications, LLC)
and CenturyTel, Inc.)
)
)
Joint Application for Approval of Transfer)
Of Control and Reorganization Pursuant to)
Section 7-203 and Section 7-204.)

CHIEF CLERK'S OFFICE

Docket 07-0043

ADDENDUM TO FINAL SERVICE QUALITY REPORT

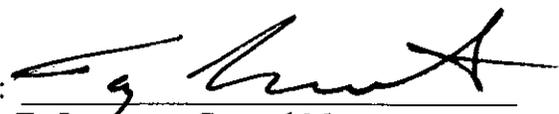
Madison River Telephone Company, LLC, Madison River Communications Corp., Gallatin River Communications, LLC and CenturyTel, Inc. file this **Addendum to the FINAL SERVICE QUALITY REPORT** pursuant to finding (5)(e) of the Illinois Commerce Commission's Order in Docket 07-0043 issued March 21, 2007.

The addendum adds the April 2009 numbers for Toll and Assistance Answer Time and Information Answer Time. These numbers were not available when the initial report was filed. Therefore, the attached schedule provides the required service quality results for the 12-month period May 1, 2008 through April 30, 2009. If you have any questions please contact David Rudd at (217)744-2420; or dorudd@aol.com.

DATED this 18th day of September, 2009.

Respectfully submitted,

Madison River Telephone Company, LLC
Madison River Communications, Corp.
Gallatin River Communications, LLC
CenturyTel, Inc.

By: 
Ty Lemaster, General Manager

STATE OF ILLINOIS)
) SS
COUNTY OF TAZEWELL)

VERIFICATION

I, Ty Lemaster, being first duly sworn, deposes and states that he is General Manager of Gallatin River Communications, LLC, that he has read the above and foregoing Addendum to the Final Service Quality Report and knows the contents thereof, and that the same are true to the best of his knowledge, information and belief.



Ty Lemaster, General Manager

Subscribed and Sworn to me before me
this 18th day of September, 2009.



Notary Public



Illinois Commerce Commission Service Objectives - 2008 - 2009

Requirement	Current Objective	General Objective	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	Rolling Average
Repair Answer Time	15 seconds or less	Not to exceed 60 seconds	17	22	5	6	5	3	2	3	2	2	2	3	6.00
Business Office Answer Time (Residential, Business & Financial Services)	21 seconds or less	Not to exceed 60 seconds	24	14	13	17	18	9	6	32	10	10	6	4	13.58
Toll & Assistance Answer Time (Provided by the ITA)	9 seconds or less	10 seconds or less	4.7	4.6	5.1	4.2	4.5	4.8	3.9	5.4	4.8	5.00	4.00	3.9	4.58
Information Answer Time (Provided by the ITA)	10 seconds or less	10 seconds or less	4.46	4.62	5.15	4.82	4.77	4.92	5.66	5.92	5.09	5.25	4.86	4.68	5.02
Restore OOS Trouble <24 hours	98.55%	95%	99.3	94.13	98.28	97.07	91.93	98.71	99.1	97.3	98.2	98.8	98.52	99.3	97.55
Trouble Reports per 100 A/L	2.86	6	1.6	2.6	2.34	2.31	2.68	1.79	1.3	2.1	1.38	1.52	1.83	1.63	1.92
Installation requests 5 days or less	97.80%	90%	99.6	98.2	98.5	99.8	99.6	98.15	98.6	97.91	98.9	99.8	99.2	100	99.02

ILLINOIS COMMERCE COMMISSION

(Docket No. 07-0043)

The undersigned certifies that a copy of the Addendum to the Final Service Quality Report was served upon all parties via U.S. Mail this 18th day of September, 2009:

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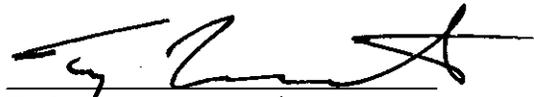
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Ty Lemaster, General Manager