

ILLINOIS COMMERCE COMMISSION

Data Request CJ 1.00

Utility Company: Madison Telephone Company
and Gallatin River Communications, L.L.C.

Date Submitted: March 8, 2001

Reference No. Docket No. 01-0071

Names Robert W. Schwartz
Job Titles and President
Telephone Nos.: Madison Telephone Company
618/633-2267

Michael T. Skrivan
Vice President-Revenues
Gallatin River Communications L.L.C.
919/563-8230



CJ 1.0

Michael T. Skrivan's testimony at page 9 discusses information provided to consumers regarding the sale. Please provide a copy of the press releases and any additional information that has been provided to consumers, either directly or indirectly, regarding the pending transaction.

Response:

Attached is the requested Press Release. Madison Telephone Company and Gallatin River Communications L.L.C. plan to provide additional information to customers in the Staunton and Livingston Exchanges prior to the closing of the transaction. Copies of any such information will be provided to Staff.

**GALLATIN RIVER COMMUNICATIONS
ANNOUNCES SALE OF LOCAL
TELEPHONE PROPERTIES**

Today Gallatin River Communications announced a definitive agreement with Madison Telephone Company in which Gallatin River Communications local communications business in Staunton, Livingston and Williamson will be purchased for an undisclosed amount. Under the terms of the Agreement, Madison will purchase from Gallatin River Communications the local exchange business which includes approximately 4,300 residential and business access lines with the 635 and 637 prefix. This transaction, which is subject to regulatory approval, is expected to be completed by the end of the second quarter.

Current Gallatin River Communications employees affected by this transaction will be considered for employment with Madison or they may pursue other positions within Gallatin River Communications. Gallatin River Communications is a subsidiary of Madison River Telephone Company, LLC, based in Mebane, NC, and is not affiliated in any way with Madison Telephone Company. Madison River provides integrated communications solutions to the areas it serves as both an incumbent provider and an emerging competitive provider of voice and data communications.

Madison Telephone Company has operated as a local exchange carrier based in Hamel, Illinois since 1945, and currently provides local exchange service to the communities of Hamel, Prairietown and Worden. In conjunction with their local affiliates, Madison-Macoupin Communications and Madison Network Systems, this full-service communications company also offers Internet Access, Long Distance and Cable Television Service. Madison prides itself on its commitment to local service and customer support as well as its focus on bringing state-of-the-art technology to rural counties in Illinois.

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CJ 1.1

How does Madison Telephone Company and Gallatin River Communications, L.L.C. plan to transition active and inactive customer account information?

Response:

The transition of account information is to take place with a coordinated effort between Gallatin River and its billing support group (EUR Data Systems) and Madison Telephone and its billing support group (Martin & Associates). EUR is providing example data files and data mapping to Martin & Associates which, in turn, is to prepare to receive files of information from EUR and then establish the customer account information in Madison Telephone's billing system. Gallatin River will transition all related information on active customer accounts that are being purchased by Madison Telephone and will maintain at least a three year history of inactive customer account information, which will be made available to Madison Telephone, as necessary, and permitted by law.

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CJ 1.2

How does Madison Telephone Company and Gallatin River Communications, L.L.C. plan to transition current customer deposits?

Response:

Gallatin River will provide system reports that will detail the deposit balances by customer at the time of conversion. Gallatin River will transfer these deposit dollars and accrued interest to Madison Telephone at the time of closing. Thereafter, Madison Telephone will assume responsibility for the management and maintenance of the customer security deposits in accordance with Illinois regulations.

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CJ 1.3

How does Madison Telephone Company and Gallatin River Communications, L.L.C. plan to transition current deferred payment arrangements made by Gallatin to its customers?

Response:

Past due amounts subject to deferred payment arrangements will be treated in a manner similar to other past due customer accounts (see Response to CJ 1.5). Gallatin River will honor the deferred payment arrangements previously made. (Hypothetically, if a customer were paying a past due balance of \$100 in \$25/month installments, the customer would continue to pay \$25 to Gallatin River until the past due amount is paid.) Customers will start with a "clean slate" with Madison Telephone.

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CJ 1.4

How does Madison Telephone Company and Gallatin River Communications, L.L.C. plan to transition existing special billing arrangements made by Gallatin to its customers?

Response:

Gallatin River will provide information to Madison Telephone regarding any special billing arrangements in order to facilitate Madison Telephone's continuation of those arrangements with the applicable customers. After conversion, Madison Telephone will assume responsibility for any special billing arrangements on a going forward basis.

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CJ 1.5

How does Madison Telephone Company and Gallatin River Communications, L.L.C. plan to transition all past due customer accounts?

Response:

It is contemplated that Gallatin River will retain all past due customer accounts receivable and responsibility for collections of those receivables with the exception of any items billed but not yet earned by Gallatin at closing (unearned advanced billings). Gallatin River will pay Madison Telephone for any unearned advanced billings it collects after closing.

What happens if cost about 198 - Madison

Gallatin is out the money

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Job Title: President, Madison Telephone Company

Telephone Number: 618/633-2267

CJ 1.6

How will Madison Telephone Company offer its customers from Gallatin River Communications, L.L.C. the one free restoral per year as required by Part 735.170?

Response:

Madison Telephone will provide one free restoral per year to all Staunton and Livingston customers following the closing in accordance with Part 735.170. As it pertains to the year 2001, the customers will start with a "clean slate" with Madison Telephone without regard to whether they already receive a "free restoral" from Gallatin River.

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Name: Robert W. Schwartz

Job Title: President, Madison Telephone Company

Telephone Number: 618/633-2267

CJ 1.7

Will Madison Telephone Company change any customer bill dates or due dates?

Response:

No, Madison Telephone will not change any bill dates or due dates for customers in the Staunton and Livingston Exchanges. Gallatin River has bill dates of the 1st of the month, with the due date being the 21st of the month. Madison Telephone will have the same bill dates and the same due dates.

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CJ 1.8

Please describe the steps taken by Madison Telephone Company to ensure that the transfer of customers from Gallatin River Telephone Company to Madison Telephone Company will be transparent to their customers?

Response:

Both Gallatin River and Madison Telephone intend and have been diligently preparing to ensure that the transfer resulting from the transaction is transparent to customers. While efforts are already underway by both companies, the transitional Services Agreement discussed in the testimony was specifically entered into to assure a smooth and transparent transfer. Madison Telephone's adoption of Gallatin River's existing local rates and rate structure for the Staunton and Livingston Exchanges also ensures a transparent transfer.

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Job Title: President, Madison Telephone Company

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CJ 1.9

Once the transaction is completed and customers are transferred from Gallatin River Communications, L.L.C. to Madison Telephone Company, will consumers lose any vertical service or custom calling features?

Response:

No, customers will not lose any vertical services or custom calling features upon the completion of the transaction. In fact, upon the closing of the fiber facility discussed at page 8 of Robert W. Schwartz's testimony, additional services, such as Advanced Class Services and Voice Mail Service, will become available to customers in the Staunton and Livingston Exchanges.

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Job Title: President, Madison Telephone Company

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CJ 1.10

At page 6 of Mr. Schwartz's testimony, he discusses the review and potential blending of rate structures. How long will the company be reviewing the rate structures?

Response:

Madison Telephone Company is asking for authority to file local exchange tariffs for the Staunton and Livingston Exchanges that replicate the existing tariffs of Gallatin River Communications L.L.C. for those exchanges. While Madison Telephone Company has no current intentions to change those existing rates, Madison Telephone Company believes it would be prudent, after operational experience is gained, to review whether there is a reason and need to blend together the existing rate structures into a common rate structure for all five exchanges. There is no predetermined time for this review, but it is not anticipated to occur until the company has at least 12 months operational experience.

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CJ 1.11

Will customers be given notice of the changed rate structure and be educated about how they will be billed for telephone service?

Response:

Yes. See Response to CJ 1.10.

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CJ 1.12

Please provide monthly Part 730 service quality information for the year 2000.

Response:

See attached Part 730 Service Quality Performance information for the year 2000 for both Gallatin River and Madison Telephone.

2000 Service Quality Performance

Gallatin River Communications

Standard	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
% Installations within 5 Days STD - 90%	99.86	99.63	99.72	99.61	99.67	99.60	99.64	99.73	100	99.67	99.70	99.96	99.73
Trouble Reports per 100/AL STD - 6	2.23	2.36	2.53	2.73	3.25	3.67	3.60	3.49	3.03	2.69	2.44	2.12	2.86
% Out of Service Less Than 24 Hrs STD - 95%	99.55	100	99.74	99.64	99.68	99.83	99.78	99.76	99.81	99.79	99.76	99.59	99.72
% Dial Tone Speed within 3 Seconds STD - 95%	99.78	99.96	99.92	99.86	99.97	99.99	100	99.99	99.96	99.99	99.99	99.74	99.88
Operator Speed of Answer-Toll/Asstst STD - 7 seconds (10 sec Sept-Dec)	**	**	**	**	**	**	**	**	**	**	**	**	**
Operator Speed of Answer-Information STD - 7 seconds (10 sec Sept-Dec)	**	**	**	**	**	**	**	**	**	**	**	**	**
Operator Speed of Answer-Intercept STD - 7 seconds (10 sec Sept-Dec)	**	**	**	**	**	**	**	**	**	**	**	**	**
Trunk Groups Below Objective STD - 98%	100	100	100	100	100	100	100	100	100	100	100	100	100
Business Office Answer Time STD - 60 seconds									14 sec	15 sec	9 sec	14 sec	13 sec
Repair Office Answer Time STD - 60 seconds									2 sec	2 sec	3 sec	3 sec	3 sec
STD - Standards as prescribed by Code Part 130													
** Operator Services for GR local customers are provided by Ameritech													

2000 Service Quality Performance
Madison Telephone Company

Standard	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
% Installations within 5 Days	95.84	100.00	100.00	100.00	96.88	100.00	100.00	100.00	100.00	100.00	100.00	97.37	99.17
STD - 90%													
Trouble Reports per 100 AL	0.11	0.14	0.13	0.09	0.17	0.21	0.21	0.19	0.12	0.14	0.05	0.11	0.14
STD - 6													
% Out of Service less than 24 Hrs	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
STD - 95%													
% Dial Tone Speed within 3 Seconds										99.70	99.80	99.70	99.67
STD - 95%													
Operator Speed of Answer - Toll/Assist	82	82	82	82	82	82	82	82	82	82	82	82	82
STD - 7 seconds (10 sec Sept-Dec)													
Operator Speed of Answer-Information	82	82	82	82	82	82	82	82	82	82	82	82	82
STD - 7 seconds (10 sec Sept-Dec)													
Operator Speed of Answer-Intercept	82	82	82	82	82	82	82	82	82	82	82	82	82
STD - 7 seconds (10 sec Sept-Dec)													
Trunk Groups Below Objective	100	100	100	100	100	100	100	100	100	100	100	100	100.00
STD - 98%													
Business Office Calls Received										325	1398	1661	1128.00
Total Calls Answered										325	1398	1661	1128.00
Average Speed of Answer*										<60	<60	<60	<60
Total # of Abandoned Calls										0	0	0	0.00
Total % of Abandoned Calls										0%	0%	0%	0%
*Madison Telephone Company does not have the capability to measure average speed of answering time on each incoming call on the phone system in our business office. All calls are answered or sent to auto attendant within twenty seconds.													
**Operator Served for MTC local customers are provided by Ameritech													