



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending September 30, 2004

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.04	2.91	2.82	2.92
B. Operator Answer Time - Information [730.510(a)(1)]	5.16	4.90	4.93	5.00
C. Repair Office Answer Time [730.510(b)(1)]	9.00	10.00	10.00	9.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	10.00	9.00	17.00	12.00
E. Percent of Service Installations [730.540(a)]	99.82%	99.92%	99.76%	99.83%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.57%	100.00%	100.00%	99.86%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.71	1.80	1.29	1.60
H. Percent Repeat Trouble Reports [730.545(c)]	10.92%	9.22%	9.48%	9.77%
I. Percent of Installation Trouble Reports [730.545(f)]	5.74%	5.07%	5.71%	5.48%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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