



**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 June 30, 2004**

<b>Performance Data</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	3.08	3.43	2.92	3.14
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	4.94	6.19	4.66	5.26
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	7.00	8.00	10.00	8.33
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	12.00	13.00	14.00	13.00
<b>E. Percent of Service Installations [730.540(a)]</b>	100.00%	99.90%	99.77%	99.89%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	100.00%	99.49%	100.00%	99.83%
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	1.17	1.50	1.69	1.45
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	8.22%	7.50%	8.85%	8.19%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	5.28%	5.12%	6.74%	5.71%
<b>J. Missed Repair Appointments [730.545(h)]</b>	0	0	0	0
<b>K. Missed Installation Appointments [730.540(d)]</b>	0	0	0	0

**Comments**



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