



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, 2012

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.10	1.50	2.20	1.93
B. Operator Answer Time - Information [730.510(a)(1)]	7.89	8.95	8.68	8.51
C. Repair Office Answer Time [730.510(b)(1)]	31.86	34.18	72.44 *	46.16
D. Business or Customer Service Answer Time [730.510(b)(1)]	11.91	13.84	13.20	12.98
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	98.13%	97.12%	95.07%	96.77%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.83	1.17	0.97	0.99
H. Percent Repeat Trouble Reports [730.545(c)]	11.39%	14.35%	13.93%	13.38%
I. Percent of Installation Trouble Reports [730.545(f)]	10.20%	16.80%	13.80%	13.50%
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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