



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 March 31, 2012

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.40	2.80	2.40	2.20
B. Operator Answer Time - Information [730.510(a)(1)]	8.34	6.41	8.43	7.73
C. Repair Office Answer Time [730.510(b)(1)]	11.09	11.01	10.82	10.97
D. Business or Customer Service Answer Time [730.510(b)(1)]	78.46 *	47.50	33.00	52.99
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)]	97.96%	99.18%	97.19%	98.06%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.85	0.79	0.98	0.87
H. Percent Repeat Trouble Reports [730.545(c)]	9.64%	8.50%	15.96%	11.64%
I. Percent of Installation Trouble Reports [730.545(f)]	12.52%	12.83%	10.98%	12.13%
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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