



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

**Madison River Communications, LLC**  
**CenturyLink MRC**  
**Gallatin River Integrated Communications Solutions**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.40	2.20	3.70	2.43
B. Operator Answer Time - Information [730.510(a)(1)]	8.97	11.41 *	6.40	8.93
C. Repair Office Answer Time [730.510(b)(1)]	0.00	0.00	0.00	0.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.00	0.00	0.00	0.00
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)]	99.50%	98.60%	99.70%	99.26%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.70	1.80	1.80	1.77
H. Percent Repeat Trouble Reports [730.545(c)]	5.50%	7.80%	10.00%	7.76%
I. Percent of Installation Trouble Reports [730.545(f)]	9.90%	11.08%	9.63%	10.20%
J. Missed Repair Appointments [730.545(h)]	1	4	1	2
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

C: Repair Office Answer Time - and D: Business or Customer Service Answer Time - Numbers are not available due to merging of systems and states. This is a temporary issue. Should have available by 2nd quarter.



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