

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

TATYANA AND DONNA AUSTIN	)	
	)	
COMPLAINANTS	)	
V.	)	CASE NO. 2012-00424
	)	
WINDSTREAM KENTUCKY EAST, LLC	)	
	)	
DEFENDANT	)	

COMMISSION STAFF'S INITIAL REQUEST FOR INFORMATION  
TO TATYANA AND DONNA AUSTIN

Pursuant to 807 KAR 5:001, Tatyana and Donna Austin (collectively "Austins") shall file with the Commission, no later than October 25, 2013, the original and ten copies of the following information, with a copy to all parties of record. Responses to requests for information shall be appropriately bound, tabbed, and indexed. Each response shall include the name of the witness responsible for responding to the questions related to the information provided.

Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry. The Austins shall make timely amendment to any prior response if they obtain information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to

which the Austins fail or refuse to furnish all or part of the requested information, the Austins shall provide a written explanation of the specific grounds for their failure to completely and precisely respond.

Careful attention should be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations.

1. State how long you have subscribed to voice service with Windstream Kentucky East, LLC ("Windstream").

a. State whether there were any issues related to line noise and dropped calls prior to April 10, 2012.

2. State how long you have subscribed to receive broadband service from Windstream.

a. State whether there were any issues related to slower than expected or dropped Internet service experienced prior to April 10, 2012.

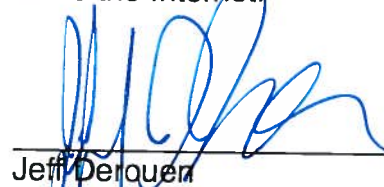
3. State whether you are aware of other Windstream customers in your area that are experiencing or have experienced problems similar to the ones you have reported to Windstream in the past.

4. State whether you currently utilize a router in your home to provide access to the Internet for other devices in your home. If so, provide the following information:

a. Manufacturer and model name for the router you currently utilize.

b. Number and types of devices currently connected to the router utilized in your home (i.e., desktop computer, laptop, cell phones, printers, etc.).

5. State whether there are times throughout a given day in your home where more than one device at a time may be connected to the Internet.



---

Jeff DeLoach  
Executive Director  
Public Service Commission  
P. O. Box 615  
Frankfort, KY 40602

DATED OCT 08 2013

cc: Parties of Record

Tatyana & Donna Austin  
4734 S KY 501  
Liberty, KENTUCKY 42539

Honorable R. Benjamin Crittenden  
Attorney at Law  
Stites & Harbison  
421 West Main Street  
P. O. Box 634  
Frankfort, KENTUCKY 40602-0634

Jeanne Shearer  
VP - State Government Affairs  
Windstream Kentucky East, LLC  
130 W New Circle Road, Suite 170  
Lexington, KY 40505