

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	)	

ORDER


On October 8, 2013, Commission Staff issued to both Windstream Kentucky East, LLC (“Windstream”) and Complainants separate requests for information to which both parties filed responses on October 28, 2013. Approximately seven months has passed since the responses were filed, allowing for sufficient time to observe Complainants’ service and determine if there were further service issues or if Windstream had permanently fixed the problems. If there have been very few or no more service problems, there is no compelling reason to keep this case on the Commission docket, particularly since Windstream satisfied Complainants’ other requested relief.

IT IS THEREFORE ORDERED that:

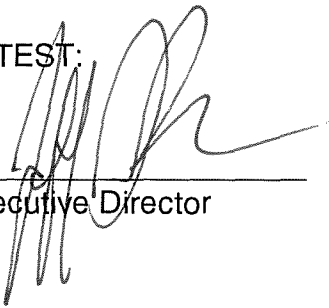
1. Within 14 days of the date of this Order, Windstream shall file with the Commission a status update that shall document any service issues with Complainants’ service and any network upgrades performed after October 28, 2013; and

2. Within 14 days of the date of this Order, Complainants shall file a statement with the Commission stating whether or not their complaint has been satisfied.

By the Commission

ENTERED   
**MAY 20 2014**  
KENTUCKY PUBLIC  
SERVICE COMMISSION

ATTEST:

  
\_\_\_\_\_  
Executive Director

Case No. 2012-00424

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