

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

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

ORDER TO SATISFY OR ANSWER

Windstream Kentucky East, LLC ("Windstream") is hereby notified that it has been named as defendant in a formal complaint filed on September 6, 2012, a copy of which is attached hereto.

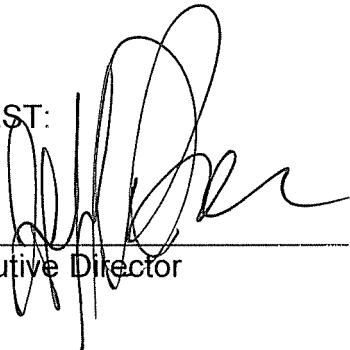
Pursuant to 807 KAR 5:001, Section 12, Windstream is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days of the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

By the Commission

ENTERED
SEP 20 2012
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:



Executive Director

SEP - 6 2012

95

PUBLIC SERVICE COMMISSION

RECEIVED

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

SEP - 6 2012

PUBLIC SERVICE COMMISSION

In the matter of:

TATYANA + DONNA AUSTIN)
 (Your Full Name))
 COMPLAINANT)
 VS.)
WINDSTREAM)
 (Name of Utility))
 DEFENDANT)

COMPLAINT

The complaint of TATYANA + DONNA AUSTIN respectfully shows:
(Your Full Name)

(a) TATYANA + DONNA AUSTIN
(Your Full Name)

4734 SKY 501, LIBERTY, KY. 40539
(Your Address)

(b) WINDSTREAM
(Name of Utility)

1720 GALLERIA BLVD CHARLOTTE, NC. 28270
(Address of Utility)

(c) That: SEE ATTACHED
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

AUSTIN vs. WINDSTREAM

Page 2 of 2

Wherefore, complainant asks for 3 months additional
(Specifically state the relief desired.)

CREDIT ON THE PHONE BILL, PHONE REPAIRED,
A FORMAL APOLOGY FROM WINDSTREAM.

Dated at LIBERTY, Kentucky, this 5th day
(Your City)

of SEPTEMBER, 2012.
(Month)

Jatiana - Donna Austin
(Your Signature*)

(Name and address of attorney, if any)

Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

Austin VS. Windstream
September 5, 2012

The first time I **documented** calling Windstream to report an issue with my phone was April 10, 2012. While I was on the phone with them reporting my phone disconnecting the day before, my phone disconnected. They told me they would send someone out.

I called again 4/11 and spoke to Brittany whom I was disconnected from after 20 minutes, then I called back and spoke to Rohan. Again, they said they would send someone out.

4/14 I called because my service had kept dropping the night before. They said they would send someone out to fix it.

I had almost a complete week before I had to call again. 4/21 I called to report that my phone had continued to disconnect several times the evening before. They said they would send someone to fix it. 4/22 I continued to have disconnects.

4/23 a tech from Windstream was supposed to go to my home to fix the service. I never saw him but Windstream swore he had been here. Still had service issues. I called Windstream on the 25th to report the problems I had been experiencing the night before, they said they would fix it.

4/25 I called the Public Service Commission to file a complaint. The person took my information which led me to believe I had filed a complaint.

I left the state 4/27 for an entire month. When I arrived back in Kentucky on 6/3, I had no phone/no internet. I called Windstream.

On 6/05 I called for phone repair again. On 6/6 a tech came out but nothing was fixed. I called Windstream several more times that day.

On 6/7 I called the PSC again and filed a complaint with Rosemary (or I thought I had filed a complaint. She led me to believe that is what I had done). I also called Windstream's unresolved complaint line. They said they would escalate it to a local manager.

6/8 My phone line was still buzzing. 2 techs came out and changed me from one line to another. Apparently a phone cable had been shot the year before and Windstream was splicing around the damaged part but *only for people who complained about it*.

6/9 I spoke to Frannie from Windstream because the service I was paying for was still not working. She said she was sending a ticket to the engineers.

6/10 Internet speeds negligible. Reported it to Windstream.

6/11 Windstream repair came in the afternoon but they couldn't work on it because I was working (Did I mention I work at home? And every day with messed up service was a day without a paycheck

6/12 I called Windstream again. Spoke to Cheryl. She said they would send a tech out the next day at noon.

6/13 Tech said there were problems with the data lines and they were testing all lines in this area.

6/14 Called Windstream and spoke to Sarah. She said there was a weak signal in our area.

6/18 Called windstream to report weekend outages. They said my problem was fixed. Not fixed. Spoke to Joe Black.

6/19 Spoke to Cheryl but was disconnected. Called back, was transferred to Barbara (who is a multiple dwelling unit specialist in the midwest. I have no idea why I was transferred to her. She could not explain it either). Barbara transferred me to Bonnie who transferred me to Marcy who is a dispatcher. She was going to bounce the complaint to a supervisor.

6/20 Internet died. Called Windstream

6/21 Called Windstream. Spoke to Paul. He said they were still working on it. Phone disconnected several times that evening.

6/23 Set up new modem hoping it would help. Called Windstream about the disconnects.

6/24 Tech came out. No answers. No internet, no work for me.

6/25 Phone continued to disconnect. I called Windstream, then called my state senator Jimmy Higdon hoping he could help me.

6/26 Windstream tech tested switch, found a bad cable pair. Phone continued to disconnect that evening. I reported it to Windstream.

6/27 Phone continued to disconnect. Called Windstream and Daniel told me that 486 customers in this area were also effected as there was a packet loss. He said they were working on it.

6/28 Phone disconnected 6 times during my 8 hour shift. I called the unresolved complaint line and spoke to Madeline. I spoke to Gerard later and he said there was a ticket pending.

6/29 Phone disconnected 10 times during an 8 hour shift. I reported it to Windstream.

6/30 Phone disconnected Tried to report it but phone kept looping. Called PSC, Jimmy Higdon, Windstream, and unresolved complaint line. Jimmy Higdon told me someone from Windstream would be calling. No one called.

7/1 Called Windstream about the phone disconnecting. Spoke to Jolene.

7/2 Phone continued to disconnect. Spoke to Brandon @ Windstream. Asked to be transferred to his super. Windstream was pretty confident it was fixed. I also called Matt at the PSC. He said he would file another complaint.

7/3 Chris Abner from Constituent Services said the Windstream rep had informed him the phone was all fixed. It was not.

7/6 Phone disconnected, static on line. Called Windstream.

7/7 Called Windstream about static on line.

7/8 Phone disconnected, called Windstream spoke to Charlene.

7/13 Phone disconnected 6 times during 7 hour shift. Called Windstream, they said it would be fixed by the 17th.

7/15 No internet

7/16 Phone disconnected 6 times during 8 hour shift. Called Windstream, spoke to Sandy.

7/17 Phone disconnected. Called Chris Abner, called PSC. Called Windstream, spoke to Margie.

7/18 Called Windstream about disconnects, also Chris Abner, constituent services.

7/19 Static on phone line

7/20 5 disconnects, called Windstream to report it.

7/21 Gary from Windstream called me, told me they could not fix it until Monday.

7/22 3 disconnects, called Windstream. Spoke to Shelly.

7/23 5 disconnects, called PSC, Chris Abner, Windstream.

7/24 4 disconnects.

8/1 Phone disconnects. Did not call in hoping it was a fluke.

8/12 Phone disconnects. Again, hoping it was a fluke.

8/13 Called Windstream to report disconnects

8/14 No internet. Phone disconnected. Called Windstream twice.

8/16 No internet.

8/18 5 disconnects. Called Windstream

8/19 3 disconnects. Called Windstream.

8/20 disconnect, internet on and off. Called Windstream, they said they were working on the lines.

8/21 2 disconnects

8/23 3 disconnects

8/27 Phone disconnect.

8/29 Static, disconnects, called Windstream.

8/30 Windstream sent tech.

8/31 No phone no internet. Windstream tech here, said he would be back tomorrow. Spoke to Claudia from Windstream, also Tim Williamson.

9/1 Phone disconnected.

9/3 4 disconnects.

9/4 Called Windstream. Spoke to Juan who put in a work ticket. Tech from 8/31 (Billy) never did come back.

9/5 Billy finally came back. Said he was working on phone. Phone disconnected when he called me. Billy said there are bad cards in the box and they should be here by tomorrow or, if not then, by the end of the week. His supervisor told him that. Called Chris Abner from constituent services. Filed formal complaint with the PSC.

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

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