

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

TATYANA AND DONNA AUSTIN,

COMPLAINANT

v.

WINDSTREAM KENTUCKY EAST, LLC,

DEFENDANT.

CASE NO. 2012-00424

OCT 01 2012

PUBLIC SERVICE  
COMMISSION

**ANSWER OF WINDSTREAM KENTUCKY EAST, LLC**

The Defendant, Windstream Kentucky East, LLC (“Windstream”), by counsel, states as follows for its Answer to the Complaint filed by Tatyana and Donna Austin.

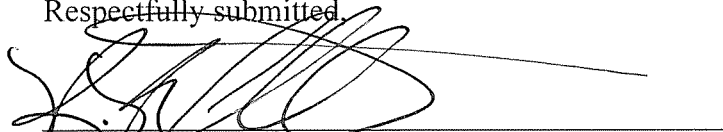
1. Windstream is without knowledge or information sufficient to form a belief as to the truth of the allegations contained in timeline of events filed with the Commission by the Austins. However, Windstream admits that the Austins have reported numerous service issues between April of 2012 and September of 2012.

2. Windstream affirmatively states that it has worked diligently to resolve the service issues reported by the Austins and that it will continue to do so going forward. Windstream is without knowledge or information sufficient to form a belief as to the truth of any allegations made by the Austins as to continuing service issues.

3. Windstream affirmatively states that it previously provided the Austins with three months of billing credit and that it is willing to offer an additional three months of billing credit as a sign of good faith and in an effort to resolve this matter.

WHEREFORE, Windstream respectfully requests that the Commission schedule an informal conference for the purpose of determining whether the Austins are still experiencing service issues, identifying any service issues that require attention from Windstream, and addressing the means by which the service issues may be resolved to the mutual satisfaction of the Austins and Windstream.

Respectfully submitted,

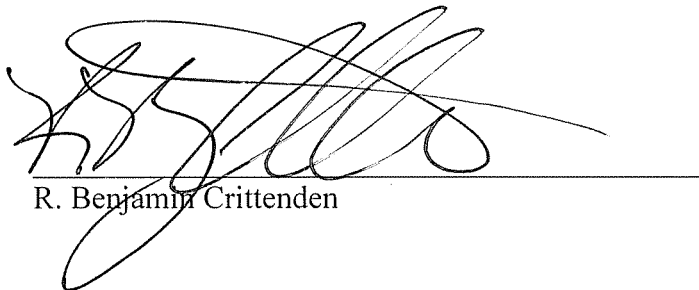


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COUNSEL FOR DEFENDANT, WINDSTREAM  
KENTUCKY EAST, LLC

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by United States First Class Mail, Postage Prepaid, on this the 1st day of October, 2012, upon the following:

Tatyana Austin  
Donna Austin  
4734 S KY 501  
Liberty, Kentucky 42539



R. Benjamin Crittenden