

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

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TATYANA AND DONNA AUSTIN,

COMPLAINANT

v.

WINDSTREAM KENTUCKY EAST, LLC,

DEFENDANT.

NOV 26 2012

PUBLIC SERVICE
COMMISSION

CASE NO. 2012-00424

WINDSTREAM KENTUCKY EAST, LLC'S STATUS REPORT

On November 7, 2012, the Public Service Commission of Kentucky ("Commission") conducted an informal conference to address both the services issues raised by Tatyana and Donna Austin in their complaint and Windstream Kentucky East, LLC's ("Windstream") efforts to address those issues. At the informal conference, the parties agreed that Windstream should file a status report on November 26, 2012 advising the Commission about the status of the issues raised by the Austins. Windstream reports the following:

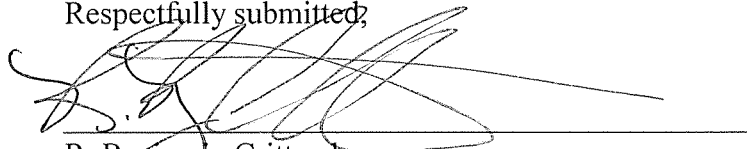
(1) The Austins experienced one instance of their internet service dropping on November 11, 2012. Otherwise, they have not experienced any issues with the services provided by Windstream.

(2) Windstream has agreed to provide the Austins with the six-month credit requested at the informal conference. Windstream notified the Austins of this decision on November 14, 2012, and informed the Austins that the credit was applied to the account.

(3) Windstream advised the Austins of the procedures that need to be followed for an additional name to be added to the account at issue in this matter. Windstream will continue to work with the Austins to see that this is accomplished.

Based on the foregoing, Windstream requests that the Commission continue to hold this matter in abeyance pending a subsequent status report at a time determined to be appropriate by the Commission.

Respectfully submitted,




R. Benjamin Crittenden
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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 26th day of November, 2012, upon the following:

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



R. Benjamin Crittenden